




2012 Annual
MINISTRIES REPORT



While exemplifying

Christ-like values

*we provide comfortable homes and exceptional care to seniors,
assisting them to live well in*

supportive communities.

Annual Reports are an opportunity to pause and reflect on what has occurred throughout the past year. It is a time to be grateful and appreciate all that has happened.

Our Team Members, partners, volunteers, family members and our Board, have moved us closer to achieving our vision of being an Employer of Choice. This has been demonstrated through the numerous stories that exemplify everyday servant leadership and the living of our values. We are blessed and grateful to have a caring Team that is united in its desire to serve and support each Resident.

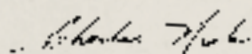
Through good stewardship of our financial and human resources we have been able to enhance the lives of our Residents. Others are taking notice of this and we are gaining more affirmative recognition within our communities as a Provider of Choice. It is not only a blessing to serve our Residents but to also have them share their lives with us.

Sometimes we tend to measure growth in terms of numbers. However, when the construction of a building is completed as Carey Place was recently, it is the eyes of our new Residents moving in that truly tells the story of growth. We are blessed

with the opportunity to provide affordable housing to seniors in Greater Victoria.

As Baptist Housing we are motivated by God's love as demonstrated by Jesus' ministry, to meet the physical, social, emotional and spiritual needs of our Residents. Consistent with this, we value highly the role of our chaplains in providing spiritual care, giving opportunity for our Residents to experience hope and fullness in all aspects of life.

On behalf of Baptist Housing's Team, we are grateful for the moments of joy, adventure and the opportunities to provide comfortable homes and exceptional care for seniors in British Columbia.



Charlie Nishi
Chair



Howard Johnson
*President and
Chief Executive Officer*

SHANNON OAKS - OAK BAY

“A Shannon Oaks Talent Night is always a packed out event. Our talented pianists started us off with as few lively numbers. Chef Murray from Marquise sang acappella, poems were recited and humorous stories told. Then the Royal Conservatory of Music in Victoria gave an astounding presentation they had been working on for the past five months. Three of the four songs they chose to share were written and composed by our Residents. T’was a very fun evening.”

– Team Member

“Residents still talk about our July 1st celebration. Walkers were decorated with everything they could find to attach to their vehicle of choice. Red and white were the primary colors that were visible as this band of enthusiasts circled the block. The community loved this fun, not so quiet group. Cars beeped with support, even slowing to comment on the great national spirit they were showing. Way to go Shannon Oaks!”

– Team Member

“Twenty four students from Camosun College in the RN program were paired with Residents for a twelve week time period on Tuesday and Thursday mornings. This will be the fifth year we have been a part this program to integrate first year students to healthy seniors before they need the services of a care community. Even though a portion of

our population is directly involved on a regular basis, all Residents benefit from clinics they host. It is a delight to have these bright young people feel at home and glean all they can in the short time they are with us.”

– Team Member

“Serving Residents as part of a Team is like being part of a well-rehearsed symphony orchestra. Everyone has an important part to play and when they work together, something magical happens – when all of the small things that individually may seem insignificant, fit together to make the difference. Our Residents are special and our Team is over the top. It is a day by day adventure and often, we as the Team are not certain who is encouraging who.”

– Team Member

“The Residents have certainly wedged their way into the center of my heart, and it is a distinct honour to serve them as Chaplain. I have the pleasure of being their bus driver up to three times each week. I love these opportunities to interact with Residents in social and recreational ways; also birthdays, anniversaries, and special celebrations afford me time to interface with Residents and get a little more information on their backgrounds, family, and personal stories of their journey from birth to the present.”

– Chaplain





Year Opened: 2007

Number of Team Members: 11

Location: Oak Bay (Victoria)

Number of Residents: 117

Partner: Marquise

Type of Housing: Independent Living with Support Services



Top: Shannon Oaks, Oak Bay

Middle: Canada Day Celebration

Right: Shannon Oaks Team Members



300 hyacinths
bloom at Shannon
Oaks each spring
with over 5000
tulips and
daffodils.

MARRION VILLAGE

“Probably the highlight of the afternoon picnic involved this dear Resident, Grace. She has serious macular degeneration, but never lets anything slow her down. She attends every function, every bus trip and she is a mere 96 years young. She came to the picnic with her water shoes on. After eating we noticed she wandered down to the boardwalk and walked up and down the path a bit, eventually sitting down on a bench. As the Team, we are always concerned when a Resident ventures out on their own, so a comment was made about her being down on the walk, just sitting on the bench. One of the other Team Members mentioned she was hoping to wade in the water just one more time. With that, we made an instant decision to make it happen. I grabbed Neil, a chair, and went down and “ordered” her to come with us. We helped her to the chair and Neil and I carried her across the sand to the water’s edge. Barb and Bonnie, bare footed, escorted her into the water, rolled up her pant legs and waded with her as she literally danced a jig. The pictures really don’t capture her joy, but she told me it was something she will never forget.”

– Team Member

“On my very first week of work, I knew I was in for something special; our Team had planned a fundraiser, an old fashioned Carnival! On a Friday afternoon in September, Marrion Village had a fundraising carnival

with all proceeds raised going directly to the Terry Fox Foundation. Over 60 Residents and Team Members turned out for an exciting afternoon of fun that included a number of carnival type games in lounge 6. Games included bowling, a bean bag toss, balloon darts, ring toss, and ball drop. Well over 200 prizes were won by participants with many Residents winning 4 or 5 prizes! Everyone who attended left with smiles on their faces and prizes for themselves, friends, or family. They also left with the satisfaction of knowing they helped to raise \$425.39 towards cancer research.”

– Team Member

“My ‘in’ with a certain Resident is around technology. In the past few months he has had his TV bite the dust, and most recently his VCR. It was nearly a daily trip to his place to explain how the new TV worked in conjunction with his VCR. Now with his need for a new VCR (trying to find one is like looking for hen’s teeth), he has to learn something else new. It continues to open up opportunities for talking about spiritual things. He has come from not admitting too much to talking about thanking God every night for this or that. At the same time, it has taught me a lot about being patient. I keep thinking about what it might be like to be 94 and have no one to help me.”

– Chaplain





Year Opened: *March 1, 1977*

Number of Team Members: *8*

Location: *Oak Bay (Victoria)*

Number of Residents: *173*

Partners: *BC Housing, Vancouver Island Health Authority, Marquise, Beacon Community Services*

Types of Housing: *Seniors Residences (rental) and Assisted Living*



Top: Marrion Village

Left: Marrion Village Team Members

Right: Residents Picnic in the Park

MOUNT EDWARDS COURT

“A day in the life of Mt. Edward’s Court finds the Residents preparing for an upcoming weekly or monthly ‘theme’ event. For each event our Residents make colourful and creative decorations that adorn our walls, ceilings, and sometimes their heads too! The Easter week starts with ‘Creative Egg Works,’ where eggs are gaily decorated for all the weeks’ events starting with ‘Hot Cross Eggs!’

The ‘Kid’s Club’ from our local school, who visit once a month, sit between the Residents facing out in a large circle. Our Music Therapist plays lively music and the fun begins! The children and Residents laugh loudly and crack a few eggs as they are passed hand to hand until the music stops. Everyone claps loudly when the only person left holds up a sorry looking egg with a winner’s shout of glee. The Easter Bunny jumps into action and hands out a chocolate bunny, to the winner, and smaller eggs for all participants to enjoy.

The next day, we ‘Spring into Easter,’ by displaying the spring flowers we have sown in ‘Growing Together.’ This leads to the ‘Scents of Spring’ where our less cognitive Residents are reawakened with memories wrought by the delightful smell of Hyacinths, Easter Lilies, Hot Cross Buns,

made and baked at ‘Grandma’s Kitchen.’ This sensory exploration also ends with a chocolate egg to savour.

‘Comfort Cafe’ is next, where our homemade bonnets are worn with pride, and judged by the busy Easter Bunny for: the prettiest; most colourful, funniest, etc. The bonnets are so delightful that Mr. Bunny cannot make up his mind, and awards each participant with an individual prize! At the end of the day the lovely hats are hung on the walls to create instant decor to be enjoyed by all!

Mr. Bunny is not done yet, as the following day he invites everyone to ‘Hop-A-Long Music Bingo’ where Spring and Easter are recognized and sung, plus if that song is on a Bingo card, the Resident comes that much closer to being awarded a colourful ‘Creative Egg Works’ egg that can be traded for a ‘Tuck Trolley’ goodie. Whew, and we haven’t even got to Good Friday yet! Each daily event follows another relating to the weekly or monthly theme that is started by our Resident’s designing the props and decorations. Our community blooms into fun (and delicious) programs that Residents, families and our Team enjoy.”

– Team Member



*The Mount Edwards
Court building
turns 100 in 2012!*



Year Purchased: April 7, 1981

Number of Team Members: 97

Location: Victoria

Number of Residents: 83

Partners: Vancouver Island Health Authority, Sodexo

Type of Housing: Residential Care



Top: Family Story Time

Middle: Mount Edwards Court Care Home

Right: Residents

CENTRAL CARE HOME

“Suddenly Residents’ faces break into smiles, they lean forward, some with hands out stretched. What has caused this wave of happy eagerness? At Central Care Home it is a small white and black bundle of 4 legged energy called ‘Squeakers’. How amazing that animals with their unconditional love and happy energy can lift spirits and take our Residents back to memories of a cherished pet. To see the smiles and hear their laughter lifts the hearts of all around.”

– Team Member

“I had just completed an assessment with one of our Residents. I was concerned that she was feeling isolated and despondent with the loss of her independence and her home. I returned this afternoon to follow-up with a few loose ends and when I knocked on the Resident’s room, one of our Team Members opened the door. She was looking at the Resident’s photographs and just listening to her. The Team Member later told me that she had visited this Resident three times and just today received her first smile from her. I guess I didn’t have to worry after all. How wonderful to know that we have Team Members who are willing to work so hard for just one smile.”

– Team Member

“Last April for William and Kate’s Wedding we started early by making table decorations for our ‘Regal Tea’ in the Duke and Duchess’ honour. These were china cupids with sprigs of flowers that resembled the bride’s bouquet. Then came

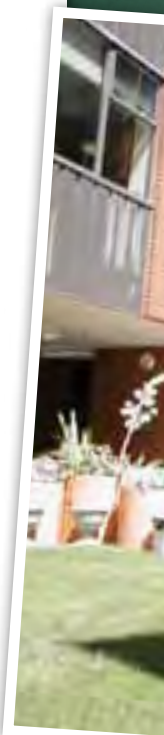
the ‘fascinator’ and other elegant chapeaus that were ‘de rigueur’ for such a special event. Each was made with loving care and proudly worn on the special day.

Our kitchen joined in the fun by preparing delicious scones, which could be smothered in assorted jams and Devonshire cream. Truly it was a spread befitting such an event. Whilst daintily sipping fine English teas, we played the taped event on a large screen TV, whilst ‘oohing’ and ‘aahing’ and remembering our own weddings. Each equally special, though all admitted to definitely being less grand. All in all it was a Royal Affair to be remembered, and enjoyed in the moment by Residents, families, and friends at our home – Central Care.”

– Team Member

“My fellow Chaplain, Terry, retired from 20 years of ministry with Baptist Housing. He has been a solid anchor of support and a tremendous encourager, counselor and giver of spiritual guidance to everyone in our care residences. I was asked to organize and lead his retirement tea at Mount Edward’s Court. Terry and his wife Lita deeply appreciated the event and were blown away by all the wonderful speeches of commendation reflecting on his ministry. On the lighter side, I was asked to play St. Valentine again on February 14. I enjoy this and for the 6th year now, put on my Monk outfit, and performed as St. Valentine as he lived in the 3rd century.”

– Chaplain





Year Opened: *May 22, 1980*

Number of Team Members: *153*

Location: *Victoria*

Number of Residents: *147*

Partners: *Vancouver Island Health Authority,
Sodexo, Comosun College RN, LPN and RCA students,
and Academy of Learning RCA students*

Type of Housing: *Residential Care*

Top: Central Care Home Team Members

Middle: Outdoor Courtyard

Right: Residents

ELGIN GARDENS

Dedicated: December 11, 1987

Location: Oak Bay (Victoria)

Number of Residents: 43

Partner: BC Housing

Type of Housing: Seniors Residence (rental)



Left: Elgin Gardens

Right: Entrance to Elgin Gardens

CAREY PLACE

Year opened: *June, 2012*

Number of Team Members: *2*

Location: *Saanich*

Number of Suites: *55*

Partners: *BC Housing and Capital Regional District*

Type of Housing: *Seniors Residences (rental)*

“Tears of happiness. This soon to be new Resident was looking out the window of her soon to be new home saying out loud to herself – ‘I am not worthy of all of this. This just does not happen to me.’ I went over to her and told her that this is a new beginning and yes – it does happen to her and how exciting it was to be part of it. She lives in Vancouver and is moving to be close to her family. 72 years old, last residence was for 16 years. She will be here for a long time I expect. NICE!”

– *Team Member*

“I had the pleasure of doing a walk-thru of the building yesterday and I was very impressed with how well the project has come together. The quality of construction and the interior finishes are fantastic and the building fits in well with the surrounding neighbourhood. Great job!”

– *Partner*

*Carey Place,
Baptist Housing's
newest residence
opened June 1st,
2012.*



Left: Carey Place

Right: Construction of Carey Place

GRANDVIEW TOWERS

“In February we gathered together to thank our Residents for being such an important part of the Grandview Towers community. We recognized over 30 Residents for their valued contribution to our community by way of decorating, food prep, sharing musical talents, making coffee, taking pictures, leading exercise class, etc. Everyone was in great spirits and had a great deal of fun retelling and reliving the events of the past year.”

– *Team Member*

“I recently visited two long time Grandview Towers Residents, a husband and wife, who have moved to a residential care home. This couple had reached a stage in their lives where they were no longer able to live independently. God’s provision to provide them with accommodation in the same home was truly an answer to prayer that unfolded over several months. Now they are both in the same home and able to see each other regularly and I can continue to visit them.”

– *Chaplain*





Year Opened: Tower 1 - August 1971, Tower 2 - October 1973,
Tower 3 - February 1975

Number of Team Members: 8

Location: Vancouver

Number of Residents: 277

Partners: BC Housing, Sodexo, Langara Nursing students

Types of Housing: Seniors Residences (rental) and
Seniors Supportive Housing

*Grandview
Towers hosts
monthly theme
celebrations,
birthdays and
fun fitness!*



Top Left: Grandview Towers Gardens

Bottom Left: Chinese New Year Celebration

Top Right: Grandview Tower 1

Bottom Right: Grandview Towers Team Members

SHANNON OAKS - VANCOUVER

“I must admit I have had a lot of days and weeks of not listening or noticing the environment in which I am working. Reality pops back when you have Residents thank the Team for helping and caring for them, or when families show up with chocolates or flowers to thank us for caring for mom or dad. I love what is called the ‘Wow Factor’ when guests, family coming to visit, or fellow operators come in for the first time saying ‘wow, this is a great home’. Being on the cutting edge of seniors lives takes a lot of our energy but our reward of providing a loving, caring and Godly example of what God has done for us gives us strength.”

– *Team Member*

“The Shannon Oaks Vancouver Residents helped out the BC Cancer Society by counting Daffodil Pins for their upcoming April Campaign. When we were called to see if our Residents would help out, we said yes. Then the pins arrived in buckets full. There were so many pins to count but we did it. We counted in packages of 100 and ended up counting 36,990 pins. The Residents who helped felt so honoured to help such a worthy cause.”

– *Team Member*

“A group of Residents from Shannon Oaks Vancouver faithfully walk over to Waverley Elementary School every Monday morning to help out with their reading program. The Residents will work one on one with Grade 3 or 4

students helping them with their reading. It’s so wonderful to watch the interaction of our Residents with these children and the staff of the school appreciates it so much.”

– *Team Member*

“This February both Clarendon Court and Shannon Oaks took the time to remember and honour those Residents who passed away in this past year. As we organized it so many of the Residents would come to me and share stories about their friends. As we shared these stories we learnt even more about our friends. We grieved together and encouraged one another. I think that we all came away better for spending time remembering.”

– *Chaplain*

“One of our ladies at Shannon Oaks struggles with her walking, but she is determined to keep mobile so she exercises every day to keep things moving. One day, a particularly difficult day for her, I met her in the hallway and she was having a hard time getting her feet to move at all. She looked at me with a very perturbed and frustrated face and said very seriously, ‘I think that someone has put glue on the bottom of my shoes!’ Her serious face left and we both broke into peals of laughter. I so appreciate her determination, but especially how she finds humour in this trying situation.”

– *Chaplain*



Year Opened: *March 2, 2001*

Number of Team Members: 12

Location: *Vancouver*

Number of Residents: 147

Partner: *Sodexo*

Type of Housing: *Independent Living with Support Services*



Top: Shannon Oaks Team Members

Middle: Shannon Oaks Vancouver

Right: 10th Anniversary Celebration

CLARENDON COURT

“A new Resident moved in this morning and she spoke only Mandarin. It turns out one of our Residents recognized a family member of this new Resident from her church. Within 15 minutes of being in the building, while the family was unloading the moving truck, our new Resident not only made a new friend but they have already arranged to attend church together. The family is visibly excited. Why do we ever doubt how things will go. We need these reminders to just quit the doubt and trust, believe and have faith.”

– *Team Member*

“I was chatting with one of our new Residents at Clarendon Court this morning. She had just come from doing chair exercises. She remarked how her exercises were always a great start to her day. She mentioned that getting moving really helped, but what she liked best about it was that there was no other place that she could go to get so much affirmation. She explained, “with each simple movement of lifting our arms or turning our heads we are pronounced ‘wonderful’. When our families call they don’t give any praise like this. Their comments are, ‘have you remembered to do this or take that,’ but in chair exercising we are always encouraged and told that we are ‘wonderful’. You know realistically that what you are being praised for is something unremarkable, but it sure feels good.”

– *Chaplain*

“Change is not all that easy but when you see the results in Partners and our Team working together we know change works. When we can get it through to all of us that ‘it’s not about us, it’s about the Resident’ we accomplish great things in our care for our Residents.”

– *Team Member*

“In January we celebrated Cissie’s 105th birthday! We were joined by her family, her children (now in their 80s) her grandchildren and great grandchildren. But not just her family, we were joined by a Scottish piper, singer, pianist and dancer. The cake was piped in and we joined the others in singing tunes from Glasgow. We didn’t know all the words, but she did. All of this was recorded and featured by Mike McCardell on Global TV.

I hold this lady up as an example to my family, particularly to my son-in-law. When Cissie met her son-in-law she welcomed him with open arms into their family. He found within that family all the love he could imagine. That was never lost on him and he returns this love and comes to have breakfast with Cissie every morning. I hope that I have been that accepting to my son-in-law.”

– *Chaplain*



Each month we close off the entire lounge and the room is turned into a movie theatre. All tables and chairs removed, only soft comfy armchairs, love seats and sofas remain. Residents sit back to watch a big screen movie while enjoying popcorn, soda and chocolate in soft comfy chairs.



Year Opened: 1964

Number of Team Members: 4

Location: South Vancouver

Number of Residents: 58

Partners: BC Housing, Vancouver Coastal Health Authority, Greater Vancouver Community Services Society, Sodexo

Types of Housing: Assisted Living, Independent with Support Services



Left: Resident Exercise Class

Middle: Clarendon Court

Right: Clarendon Court Team Members

MAPLE TOWERS

“A certain Resident could no longer live independently. Her situation caused a disturbance and concern to other Residents. We had a long conversation with her family but she resented the intervention. She came to ask for justice. I listened and prayerfully pointed out the facts. She began to see that it wasn’t other people, but her mind and body that failed her; she agreed to call her daughter the same day to make arrangements to move to a long term care residence. The same morning she joined the Bible study as usual. I obtained permission from her to announce her decision and invited the study group to pray for her. Those who prayed for her that day demonstrated exceptional grace and care for her physical needs. She felt loved, supported, and was reassured that she was making the right decision.”

– *Chaplain*

“A Resident’s health had been declining, and his neighbours cared very much for him. They held a surprise party for his 90th birthday. Some of his friends from outside were invited as well. When it was time to bring him to the party, due to his health he couldn’t make it. All who came to the party were concerned and disappointed. To turn the situation around, I gathered the group to pray for him. Then I took photos of everyone and invited one of his closest friends to

come with me to bring him both the cake and show him the photos. He was astounded to see us with the cake on hand and photos on the camera. We prayed for him one more time and took photos with him to show the friends downstairs. The friends were delighted to see his happy face on the camera. They sang ‘Happy Birthday’ to him over the phone, and then stayed, visiting each other joyfully in the lounge. Many of them commented how their disappointment turned into a real party time.”

– *Chaplain*

“I lived in another BC Housing facility for many years. That Residence was deteriorating. I am so happy to be here at Maple Towers. The administration here is really good. I’m so happy here.”

– *Resident*

“There has been so much fear and hurt in my life. Here I feel safe and I can sleep well at night. I know that I am here for healing. The neighbours are so friendly; the Chaplain, Administrator and Maintenance help me so much. Thank you.”

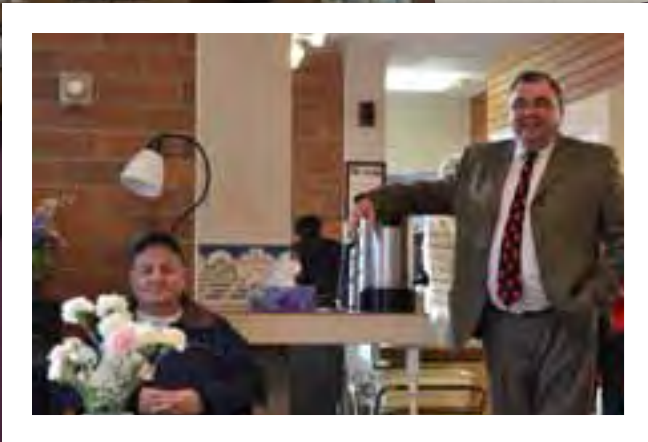
– *Resident*





Maple Towers is the tallest building in Maple Ridge! It has the greatest laundry room – up on the penthouse floor, so it has a beautiful view of Mount Baker.

Year Dedicated: June 17, 1983
Number of Team Members: 4
Location: Maple Ridge
Number of Residents: 93
Partner: BC Housing
Type of Housing: Seniors Residences (rental)



Left: Maple Towers Team Members

Top: Maple Towers

Middle and Right: Team Members and Residents Enjoy a Valentine's Day Tea

GREEN VALLEY ESTATES

“In March we focused on a ‘Roll Up the Rim’ visiting blitz. Many who were cold to me coming to visit in-suite, are opening their doors wide when I say I’m bringing a Tim Horton’s ‘Roll Up the Rim’ coffee with me. And they get to keep the prize! I’ve had some wonderfully deep conversations already, thanks to Tim (and of course, to God as he continues to use simple things and simple people for his glory).”

– Chaplain



Year Opened: 1989

Number of Team Members: 2

Location: *Armstrong*

Number of Residents: 62

Type of Housing: *Seniors Residences (rental)*



Left: Green Valley Estates

Right: Resident Tea Party

SUN RIDGE ESTATES

Year Dedicated: June 13, 1996

Number of Team Members: 2

Location: Salmon Arm

Number of Residents: 34

Type of Housing: Seniors Residences (rental)

“I was driving my new lawn mower one morning. The weather was perfect. Not too hot, not too cold, enjoying the tunes on my new phone. I drove around a corner where a Resident flagged me down. When she stopped me she said that it was past coffee time. She then handed me a large Tim Horton’s coffee and a danish. Life is good here in Salmon Arm.”

– Team Member



Left: Residents Gather in the Lounge



Right: Team Members from Head Office and Sun Ridge Estates

VILLAGE AT SMITH CREEK

“We had a ‘Newcomers Tea’ today in our dining room. I asked everyone who attended if they would like to share something that they are thankful for. Phyllis started saying she was thankful for the Team. From there every person said they were thankful for something Village at Smith Creek has to offer. Everyone was extremely thankful for the people that work here. They are also thankful for each other and the support they provide to each other as well as the friendships that have blossomed here. This really is an awesome place to live and work. I am thankful for Village at Smith Creek.”

– *Team Member*

“Children are as much a part of the Village as our Residents! There are often times that you can see and hear kids taking part in different activities around the residence. One special program is the Professional Development Program: Little Village People. This is a program that is facilitated for Team Members’ children. Small group of kids come in on their professional days and they participate in different things including baking, bowling, Wii, magic shows, music and visiting. The kids range in age from 6-12 and love taking part! What a great program that involves so many of our loved ones!”

– *Team Member*

“The Recreation Team Members accompanied two groups of Residents for a wonderful trip aboard the Therapeutic Lake Cruises (TLC) pontoon patio boat on the ‘jewel of the Okanagan’, our beautiful lake. The weather was warm and the water was calm. Our certified TLC Captain met us at the marina gate with life jackets in hand to help us escort our participants safely onto the boat.

Once cruising – we passed out the picnic lunch provided by Sodexo; so delicious, as our appetites were stimulated by the fresh air. We shut off the motor and listened to the quiet waves gently moving the boat and all around the blessings of nature – blue skies and scenic mountains.

We started up the cruise again, passing under the Bennett Bridge, over to City Park to see two Kelowna landmarks; the Sails sculpture and the Fintry Queen Paddle Wheeler.

Through sights, sounds and smells what wonderful memories the trip inspired. One of our Residents repeatedly stated ‘I am 100 years old and this has been the best day in a long time!’ One other gentleman who used to own his own yacht when he lived in Vancouver said ‘I don’t want this day to end. It doesn’t get any better than this!’

The Village at Smith Creek Recreation Team is so proud to be able to provide this unique leisure experience for our elders.”

– *Team Member*





Year Opened: 1992

Number of Team Members: 200

Location: West Kelowna

Number of Residents: 192

Partners: BC Housing, Interior Health Authority, Sodexo

Types of Housing: Independent Living with Support Services, Assisted Living, and Residential Care



*Village at Smith
Creek celebrated their
20th anniversary
in 2012.*



Top: Team Members Receive Archway of Excellence Recognition

Left: Village at Smith Creek

Right: Volunteers for 20 Years are Celebrated

SUN POINTE VILLAGE

“How do you describe an amazing group of individuals? Our Sun Pointe Village Team consists of about 150 Team Members who work together to provide great Resident Care. They demonstrate their caring in many unique ways as they are care-givers. Team Members will bring their family members and their pets in for spontaneous visits, sometimes sharing their talents with Residents. Several Team Members are actively involved in further education in their spare time while others pursue hobbies like painting, cooking, music and horse racing. Many of the Team Members have young families and throughout the year we have several opportunities to include them in activities such as Easter Egg Hunts and Breakfast with Santa.”

– *Team Member*

“Frank enjoyed Sun Pointe Village’s first Annual Men’s Fishing Trip this past summer on the Therapeutic Lake Cruises Society pontoon boat. He loves to participate in the weekly Hymn Sing held in the Towne Hall and regularly attends Sunday afternoon church services. Frank serves other Residents by joining the Chaplain to sing hymns in our care communities. He is affectionately known as ‘First Note Frank’ as he has an excellent voice and encourages everyone to join in the music. Frank tries to remain positive about his short-term memory loss. We were sharing

memories from the past one day and he had a wonderful insight; ‘I can remember anything, anytime; as long as it is in my time.’ This was such a lovely reminder to me how important it is to live in the Residents ‘time’ and enjoy each moment.”

– *Team Member*

“A lovely friendship developed over a number of years between two Residents. Both shared an English heritage and both were active in the Woman’s Land Army during and after WWII. The WLA was a program of the Ministry of Agriculture and upwards of 90,000 women worked on farms to help feed a nation at war. With the majority of the men in Europe and merchant ships subject to enemy attack, food production was critical. ‘Land Girls’ contributed greatly to the war effort by working in all areas of agriculture throughout Britain. The British Government recently recognized their efforts by issuing a special medal. Sylvia was very proud of the recognition and the medal was very precious to her. Following her death, she left instructions that her medal be given to her friend. This was an unexpected gift and is now a treasured memory for our friend.”

– *Chaplain*



Sun Pointe Village was the first Residence in Kelowna to offer all three levels of care.



Year opened: 2000

Number of Team Members: 150

Location: Kelowna

Number of Residents: 159

Partners: BC Housing, Interior Health Authority, Sodexo

Types of Housing: Independent Living with Support Services, Assisted Living, Residential Care



Top: Sun Pointe Village

Middle: Sylvia's Medal

Right: Sun Pointe Village Team Members

VILLAGE AT MILL CREEK

“Aging can deal otherwise vibrant, upstanding people a tough hand sometimes; that we don’t control. But how the rest of society supports that is under our control. My Mom, wife and I have considered it a truly wonderful thing to watch the Team at your residence bring a non-judgmental level of compassion to the Residents that is beyond remarkable.

Where one might be inclined to question God’s motives when someone like my Dad can be stricken down, I believe he has shown his hand in the care Dad is now receiving.”

– *Family Member*

“I’ve been asking people to tell me their stories about what gives them joy. This morning, as I was hurrying along the hallway, a Resident who was slowly making her way to the elevator fixed her eyes on me. I felt like she had something to say, so I stopped and smiled. ‘I’ve been wanting to tell you about something that happened to me years ago.’ She proceeded to relate a wonderful tale of experiencing God’s presence and comfort in such a tangible way that she still remembers vividly being embraced by God. As she told her story, she cried just a little. Joyful, thankful tears.”

– *Chaplain*

“We had a man that lived here. He was generally cranky. It was as if it was his job each day to find something that wasn’t right and bring it to someone’s (preferably everyone’s) attention. According to his family he had always been this way to them and to his wife. Originally he didn’t need any care from us but as time went on he needed personal care and then residential care.

When he started to receive care he came into my office to tell me he did not know people like the Team here existed in the world. He was in tears and wanted to know what he could do to show his appreciation. By this time it was a little hard to communicate as we were both in tears. I think his heart grew two sizes that day. As time went on he still had cranky periods but had certainly mellowed a great deal. His family couldn’t believe the transformation.

I thought a lot about him and wondered how someone got to be over 90 before someone showed him the kind of kindness our Team did to make him feel this way and how sad it was that it took so long. I think a lot of men in his generation are this way. They grew up with some standards around being tuff and in charge, rational rather than emotional, and to top it off they were in the war. I don’t think we can ever be sure why people are the way they are by the time they live with us. But I do know you make a difference for them. You are all amazing.”

– *Team Member*





Year opened: 1962

Number of Team Members: 200

Location: Kelowna

Number of Residents: 192

Partners: BC Housing, Interior Health Authority, Sodexo

Types of Housing: Independent Living with Support Services, Assisted Living, and Residential Care



Village at Mill
Creek will
celebrate its 50th
anniversary
in July 2012.



Top: Village at Mill Creek

Middle: CEO Presents Archway of Excellence to Team Members

Right: Residents Enjoy Classic Car Show

EVANGEL TOWERS

“In an ongoing effort to contribute to the total wellness of our Residents we encourage those who live within our buildings to discover what they have always wanted to do and in some cases, to discover a long latent talent.

This past year one our Residents started playing the piano in our lounge. At first she hesitated saying her long dormant piano skills were not suitable to be heard in public. However with the encouragement of those around her she started playing on Wednesday afternoons that blossomed into a sing along.

As her crowning achievement she accompanied our Administrator and myself during the carol sing at the annual Christmas Party.

A true testament to the fact that no matter what our age we can use our gifts to enrich the lives of others.”
– *Chaplain*



Purchased: *April 30, 1991*

Number of Team Members: 3

Location: *Vancouver*

Number of Residents: 66

Partner: *BC Housing*

Type of Housing: *Seniors Residence (rental)*



Left: Team Member and Resident Carol Sing

Right: Evangel Towers

OUR OFFICE TEAMS

HEAD OFFICE

#125-6165 Highway 17,
Delta, British Columbia V4K 5B8
(T) 604.940.1960 (F) 604.940.1963

KELOWNA REGIONAL OFFICE

#1-700 Rutland Road N,
Kelowna, British Columbia V1X 7W8
(T) 250.491.7714 (F) 250.491.7289

VICTORIA REGIONAL OFFICE

1968 Bee Street,
Victoria, British Columbia V8R 6P6
(T) 250.519.3300 (F) 250.592.3527

inquiry@baptisthousing.org
www.baptisthousing.org

“Our Kelowna Regional Team has a wide variety of responsibilities from scheduling, to payroll, to education, Human Resources and Administrative roles.

Over the past few years, the Team (now 9 strong) have learned how to work together to achieve our goals. This is an amazing Team, who have given of themselves on both work time and personal time in order to make sure the whole Team succeeds.

What an amazing group of dedicated people. The dedication not only to Baptist Housing, but to each other!

I am so proud to be a small part of this Team!”

– Team Member



Left: Head Office Team Members

Right: Kelowna Regional Office Team Members



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 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 450 vocational students trained and gained practical experience with us

- Academy of Learning
- ACTS Seminary
- Camosun College
- Langara College
- Okanagan College
- ProCare Institute
- 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
- Killarny Secondary School
- Mt. Boucherie Senior Secondary
- St. Patrick's School
- St. Michael's Middle School
- Waverly Elementary School

IN RESEARCH:

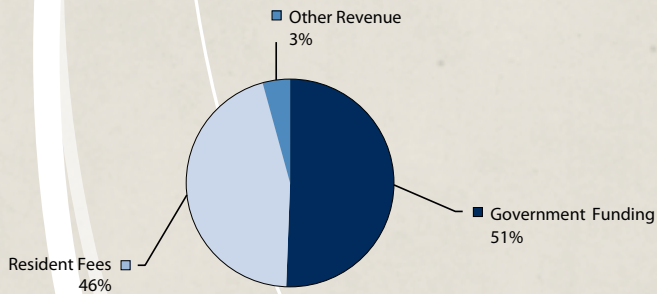
- University of British Columbia Okanagan
- University of Victoria
- 50 International visitors from London, Australia and Japan

OUR FINANCES

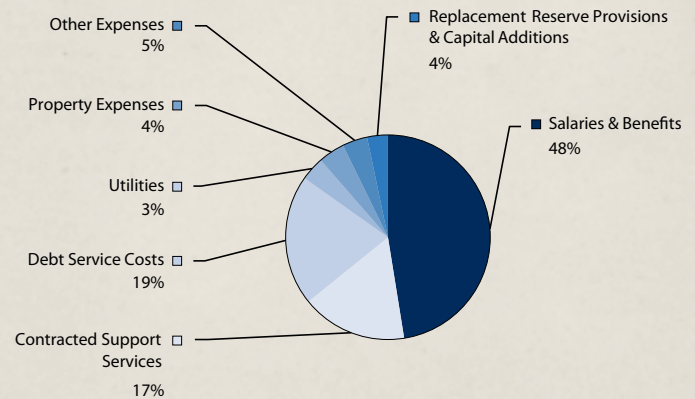
Baptist Housing manages our resources with integrity and stewardship as part of our mission. Our revenue and expenses remain stable and are comparable to previous years. Due to favourable financing terms, Baptist Housing has been able to reduce debt servicing costs over the previous year.

Baptist Housing Consolidated Operating Revenues and Expenses Year Ended March 31, 2012.

REVENUE – \$69 M



EXPENSES



Our ministry is...

produced by faith,

prompted by love,

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

Based on 1 Thessalonians 1:3



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