



BAPTIST HOUSING

SENIORS LIVING

**2021**

ANNUAL REPORT







## 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.

## MINISTRY VISION

- Build a Strong and Engaged Team
- Assist our Residents to Thrive
- Build Internal Ministry Health and Capacity
- Embrace Future Ministry Opportunities





## WHAT WE DO

Baptist Housing provides comfortable homes and exceptional care to seniors in British Columbia, assisting them to live well in supportive communities. In each of our communities, our teams offer wellness programs that encourage positive lifestyles and the health of the whole person.

As a non-profit charitable organization, Baptist Housing invests its resources into improving the lives and wellbeing of our residents. We are affiliated with the Fellowship of Evangelical Baptist Churches Pacific, yet our communities welcome people of all faith traditions. Our communities are established on a foundation of values so that Baptist Housing's mission is experienced by those we serve and those who serve.



“Because of your support, Baptist Housing is still here *57 years* later, serving our seniors across the province.”



## OUR TEAM VALUES

**SERVANT LEADERS** Focus on 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!





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## MESSAGE FROM OUR CEO AND BOARD CHAIR

In our review of this last year, we turn to express our thanksgiving to God. Lamentations 3:22-23 offers, “The steadfast love of the Lord never ceases; his mercies never come to an end; they are new every morning; great is your faithfulness.” We have needed those new mercies on more than a few mornings over the last year. God’s faithfulness toward us, around us, and in our ministry has been abundant. Looking back, we are grateful because we were able to pull together and live our mission in a year which has been like no other.

In all things, we remain steadfast in our ministry to seniors. While we adapt to life and activities during this pandemic, we have made positive and proactive changes to improve programs for our post-pandemic future. In addition, we continue to move forward with two important redevelopments: Linwood Court in Saanich and Inglewood Care Centre in West Vancouver. Linwood Court is being redeveloped and expanded to offer more affordable housing. Likewise, Inglewood Care Centre in West Vancouver will be redeveloped and expanded to offer rejuvenated state-of-the-art long term care and a full continuum of housing and services for seniors.

Over the last year, many of us have had a rekindled sense of community in our personal lives. This has also served as a reminder that Baptist Housing is an important member in the communities where we serve. We count this as a privilege which we fully embrace.

We applaud our team in admiration of their resilient and servant hearts. Thank you for bringing your hearts of compassion and care to our residents every single day. You found new ways to support our residents and their loved ones through all the seasons of COVID so they could continue to experience life well. Our residents, in turn, provide ongoing inspiration to us to set our sights higher and higher.

**Marc Kinna**

President & Chief Executive Officer

**Lorrie Wasyliw**

Board Chair



## ALL IN THIS TOGETHER

Over the last year, we have found ourselves greeting people with “Are you staying safe?” and saying goodbye with “Stay well,” or “Stay safe!” Our language has changed, and as much as Dr. Bonnie wants us to be kind, it seems healthy and safe are common themes everywhere, including here at Baptist Housing.

On any given morning, you can find several residents distanced from each other, enjoying morning coffee. Because they live in our communities they have been able to continue their normal routines. One resident, named Katie, commented that if she lived in an apartment she would be isolated and alone. Here at Baptist Housing, she can still safely connect with her friends every day.

Katie was regularly at the door of one of our communities where she would welcome visitors and help with taking their temperature. Katie would share how great our team is and ask if they believed in God. Katie is a long-time resident with us and she doesn’t mess around. She believes she was sent by God to live with us and she lives life on purpose every day, loving where she lives.

Our communities are a safe place for our residents to continue to experience life well. As we stay safe at work and at home, we keep our families safe and our residents and teammates safe.

Thanks to Katie for reminding us that we were sent here too. Our residents and teammates rely on each other. We couldn’t imagine a better team. Safer Together.





## HOWARD

"I thank my God every time I remember you." Philippians 1:3 expresses our collective hearts for Howard Johnson's 33 years of service to God at Baptist Housing and his 13 years as President & Chief Executive Officer.

In November 2020, Howard decided to narrow his focus to a few of the things he has a very deep passion for. Passing the CEO baton forward, Howard became Special Advisor to support our development and capital projects, particularly our planned redevelopment of Inglewood Care Centre in West Vancouver into a new comprehensive campus of housing and care.

Howard is deeply committed to our ministry and he continues to be incredibly supportive to our team, praying for us, encouraging us personally, and serving us to achieve our mission. Always keen to inject fun into his work and life, Howard holds a deep spirit of wonder, embracing change to explore what could be possible.

During Howard's leadership, our ministry took several large steps forward. One example of our growth during his tenure as CEO was the fulfillment of our dream to build The Heights at Mt. View to replace Mt. Edwards Court and Central Care Home in Victoria. Howard and our team faithfully worked toward this goal for more than a decade before opening the doors at The Heights. Howard leaves a legacy of perseverance and commitment to raising the standard of care and service to seniors in our ministry.

Even though Howard continues on as a valued member of our team, it is fitting to pause and reflect on his tenure as CEO and service to the Lord at Baptist Housing with hearts of gratitude.







## OUR LEADERSHIP

### BOARD

Lorrie Wasyliw, *Chair*

Garry Grams, *Vice-Chair*

Dawne Carroll, *Secretary*

Cheryl Abbot

Harold Bloomfield

Allan Elander

Larry Gustafson

Margaret Hardy

Tom Irwin

Ana Mak

### SENIOR LEADERSHIP TEAM

Marc Kinna, *President & Chief Executive Officer*

Gord Braun, *Executive Vice President Finance & Chief Financial Officer*

Terri Griffing, *Executive Vice President Operations & Chief Operating Officer*

Deanna Bogart, *Vice President of Marketing & Communications*

Dayle Krahn, *Vice President of Property Maintenance & Development*

Ray Saucy, *Vice President of Spiritual Care & Special Projects*







## PARTNERSHIPS

### MINISTRY PARTNERS

Camp Qwanoes  
Fellowship Pacific  
New Hope Community Services  
Northwest Seminary  
Sunnybrae Camp  
Vancouver Urban Ministries  
W.I.N.G.S. (*Women in Need Gaining Strength*)

### EDUCATIONAL PARTNERS

Cambria College for RCA students  
Camosun College for RN students  
Columbia Bible College  
Okanagan College  
Royal Roads University  
Sprott Shaw  
Tecumseh Elementary  
UBC Nursing  
University of Fraser Valley  
University of Victoria

### COMMUNITY PARTNERS

Applachat  
Alzheimer's Society of BC  
Canadian Blood Services Plasma Centre  
Central Okanagan Hospice Association  
Concerts in Care  
Dance Victoria  
EquipCare BC Grant  
Faith Baptist Church  
Hands in Service  
HOPE Outreach  
Kelowna Gospel Mission  
Ladies Auxiliaries  
LinkedIn  
LTC+  
New Horizons for Seniors Program Grant  
Nootka Elementary  
Meals on Wheels  
Oak Bay Student Musicians  
Safe Care BC

Seniors Outreach  
Society Pursuits Project Canada  
TELUS Ambassadors  
Victoria Symphony  
West Kelowna Health Network  
WorkSafe BC with Peers Safety Group

### HOSPITALITY & CARE PARTNERS

Affinity Seniors Care Inc  
Care At Home Services  
Pro Vita Care Management  
WestCana Services Inc

### ASSOCIATIONS

BC Care Providers  
BC Non Profit Housing Association  
BC Seniors Living Association  
Denominational Health Association



## 2020 AT A GLANCE

### LOCATIONS

21

### TEAM MEMBERS

2,500

### RESIDENTS

2,750

### CHAPLAINS

19

### VOLUNTEER COORDINATORS

4

### VOLUNTEERS

92

### VOLUNTEER HOURS PROVIDED

10,215

### SOCIAL MEDIA POSTS

330

### MEALS SERVED

1,900,000







## 21 BAPTIST HOUSING COMMUNITIES IN BRITISH COLUMBIA

### INTERIOR

**Green Valley Estates** – Affordable Housing

**Sun Ridge Estates** – Affordable Housing

### KELOWNA

**Sun Pointe Village** – Long-Term Care, Independent & Assisted Living

**Mill Creek Village** – Long-Term Care, Independent & Assisted Living

**Smith Creek Village** – Long-Term Care, Independent & Assisted Living

### LOWER MAINLAND

**Clarendon Court** – Assisted Living

**Evergreen** – Long-Term Care, Affordable Housing & Assisted Living

**Grandview Towers** – Affordable Housing

**Hallmark** – Independent & Assisted Living

**Maple Towers** – Affordable Housing

**Shannon Oaks** – Independent Living

**Inglewood Care Centre** – Long-Term Care

### VICTORIA

**Carey Place** – Affordable Housing

**Elgin Gardens** – Affordable Housing

**The Heights at Mt. View** – Long-Term Care

**Linwood Court** – Affordable Housing

**Marrion Village** – Assisted Living

**Shannon Oaks** – Independent Living



Salmon Arm

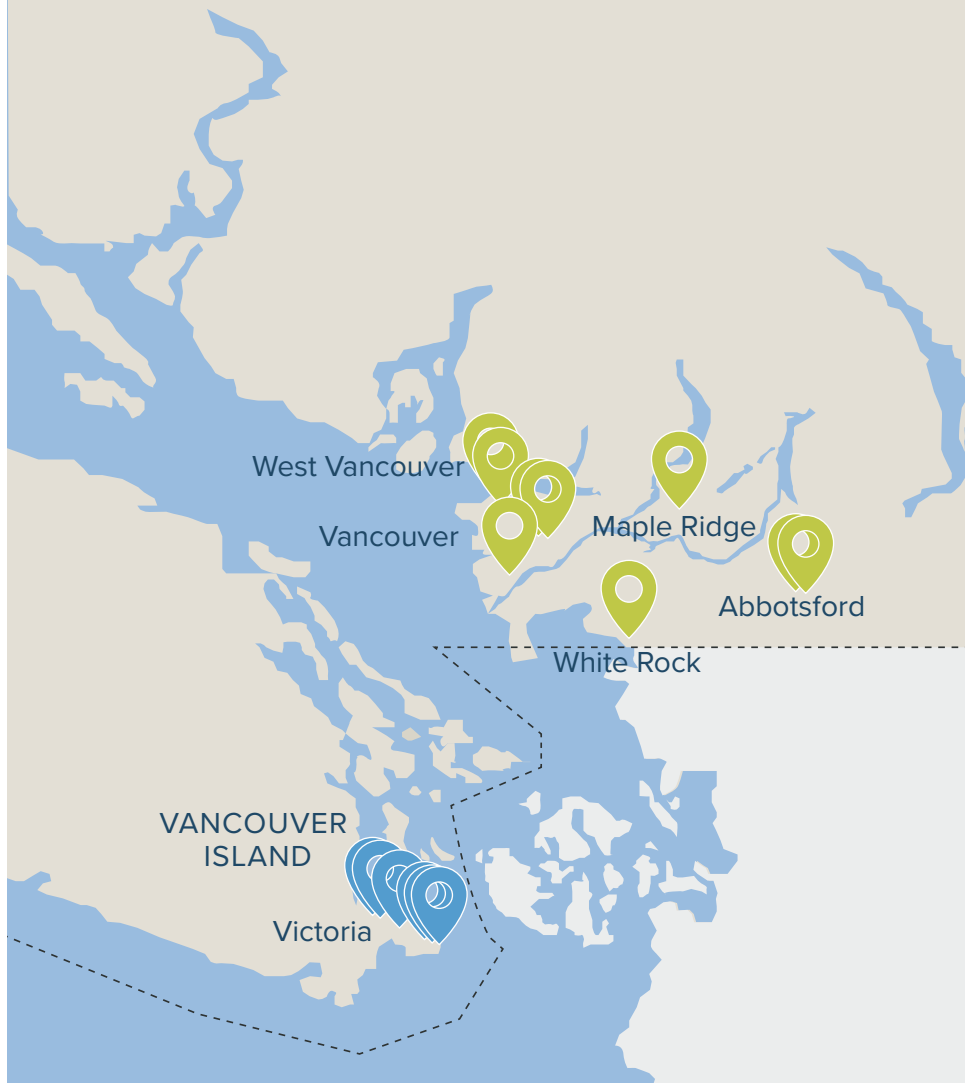


Armstrong



Kelowna

UNITED STATES OF AMERICA



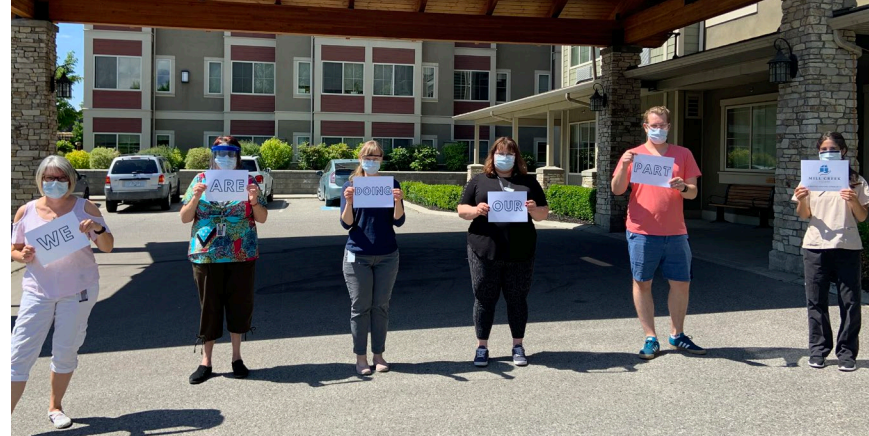
## COVID-19 RESPONSE

As with any organization involved in seniors care and housing, the COVID-19 pandemic has been a challenging time. Our organization responded immediately with the formation of a COVID-19 response team responsible for providing direction and support on COVID-19 protocols and health authority requirements.

Relative to other situations in Canada, Baptist Housing's confirmed cases of COVID-19 remained fairly small, with only one sustained outbreak. The impact on our residents and loved ones was still felt deeply.

We have seen a significant decline in COVID-19 cases since vaccinations began. On-site clinics proved to be a very efficient way for residents and teams to receive their vaccines and in many cases we were able to have essential visitors or other regular service providers vaccinated at the same time.

In this next phase of the pandemic, there remains a strong focus on immunization and infection control so that we may protect all those who live and work in a Baptist Housing community.







## HOSPITALITY

This past year our team was very creative in the delivery of our hospitality services. Due to the pandemic, meal service and housekeeping changed significantly. In April our dining rooms closed and meals were delivered in suite. A few months later dining rooms were reopened with fewer tables and residents spaced apart. A full year later we are thankful to welcome residents back to the dining room in a way that provides a more normal dining experience. This process took a lot of planning, collaboration and adaptability from all of our team members and residents.

Despite all of these challenges, we served approximately 1.9 million meals across Baptist Housing. On top of this we served almost 8,000 meals to the community of White Rock / South Surrey through our Meals on Wheels program that is operated out of Evergreen.







## TEAM GROWTH

Baptist Housing has applied for, and been awarded, 80 positions through the Health Career Access program (HCAP), making us a leader among affiliates. HCAP is a new government funded, paid work and training initiative for individuals seeking an entry point to employment in health care. Participants commence the program as Health Care Support Workers. Upon completion of the work and training program, they graduate as Health Care Aides. We believe HCAP presents a tremendous opportunity for us and the individual participants. It allows Baptist Housing to fill a need for non-direct care assistance. At the same time, HCAP allows individual participants to pursue a career in health care which was previously out of reach.





## — SPIRITUAL CARE

“Our ministry produced by faith, prompted by love, and inspired by hope in our Lord Jesus Christ.” —1 THESSALONIANS 1:3

Baptist Housing has an amazing and diverse team of spiritual care providers with incredible hearts for others. Since Chaplains have been considered essential workers, they have all stayed engaged personally with residents during this past year.

The following story incapsulates the impact that our spiritual care team can make as they live out our values in everything they do. It's from Jeannette Guerrero, our chaplain at Grandview Towers and a resident who will be referred to as "J."

A resident shared the tragic loss of a close of a close friend. Our chaplain listened to "J" as she shared her story and comforted her, encouraging her not to feel responsible for the accident. They prayed together. As she was leaving the chaplain's office, through tears she said. "In this place, I have found peace—peace that I have not felt in a long time. In this place I was able to find myself again. Do you know what it's like to lose yourself for a long time? To not know who you are and just rely on people's perception of you? It is a scary feeling. But, there is something about this place and the people who work here that makes me feel safe. I don't know what it is, and I don't know how to describe it. But it's moments like these that I know I can be vulnerable and I can shout and be angry, and still know I will not feel guilt or be condemned for my actions. I can just be me."

Our spiritual care ministry, supported by our chaplains and spiritual care volunteers, aims to build trusting relationships to support our residents to live life to the fullest.





## VOLUNTEERS

This past year has been like no other, yet our volunteers continue to bless us with their many kindnesses. They have found creative ways to stay engaged, even from a distance. Our volunteers have made masks, special headbands, ear guards, blankets, pocket aprons and wheelchair & walker bags by the thousands. Others have done virtual visits & Bible studies, performed concerts (both virtual & outdoor), sent cards & letters, put together gift boxes, provided groceries and assisted with data entry and special craft projects. Many of our resident volunteers continued to serve in their community with program setup, gardening and the general store. Community support came from Telus Ambassadors, UBC Nursing students, Society Pursuits Project Canada, Canadian Blood Services Plasma Centre, various churches, Elementary & Secondary Schools and Ladies Auxiliaries. We are so grateful to each one!

In reading the quote, “The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others,” a Kelowna volunteer came to mind. Kevin assists with the Music and Memory Program and has been volunteering virtually this past year, using a laptop and iPods to download music for our residents. In October 2020, Kevin and his wife were out walking when he received a phone call from his son, informing them that their home was on fire. They quickly went back to find the fire department fighting the blaze. Kevin mentioned to one of the firefighters that he needed to get into the house to get something that was valuable and couldn’t be replaced. The firefighter escorted Kevin in and he was able to save the laptop along with the iPods for the Music and Memory program. Upon questioning Kevin why he felt he needed to go back, his response was, “I value my volunteering and I know that iPods are no longer available to buy.” So heartwarming to think that this was the first thing that came to his mind! Kevin and his family are now in a furnished home for one year until their home is rebuilt and he continues to volunteer, enhancing the lives of our residents through music therapy. This is just one of the many stories of how dedicated and selfless our volunteers are!

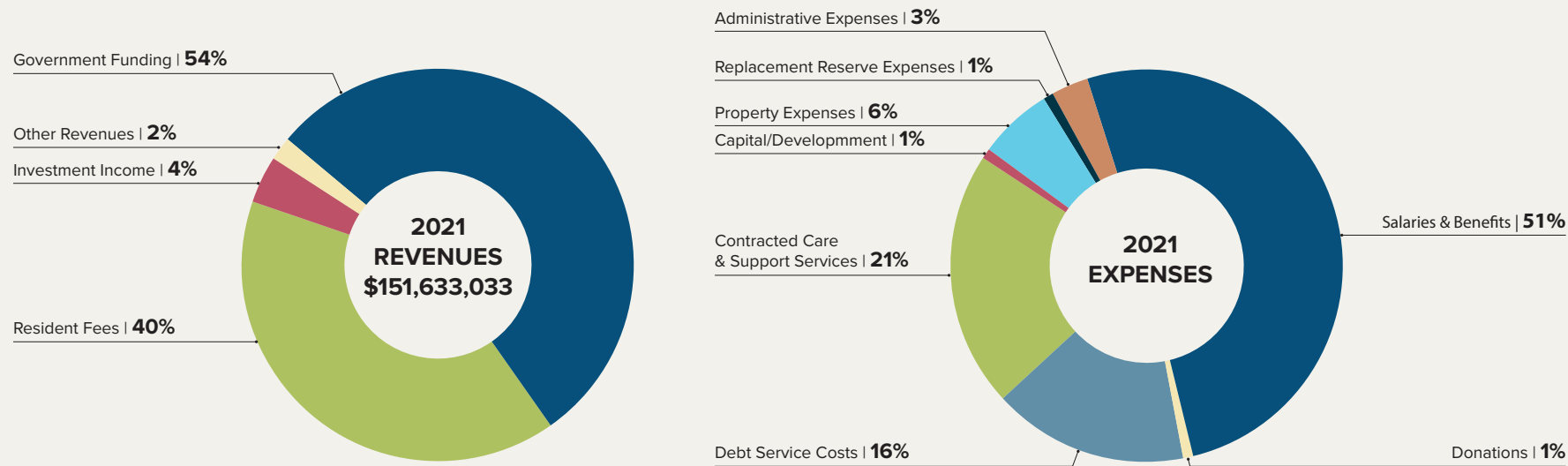






## FINANCIAL PICTURE

Baptist Housing manages our resources with integrity and stewardship as part of our mission.



Baptist Housing Consolidated Operating Revenues and Expenses Year Ended March 31, 2021.



## OUR COMMUNITY

### MAJOR PROJECTS

#### INGLEWOOD CARE CENTRE REDEVELOPMENT

In partnership with BC Housing and the Ministry of Health, Baptist Housing proposes to replace the existing Inglewood Care Centre with an inclusive, next generation, Continuum of Care.

The master plan proposes a synergistic combination of quality Long Term Care, Assisted Living, Independent Living, Affordable Housing for Seniors and for team members.

The design and redevelopment of Inglewood Care Centre will require a phased approach. After many iterations and numerous meetings and consultation with teams and the public, our application has been submitted to West Vancouver Council for their approval to rezone the site and acquire a Comprehensive Development Permit. Currently the Inglewood site consists of Inglewood Care Centre, with 230 funded long term care beds and 4 adjacent single family properties.

Our proposal, if approved, will include the replacement of the 230 funded beds with an additional 10 private pay beds. This should be completed in 2025. Once built, residents living in the current building will be able to move into the new care residence. Building will then commence on phases 2 and 3. These phases consist of a private pay Assisted Living and Long Term Care residence for 108 residents, an Affordable Housing residence with 107 suites for team members and 48 suites for seniors. We are also building a rental residence for independent seniors that will offer 124 Life Lease suites and 76 Independent Living suites. We hope to have the entire project completed in 2029.





## OUR COMMUNITY

### MAJOR PROJECTS

#### REVITALIZATION OF LINWOOD

Baptist Housing will revitalize 3200 Linwood Avenue in Saanich with a new affordable seniors housing community, offering 97 one bedroom suites with amenity spaces, outdoor gardens and underground parking.

We have been working on the redevelopment of Linwood Court since 2016. Despite the delays caused by the COVID-19 pandemic, we have received Saanich Council's development permit and rezoning approval. We have partnered with Knappett Projects to construct the building and anticipate it will be complete in 2022.





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[www.baptishousing.org](http://www.baptishousing.org)