



BAPTIST HOUSING

SENIORS LIVING

—  
**2022**  
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

PRIORITY  
**1**

## Build a strong and engaged team

Build and sustain a culture of team safety

Enhance team engagement through development, connection, and community

Develop recruitment and retention strategies to support the growth of our ministry

PRIORITY  
**2**

## Assist our residents to thrive

Demonstrate a commitment to resident safety & quality care

Develop programs and services to assist residents to stay in their homes longer and thrive

Enhance resident and family engagement

PRIORITY  
**3**

## Build internal ministry health and capacity

Ensure our financial stability and health through sustainable funding and careful post-pandemic planning

Evaluate our ministry to inform future strategy

Modernize organizational structure, process, and systems, aligning and integrating new acquisitions

PRIORITY  
**4**

## Embrace future ministry opportunities

Grow our ministry through the development, redevelopment, and refresh of properties

Grow our ministry through acquisition & legacy transfers

Offer compelling giving opportunities community stake holders to support our ministry



# MINISTRY TOP 10 PRIORITIES





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## 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 well-being 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.







## OUR TEAM VALUES

As Servant Leaders, we 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

Every time we think of you we give thanks to God. This verse from Philippians 1:3 speaks of our heart of thanksgiving for our residents and our team over this last year. We are thankful for the spirit and resilience of our residents who continue to prove how strong they are in the face of the pandemic. We are thankful for the ongoing and amazing dedication of our teams who support each other through all circumstances, whether wildfires, floods, or heat domes.

Our expectation and hope was that the pandemic would now be over, and still we continue to face variant waves. While the community around us wants to return to normal, we balance the resumption of visitation and programs with ongoing risk and careful planning as circumstances shift and change.

This year we were thankful that we broke ground for the redevelopment of Linwood Court in Victoria, where 97 seniors will be served through affordable housing apartments. The core need of affordable housing remains a critical issue in our province, and we remain committed to be part of the solution. We also continue to work toward rebuilding Inglewood Care Centre for the sake of the 230 residents who live there and who deserve the best in housing and care.

We look forward to continued restoration of services and programs as, God willing, the pandemic comes to an end. Our mission remains our north star as we strive to assist our residents to experience life well in supportive communities

**Marc Kinna**  
President & Chief Executive Officer

**Lorrie Wasyliv**  
Board Chair







## OUR LEADERSHIP

### BOARD

Lorrie Wasyliw, *Chairperson*

Garry Grams, *Vice-Chair*

Dawne Carroll, *Secretary*

Allan Elander

Ana Mak

Cindy Roper

Cheryl Abbot

Margaret Ezzet

Margaret Hardy

Tom Irwin

### 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*

Amanda McLean, *Vice President of Human Resources*

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

- 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

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

## COMMUNITY

- Alzheimer's Society of BC
- Canadian Blood Services Plasma Centre
- Central Okanagan Hospice Association
- Concerts in Care
- Dance Victoria
- Division of Family Practice
- EquipCare BC Grant
- Faith Baptist Church
- Hands in Service
- HOPE Outreach
- Kelowna Gospel Mission
- LinkedIn
- Healthcare Excellence Canada
- 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

## HOSPITALITY & CARE

- Affinity Seniors Care Inc
- Care at Home Services
- CareRx
- Pro Vita Care Management
- Silver Group Purchasing
- WestCana Services Inc

## ASSOCIATIONS

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



PHOTO: Marazzi Photography



## WELCOME TO THE TEAM

Amid COVID-19 the government recognized the critical need to increase the number of Care Aides in British Columbia and so implemented the Health Career Access Program (HCAP).

HCAP is a paid work and training initiative for individuals seeking an entry point to employment in health. New hires start as a Health Care Support Worker providing non-direct care at a long-term care or assisted living residence and receive paid training to become a Health Care Assistant upon successful completion of the program.

Baptist Housing embraced the program and was one of the largest adopters with over 60 candidates. Many of these new team members had never had an opportunity to go to school and their journey through the HCAP program is inspiring.

This Spring we celebrated the first round of graduates, many of whom have accepted permanent positions or joined our casual relief team. We are now into our second time participating in the program with another keen and dedicated group of HCAP participants joining Baptist Housing.







# — AT A GLANCE

LOCATIONS

21

TEAM MEMBERS

2,000

RESIDENTS

2,750

CHAPLAINS

18

VOLUNTEERS

302

VOLUNTEER HOURS  
PROVIDED

15,905

FACEBOOK FOLLOWERS

1,108

SOCIAL MEDIA POSTS

558

PAGE VIEWS ON WEBSITE

1,047,797

NEW WEBSITE USERS

134,238

LIKES ON INSTAGRAM

3,250

VIEWS ON YOUTUBE

2,726



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## SPIRITUAL CARE

### DIVERSITY AND MEANINGFUL CONNECTIONS

Baptist Housing's spiritual care team now consists of 18 chaplains who come from six different countries who have served as missionaries, pastors, and even seminary presidents. Collectively our team can communicate in 12 languages. God is using our chaplain's experiences to help us minister to an ethnically diverse community of residents and team members.

We recently took some time to consider how to show God is using our efforts to impact others. After considering a variety of options we decided to focus on the "meaningful connections" God gives us with others. We define these connections as more than just casual conversations about the weather or the latest news, but times with others when they willingly talk about deeper issues or engage in exploring issues of a spiritual nature. We have been pleasantly surprised at how God has been answering our requests to have these special visits and by how our diversity has opened doors for us to engage with others.







## VOLUNTEERS

National Volunteer Week 2022 theme was “Volunteering is empathy in action”. This certainly describes our Baptist Housing volunteers, who put empathy into action day after day. Much of their work is performed quietly behind the scenes and done without expectation of recognition or reward. However, their selfless acts of kindness do not go unnoticed. We often hear from team members and families how volunteers are making a difference in the lives of our residents. Laura is one such volunteer, and has been serving at Inglewood since 2014, when she was in Grade 5! Maybe one recalls the bracelet looming craze? She had her entire class looming bracelets at recess and at lunch for a couple of weeks, then delivered them to Inglewood on Valentine’s Day along with carefully crafted Valentine’s cards. After that visit, Laura was hooked on volunteering. That same year, her mom helped her make her first gingerbread house and it’s been an annual tradition ever since, bringing joy into the lives of Inglewood residents. Throughout the years, Laura has made crafts,

brought candy jars and flower posies, cultivated and donated plants, played piano, taken Instax photos, created short memoirs to leave residents and has written over 1,000 cards and letters. Often, she will just sit and listen to the wonderful stories of lives well-lived. Laura recently commented in her email, “I like the theme of ‘Volunteering is Empathy in Action’ because that’s exactly how I feel about my volunteer role. Supporting all the vulnerable in our local and global society is a role we should all feel drawn to. I certainly do feel blessed.’ We are so grateful for such a servant-heart for Inglewood!

Hearing from our volunteers, heartwarming stories of meaningful connections, and how blessed they feel to have the opportunity to volunteer with Baptist Housing, reminds us of the quote, “Love and kindness are never wasted. They always make a difference. They bless the one who receives, and they bless the giver.”



## INSPIRATION FROM OUR VOLUNTEERS

“The residents all just appreciate someone taking the time to talk to them and care about their well-being. All of us need to be loved and listened to. I love to hear their stories about life. They teach me about life, wisdom, and truth. Many share the difficulties they face in life, and sometimes their regrets. I volunteer so that I can walk alongside residents, to show Christ’s love, to encourage them and perhaps share a few laughs too.”

“I moved here from Hungary three years ago and I miss my family and friends. I live nearby and I know how it feels when older people are waiting for their relatives to come and visit them, but are so busy with working, raising children, and they do not have time. I have time to help, my family lives in Hungary and I want to do something good here. Now I am visiting the residents every Saturday, just to help serve coffee and tea and ask how they feel. I listen to their stories, and I learn a lot from them. What I give them with my time, they give me back much more.”

“What started as an art therapy group has turned into countless laughs, smiles, and stories, but also admiration for the residents’ willingness to try something new. So often I have heard “I’ve never done this before,” followed by them getting right into the activity. I’ve learned so much about the residents I’ve been working with and look forward to seeing them every single week.”

“Thank you so much for giving us the opportunity to volunteer! We are so blessed every time we are there! The staff and the residents enrich our lives.”

“I am excited to return to volunteer—I will be dancing in the door! I wonder how many people will I recognize? Thanks for giving me the opportunity to volunteer again.”

“I’m so happy you called to ask me back to volunteer—thank you. It will be so nice to get back to the most rewarding component of my life!”



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## SUSTAINABILITY

### ONE LIGHT BULB AT A TIME

At Evergreen Care we completed a full light retrofit in our Pointe community with all resident rooms, common spaces, and service areas receiving new LED lighting. In partnership with BC Hydro and Britelite the new lighting will enhance the visibility for our residents and team members for many years to come.

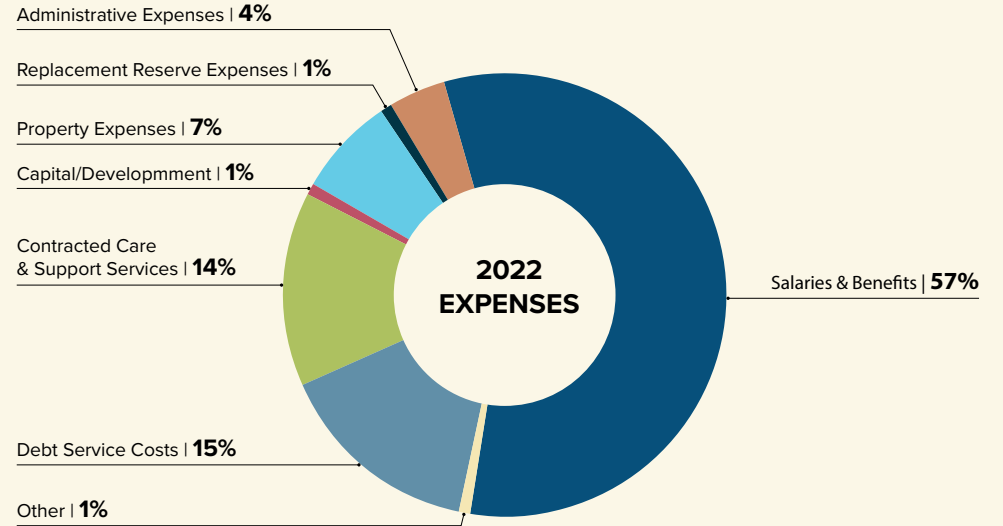
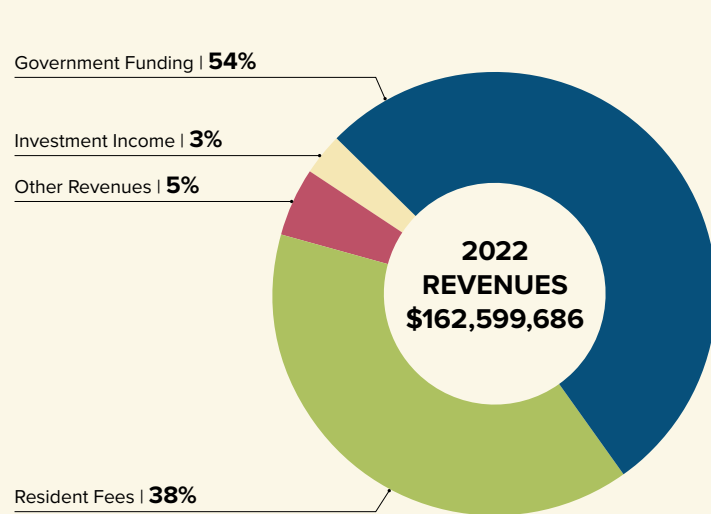
Sustainability was also on the forefront for making the decision to switch to the new technology. The old light fixtures were failing, and maintenance costs increased. With the new LED system, we can reduce the maintenance cost by 70% over the next 10 years and reduce the electricity consumption by 20%. Our maintenance team are continuously looking for opportunities to work with our partners and suppliers to improve resident experience while improving the sustainability and environmental stewardship of our operations.





# 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, 2022.





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## MAJOR PROJECTS

### **WALLS ARE TAKING SHAPE AT LINWOOD**

In November of 2021 we broke ground for the construction of our 97 suite Seniors Affordable Housing in Saanich. This new community replaces the 29-suite walk-up building that was previously there that due to its age was no longer meeting the needs and abilities of our residents. During the excavating process we encountered a rock outcrop which did slow things down because we needed to remove it by drilling and blasting.

Progress is well underway as our partner Knappett Projects has capably managed various challenges including supply chain delays, pandemic related labor shortages, and most notably a large rock right where the parking entrance is planned. With the foundation walls and slabs set we enter the summer season framing and the building itself is taking shape. With just a little more than a year of construction and finishing still to go, we anticipate welcoming residents into their new homes in the Fall of 2023.



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## MAJOR PROJECTS

### INGLEWOOD CARE CENTRE REDEVELOPMENT

In partnership with the BC Housing and Vancouver Coastal Health Authority we continue to make progress on our planned redevelopment of Inglewood Care Centre. Baptist Housing has spent the past year listening to the needs of the community, consulting with our partners, and considering the future opportunities for seniors housing and care in West Vancouver.

Our phase one plan is to replace the existing 230 funded care beds with a state of the art 240 bed building on adjacent land. We have designed this new long term care building to provide a homelike environment where residents have their own suite in households of 12. Also taken into consideration in the building's design is implementing various features and systems that will reduce the effects of viral outbreaks.

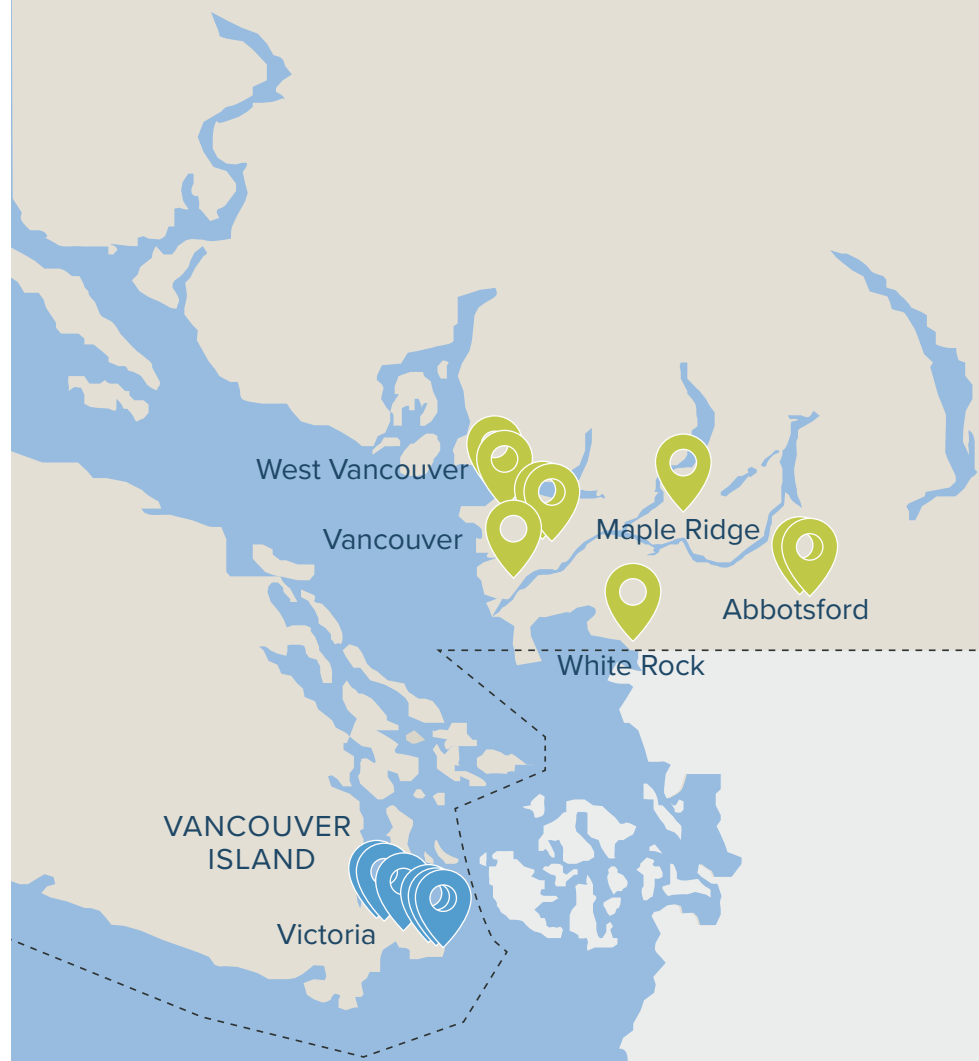
The second phase of the planned redevelopment will include an additional 120 long term care suites, affordable housing for seniors and those working in the community and an independent living residence. All the details, including renderings and the most current updates can be found at [www.renewinglewood.ca](http://www.renewinglewood.ca).







# 21 BAPTIST HOUSING COMMUNITIES IN BRITISH COLUMBIA



## INTERIOR

- Green Valley Estates** – Affordable Housing
- Sun Ridge Estates** – Affordable Housing



Salmon Arm

## 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



Armstrong

Kelowna

## 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

UNITED STATES OF AMERICA



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SENIORS LIVING

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