



**BAPTIST HOUSING**  
SENIORS LIVING

—  
**2022-23**  
**ANNUAL**  
**REPORT**



## TABLE OF CONTENTS

02

MISSION

03

MINISTRY  
VISION

04

MINISTRY TOP  
10 PRIORITIES

05

OUR TEAM  
VALUES

06

CEO & BOARD  
CHAIR MESSAGE

07

OUR  
LEADERSHIP

08

OUR  
PARTNERS

09

AT A GLANCE

10

TEAM WELLNESS  
UPDATE

11

SPIRITUAL CARE

13

VOLUNTEERS

14

SHANNON OAKS  
RENOVATION

16

SUSTAINABILITY

17

FINANCIAL  
PICTURE

18

LINWOOD  
COURT

## 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**

Build and sustain a culture of team safety

Demonstrate a commitment to resident safety & quality care

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

Strengthen our ministry through the development, redevelopment, and refresh of properties with sustainability

Enhance team engagement through development, connection, and community

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

Evaluate our ministry to inform future strategy

Grow our ministry through acquisition and legacy transfers

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

Enhance resident and family engagement

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

Offer compelling giving opportunities for community stake holders to support our ministry

# MINISTRY TOP 10 PRIORITIES



# OUR TEAM VALUES

**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!





## MESSAGE FROM OUR CEO AND BOARD CHAIR

Baptist Housing is always focused on people. Our ministry exists following after the compassion and love of Jesus for the world, compelling us to do likewise in loving those who need housing, care, and restoration of their souls.

We could not fulfill our mission without the 2,500 team members who serve meals, provide personal care, hold hands, encourage hearts, and unconditionally love our residents every single day of the year. These people are the hands and feet of our ministry serving people who deserve the best from us. We celebrate our team for embodying the love and ministry of Jesus every day. Your caregiving spirit is an example for all of us. Thank you.

This year, as we continue to focus on people, we have invested more emphasis on the people serving the people. It has not been enough to say thank you. We have recognized the burden and strain – the weight and the impact – of serving in our sector over these last few years. The issues we face are real and our team is on the front-line of impact. Therefore, team wellness as a strategic ministry priority has been and remains an essential focus for us.

We are focused on sustainable staffing, adding significant resources to recruit and retain more great team members. We have developed wellness resources, including grief and compassion fatigue resources to support our team, and we are delivering ministry-wide Working Mind education. We will continue to focus on this priority to build, strengthen, and restore our team.

Please join us in thanking our team for their efforts, and pray in keeping with Isaiah 40:31 that God, who loves us all, will restore and strengthen each one that we will soar on wings like eagles; run and not grow weary; walk and not be faint.

**Marc Kinna**

President & Chief Executive Officer

**Lorrie Wasyliw**

Board Chair





# OUR LEADERSHIP

## BOARD

Lorrie Wasyliw, *Chairperson*

Garry Grams, *Vice-Chair*

Dawne Carroll, *Secretary*

Allan Elander

Ana Mak

Cindy Roper

Cheryl Abbot

James Zelinski

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*



# OUR PARTNERS

## 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  
Rose Valley Elementary  
Royal Roads University  
Sprott Shaw  
Stenberg College  
Tecumseh Elementary  
UBC  
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  
Crossing Creek Community Theatre  
Dance Victoria  
Division of Family Practice  
EquipCare BC Grant  
Faith Baptist Church  
Hands in Service  
HOPE Outreach  
Kelowna Caring Canines Society  
Kelowna Gospel Mission  
LinkedIn  
Healthcare Excellence Canada  
New Horizons for Seniors Program Grant  
Nootka Elementary  
Meals on Wheels  
Oak Bay Student Musicians  
Pincushion Quilters Guild  
Powers Creek Community Church  
Safe Care BC  
Seniors Outreach

Society Pursuits Project Canada  
St. John Ambulance  
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  
EngAge BC  
Landlord BC  
Mental Health Commission of Canada



## TEAM WELLNESS UPDATE

The vision of our wellness program is to cultivate a workplace community that supports and enhances the active pursuit of physical, social, mental, and spiritual well-being for all team members.

We prepare a monthly newsletter that focusses on a particular wellness theme. The newsletter is distributed on the first Wednesday of each month, and provides a variety of wellness resources to our team members.

Three members of our human resources team recently became qualified to deliver “The Working Mind” training to our team. The Working Mind is an evidence-based program (developed by the Canadian Association for Long Term Care in partnership with The Mental Health Commission of Canada) designed to promote mental health and reduce the stigma around mental illness in the workplace. The course provides participants with tools to identify mental health changes in themselves, and to build their own resiliency. We have offered the course to many leaders, and are expanding to all team throughout the remainder of the year.

Another wellness initiative is led by our chaplains, who have developed wellness-centred resources to help our team understand compassion fatigue and navigate and process the grief that is an inevitable part of our care for seniors. Our chaplains are delivering short “lunch n learns” to present this valuable information to the teams, so they are better equipped to manage grief.







## SPIRITUAL CARE

### EMPHASIZING PRAYER

As a spiritual care team, we have chosen Colossians 4:2-6 to be theme verses for us in our ministry. “Devote yourselves to prayer, being watchful and thankful. And pray for us, too, that God may open a door for our message, so that we may proclaim the mystery of Christ, for which I am in chains. Pray that I may proclaim it clearly, as I should. Be wise in the way you act toward outsiders; make the most of every opportunity. Let your conversation be always full of grace, seasoned with salt, so that you may know how to answer everyone.”

Our heart is to engage in meaningful connections with others and as we have prayed, God has opened doors in ways only he can do. This passage also encourages us to be more sensitive to the Spirit’s work in others and to listen carefully so we can respond wisely and graciously. Through open doors God has provided we have built relationships through such

diverse opportunities as a writer’s group, helping others reconcile with estranged family members, and doing birthday interviews.

One of our chaplains was visiting a resident in the hospital in a two-person room and closing his time by reciting the Lord’s Prayer together. He noted that a lady behind an adjoining curtain was quietly repeating the prayer with them. After his meeting he gently pulled the curtain back and mentioned that he heard her pray with them. They struck up a conversation and he was able to minister to her during her time of need. He found out that she had asked the hospital to send her a chaplain, but they said no one was available. She then prayed that God would send her one. A blessed divine appointment orchestrated by our loving Father.





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It is wonderful! A warm and genuine atmosphere.  
Also, elegant, just perfect. Who organized the  
volunteers? They are phenomenal.

A large, light-colored closing quotation mark on a solid orange background.

- Phyllis, Resident – Shannon Oaks Vancouver



## VOLUNTEERS

Every day our volunteers intentionally collaborate with our team members to help our residents experience life well in supportive communities. Below are examples of the many touching ways our volunteers enhance the lives of our seniors with their hearts of compassion.

Dave began a crib club for men since he realized there were few activities designed for men. Hazel came to the rescue when she realized a resident was not able to sew her favorite pajamas. Helena leads line dancing to expand the options for needed physical activities for residents. One of our pet therapists received a call that the health of one of the residents she visits was declining. She immediately came to support

him and his daughter. Joan initiated a card making group to engage those residents who have no visitors on the weekends. James goes home every week and learns a song in the native language of several of our residents and comes back every week to perform and sing.

Volunteers' contributions across Baptist Housing create meaningful, lively connections and enhance the lives of our residents. The following comments show how deeply the volunteers are appreciated by our residents, "When volunteers come, I do not feel lonely," "I like to be a part of this group, it's good for my health," "Volunteers are my family," "When volunteers come they engage my mind so I'm not bored," "He brightens

up our day, we love him and would like to have him back during his next school break," "She is phenomenal, I like being in her group because when you get older you need stimulation and activity."

Our volunteers are essential to the ministry we provide at our communities. As they share their unique gifts and talents with our residents, they enhance their lives while creating new and precious memories.





## SHANNON OAKS VANCOUVER RENOVATION

The pictures are hung and the finishing touches in place. Over the past year, our residents and dedicated team at Shannon Oaks Vancouver embarked on a comprehensive transformation of the main floor. The renovation's aim was to enhance the overall resident experience and create inviting and comfortable environments that foster a vibrant sense of community.

The focal point of the renovation was to modernize and elevate the dining room by reimagining the layout and design to improve functionality and cater to diverse preferences. Other highlights of the main floor transformation include a smaller dining room for those wanting a reservation, a garden room to enjoy an afternoon coffee or an evening card game, and an all-new beauty salon with an adjacent treatment lounge.







## SHANNON OAKS VANCOUVER RENOVATION

The library computer lounge, washrooms, and even the kitchen were included in the enhancements. Throughout contemporary furnishings, colour schemes, and lighting were used to create a visually appealing and aesthetically pleasing ambiance that promotes relaxation and socialization.

We want to thank everyone at Shannon Oaks for their patience and perseverance – living through a renovation is never easy but the result well worth it. If you are in the neighbourhood, stop by anytime. We would love to take you on a tour.





# SUSTAINABILITY

## CARBINX TECHNOLOGY

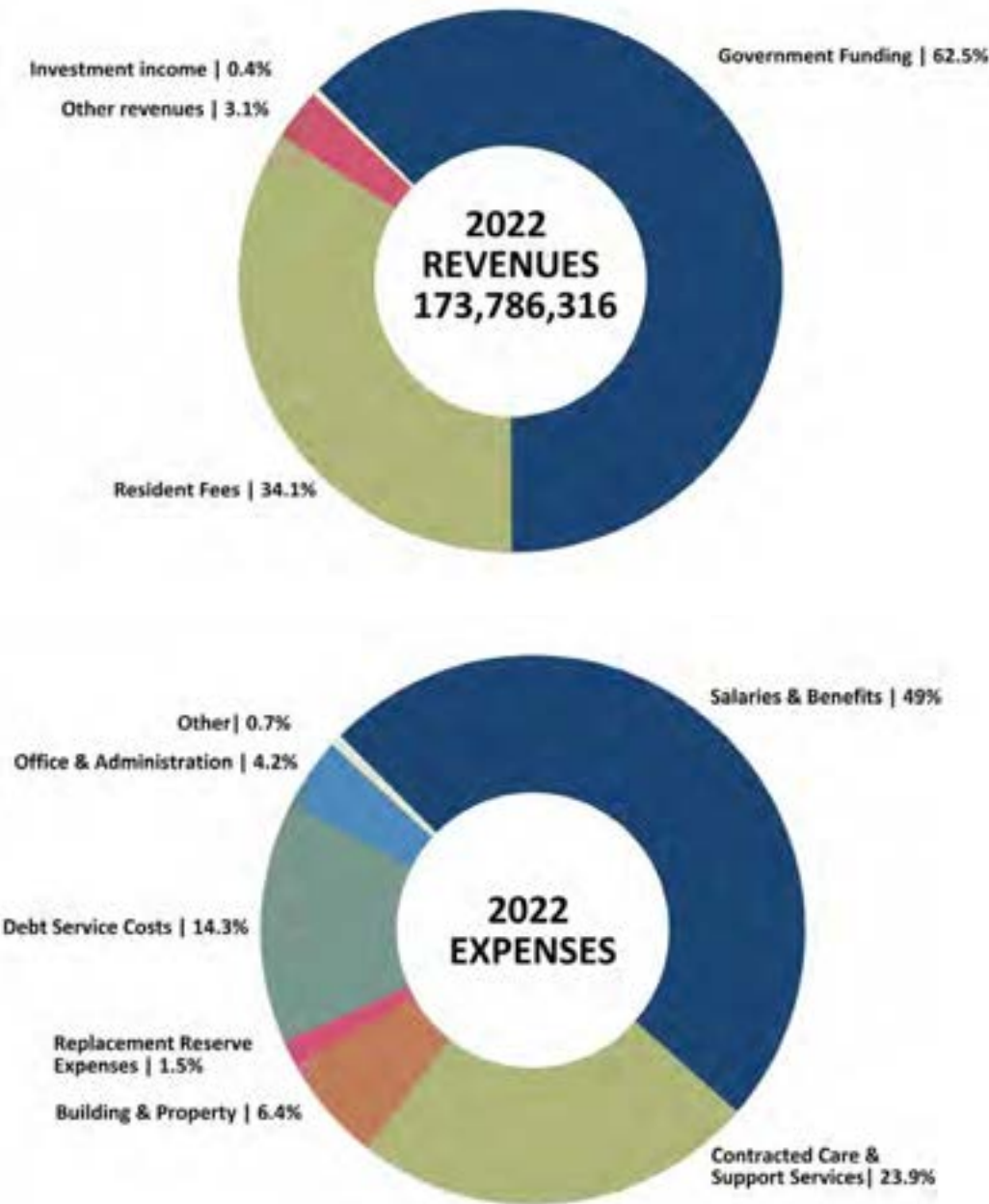
In October 2022 we started to replace the aged hot water heating system at Evergreen Heights. The new system increases the efficiency by about 20% overall due the new modulation boilers and new control system. As we are always trying to improve efficiency, we were able to incorporate a new incorporate solar energy system. The solar system will pre-heat the water residents are using throughout the day and improving the hot water recovery.

The system will pay for itself for the next five years. The annual project cost savings is around \$4,500 with an estimated life cycle of 25 years. The total annual gas savings are 226 GJ and a reduction of natural gas use.



# 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, 2023.





## LINWOOD COURT

### SEE YOU IN LATE 2023

The construction of our 97 suite Seniors Affordable Housing in Saanich is continuing on the Linwood project. The plumbing, electrical, and exterior cladding are all in progress. We look forward to inviting residents back at the end of 2023.















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