



BAPTIST HOUSING
SENIORS LIVING

ANNUAL REPORT

2023-2024



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OUR MISSION

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



MINISTRY VISION



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



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



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



Embrace future ministry opportunities

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

Grow our ministry through acquisition and legacy transfers

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

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 CEO & BOARD CHAIR

One of our residents, Katie, shared some wise words on life recently: “Looking back you have to be thankful for what God has done, looking forward trusting God, and looking around to see how you can help people in your current home as you wait for your heavenly home...” These words come from a life of faith well-lived under God’s direction and blessing.

Baptist Housing turns 60 years old this year. That makes us as old as Tim Hortons, which like Baptist Housing, has been serving people faithfully since 1964. We were born to serve seniors. This progressed from one community, Clarendon Court in Vancouver, to 21 communities this year. Linwood Court is our newest community opening in June in which close to 100 new residents will call Baptist Housing home in Saanich. We continue to look around to see how we can help people. This is our calling.

Thousands of people have made Baptist Housing their home, with thousands more serving on our team over the years. Some of our teammates have even moved into our communities when the time came for them to need the services and housing we offer. What a testament to our ministry. We believe so much in what we do and how we do it that we will gladly move in ourselves or help our loved ones make Baptist Housing their home.

Our sincere hope and prayer, as we wait for our heavenly home, is to continue to be thankful for what God is doing in our midst, and in our broader Fellowship Pacific community. Just like Katie, we live under God’s direction and blessing. It is an honour to be a part of God’s love on earth in such a tangible way.

Marc Kinna

President & Chief Executive Officer

Lorrie Wasyliw

Board Chair



MINISTRY TOP 10 PRIORITIES



OUR LEADERSHIP

BOARD

Lorrie Wasyliw, Chair

Garry Grams, Vice-Chair

Dawne Carroll, Secretary

Allan Elander

Ana Mak

James Zelinski

Margaret Ezzet

Margaret Hardy

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
Migrant Workers
Mountainside Camp
New Hope Community Services
Northwest Seminary
Sunnybrae Bible Camp
Vancouver Urban Ministries
W.I.N.G.S.
(Women in Need Gaining Strength)

ASSOCIATIONS

BC Care Providers
BC Non Profit Housing Association
BC Seniors Living Association
Central Okanagan Hospice Association
Denominational Health Association
EngAge BC
Landlord BC
Mental Health Commission of Canada
Safe Care BC
SPARC BC

COMMUNITY

Alzheimer's Society of BC
Bloom Thyme Nursery
Canadian Blood Services Plasma Centre
Concerts in Care
Crossing Creek Community Theatre
Cycling Without Age Canada
Dance Victoria
Diamond Delivery
Division of Family Practice
Don-O-Ray Farms
Evangel Church Kelowna
Faith Baptist Church
Faith Lutheran Church
Grace Lutheran Church
Hands in Service
Happy Hookers Crochet Club
Heart For Music
HOPE Outreach
Kelowna Caring Canines Society
Kelowna Classic Car Club
Kelowna Gospel Mission
LinkedIn
New Horizons for Seniors Program Grant

Meals on Wheels

Oak Bay Student Musicians
Okanagan Symphony Orchestra
Pincushion Quilters Guild
Powers Creek Community Church
Pursuit Projects Society
Seniors Outreach & Resource Centre
St. John Ambulance
TELUS Ambassadors
Tim Horton's
Victoria Symphony
Vintage Car Club of Canada -
Okanagan Chapter
Westside Health Network Society
Willow Park Church

HOSPITALITY & CARE

Affinity Seniors Care Inc
Care at Home Services
CareRx
EquipCare BC
Healthcare Excellence Canada
Pro Vita Care Management
Silver Group Purchasing
WestCana Services Inc

EDUCATIONAL

Cambria College
Camosun College
CDI College
Columbia Bible College
First College
Glenrosa Elementary
Kwantlen Polytechnic University
Nootka Elementary
Okanagan College
Our Lady of Lourdes Elementary School
Rose Valley Elementary
Royal Roads University
Sprott Shaw
Stenberg College
Tecumseh Elementary
Trinity Western University
UBC
UBC Okanagan
University of Fraser Valley
University of Victoria
Vancouver Career College

AT A GLANCE 2023

2,750

RESIDENTS

838

CARE AIDES

2,500

TEAM MEMBERS

28,380

VOLUNTEER
HOURS PROVIDED

1.87M

MEALS
SERVED

9,791

MEANINGFUL
CONNECTIONS

1,400

BUS
TRIPS



“

As each day goes by we enjoy our life at Evergreen Manor even more and are grateful for the dedication from the staff in making that happen.

”

- Barbara Bell
Evergreen Manor resident

SPIRITUAL CARE

The tag line for our spiritual care team is “Sharing the journey and the hope of Christ with others.” We do this by being present with others. We listen carefully as they share their joys and burdens. Colossians 4:2 is our guide, “Devote yourselves to prayer, being watchful and thankful.” God guides us to those who need his touch in their lives. We watch what God is doing and over time doors are opened to deeper conversations and opportunities to share the hope of Christ. Here are thoughts from our chaplains about sharing life’s journey with others:

“One of the great privileges I have as a chaplain is to walk with people as they face

the final days of their lives. There is a sense of spiritual intimacy that develops, with residents, and with their family members.”

After a resident lost her mother, “I will continue to provide spiritual support and be available to assist her in any way needed during her grieving process.”

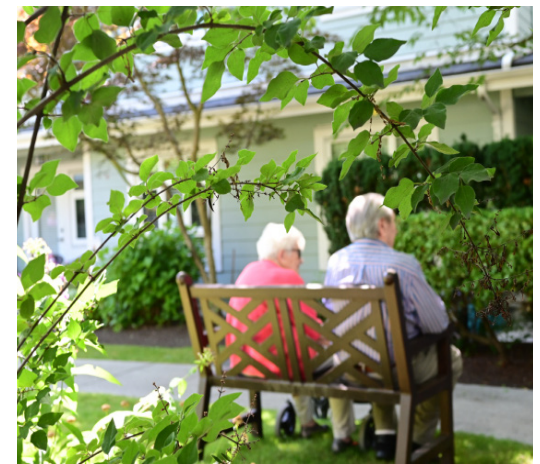
Regarding a seeker, “I invited him to join me in prayer and he agreed. I prayed for God’s presence in his life and the Holy Spirit’s guidance as he continues to pursue the truth of Jesus Christ.”

“On Ash Wednesday, the first day of Lent I walked through our community offering to place ashes on team members’ foreheads

or hands with a reminder of our frailty and God’s forgiveness and love. Dozens of team members ask me for this ministry, and it leads to spiritual conversations that I would not have otherwise.”

“I asked a new resident I was getting to know if she ever attended our chapel or bible study. She responded, ‘Oh, well, I’m not a Baptist.’ I smiled and explained that chapel was a non-denominational experience where all people could come together for prayer, singing, Scripture reading, and reflection.”

Sharing the journey with others is rewarding and is part of offering exceptional holistic care to our residents.



TEAM WELLBEING

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

In 2023, we were able to advance this vision by offering The Working Mind program to 240 team members and leaders across Baptist Housing. The Working Mind is an evidence-based program, developed by the Canadian Mental Health Commission of Canada, that is designed to promote mental health and reduce the stigma around mental illness in the workplace. We have 13 sessions scheduled for 2024, so we will equip another 250 team members with the valuable tools and resources of this program.

Our chaplains continue to lead an initiative that supports our team to understand compassion fatigue and to navigate the grief that is integral to senior care. To date, over 200 team members across the ministry have participated in this education to gain these valuable resources.

We continue to grow our library of resources by providing links, articles and videos on our MyBH intranet. These include, but are not limited to, our monthly My Wellbeing Newsletter and our Employee and Family Assistance Program.

The wellbeing of our teams is significantly impacted by their ability to balance work and life. This has been challenging over the past few years, as we experience unprecedented staffing shortages resulting in deep impacts to our team. Fortunately, we are making great strides in our recruitment efforts, and have successfully hired 31 nurses across the ministry! These additional team members will provide our teams with much needed leadership, consistency, and clinical support.



VOLUNTEERS

Just as individual threads fortify a weave, each volunteer's unique experiences enrich our collective capacity to thrive and create positive changes within Baptist Housing and beyond.

Whether through activities such as pet therapy, organizing medical supplies for international aid to Ukraine and Guatemala, sharing life stories, painting classes, playing, singing hymns, celebrating birthdays, or teaching ballroom dance, each effort exemplifies the compassionate principles of Jesus Christ.

Testimonies from individuals underscore the transformative power of volunteering. June, “I never was the one who could sit and do nothing, I want to do something so volunteering in the store really saved me,” Hazel and her son Fraser, “every bit has been rewarding and positive not just for us but for residents as well” Darryl, “I am using old skills to do something for someone else” Marcus, “volunteering is beneficial for me! I am learning many new skills.”

Through diverse forms of engagement, residents experience a profound sense of interconnectedness and fulfillment such as: “We did not have birthdays in my family, it was 16 kids but now

with volunteers I celebrate my birthdays,” “when I interact with volunteers, I feel useful and alive again,” “they brighten my day,” “I am merrier around volunteers,” “volunteers are awesome.”

Our volunteers service and camaraderie not only strengthen the fabric of Baptist Housing communities but also affirm our shared commitment to provide exceptional care to those we serve.

Our volunteers cultivate a sense of belonging and purpose as they collectively contribute their time and talents and embrace the transformative potential of volunteerism in the lives of the residents they serve and in their personal lives.



“

From the time you first walk in, Shannon Oaks just feels like home, welcoming and so comfortable. Everyone we met, both residents and staff have genuine warm smiles. Such a happy place full of love.

”

- Pauline Wong
Shannon Oaks Vancouver resident



MAPLE TOWERS 40TH

Happy Birthday, Maple Towers!

On June 16, 2023, Maple Towers celebrated its 40th anniversary, and we were privileged to be part of this remarkable milestone!

We extend special thanks to all our residents and guests, including Bob D'Eith (MLA for Maple Ridge), Lisa Beare (Maple Ridge and Pitt Meadows MLA), Shawn Mark from Marc Dalton MP's office, Maple Ridge Councillor Sunny Schiller, Dana Vadisirisack from BC Housing, our Board Chair Lorrie Wasyliw, our CEO Marc Kinna, and a heartfelt appreciation to our former Maple Towers Administrator, Ernie Daykin, and his wife Judy for gracing the occasion with their presence.



ACHIEVEMENTS



2023 FortisBC Energy Conservation Leader Award

Baptist Housing proudly accepted the FortisBC Energy Conservation Leader Award at BC's Affordable Housing Conference, presented by the BC Non Profit Housing Association (BCNPHA). This accolade recognizes our unwavering dedication to energy efficiency and conservation, reinforcing our commitment to sustainable housing. Under Erich Klein's leadership, we surpassed our goal of reducing energy usage by 700t GHG emissions annually. With a team effort, we achieved substantial natural gas savings of 4,080 GJ, outperforming peers and contributing significantly to the non-profit sector's energy savings. These results not only benefit our organization but also enable us to enhance support for residents and improve our building infrastructure, driving us towards a greener future.

2023 BC Care Provider of the Year Award in Assisted Living

Moira Cameron, a valued team member of Hallmark on the Park for a decade, is the recipient for the 2023 BC Care Provider of the Year Award in Assisted Living. Moira's dedication and adaptability in roles like recreation, concierge, and dining assistant highlight her commitment to residents' wellness. Her personalized care, fostering of independence, and compassion embody Baptist Housing's core values. Moira's exceptional contributions make her an invaluable part of our team.



OUR TIMELINE



1964

1973

1983

1989

2001

2008

2014

2019

2024

Baptist Housing
Founded

Grandview
Towers

Maple
Towers

Green Valley
Estates

Shannon Oaks
Vancouver

Smith Creek, Mill
Creek and Sun
Pointe Villages

The Heights at
Mt. View

Evergreen Heights,
Manor, Terraces
and Pointes

Linwood
Court

1966

1976

1987

1996

2007

2012

2017

2020

60th

Clarendon
Court

Marrion
Village

Elgin
Gardens

Sun Ridge
Estates

Shannon Oaks
Oak Bay

Carey
Place

Hallmark on the
Lake and Hallmark
on the Park

Inglewood
Care Centre

Anniversary of
Baptist Housing



MILESTONES

Celebrating 60 Years of Impactful Senior Living

Baptist Housing proudly commemorates its 60th anniversary — a testament to six decades of enriching the lives of seniors across the British Columbia. Since our inception, we have been steadfast in our commitment to providing exceptional care, fostering vibrant communities, and embracing innovation in senior living.

This milestone is a reflection of the dedication and hard work of our team, the support of our residents and their families, as well as collaboration with our valued partners. Together, we have built a legacy of excellence in senior care that continues to evolve and positively impact the lives of those we serve.

As we look back on 60 years of compassionate service and forward to the future, we remain focused on our mission of creating supportive environments where seniors can thrive and experience an enhanced quality of life. Thank you to everyone who has been a part of this incredible journey. Here's to 60 years of meaningful connections, joyous moments, and transformative senior living experiences at Baptist Housing!



SUSTAINABILITY

We are thrilled to share groundbreaking news regarding the installation of Gas Absorption Heat Pump (GAHP) systems at Evergreen Terrace in White Rock, and The Heights at Mount View in Victoria. This project, undertaken in partnership with Fortis BC, marks a significant milestone in sustainable energy solutions for large-scale commercial buildings in Canada.

Baptist Housing is proud to be a part of this pioneering initiative, which represents the first of its kind in Canada. The installation of GAHP systems at Evergreen Terrace and The Heights at Mount View underscores our commitment to environmentally responsible practices and innovation in the field of energy efficiency.

Scheduled for startup in April 2024, the GAHP systems will undergo rigorous testing over a 12-month period to ensure optimal performance and efficiency. This testing phase will serve as a critical step in validating the effectiveness of these systems in reducing greenhouse gas (GHG) emissions while meeting the heating and cooling needs of the buildings.

Projections indicate a remarkable GHG reduction of 45% during the heating season and 25% during the cooling season for both Evergreen Terrace and The Heights at Mount View. These anticipated reductions underscore the significant impact that

GAHP technology can have on mitigating climate change and advancing sustainability goals.

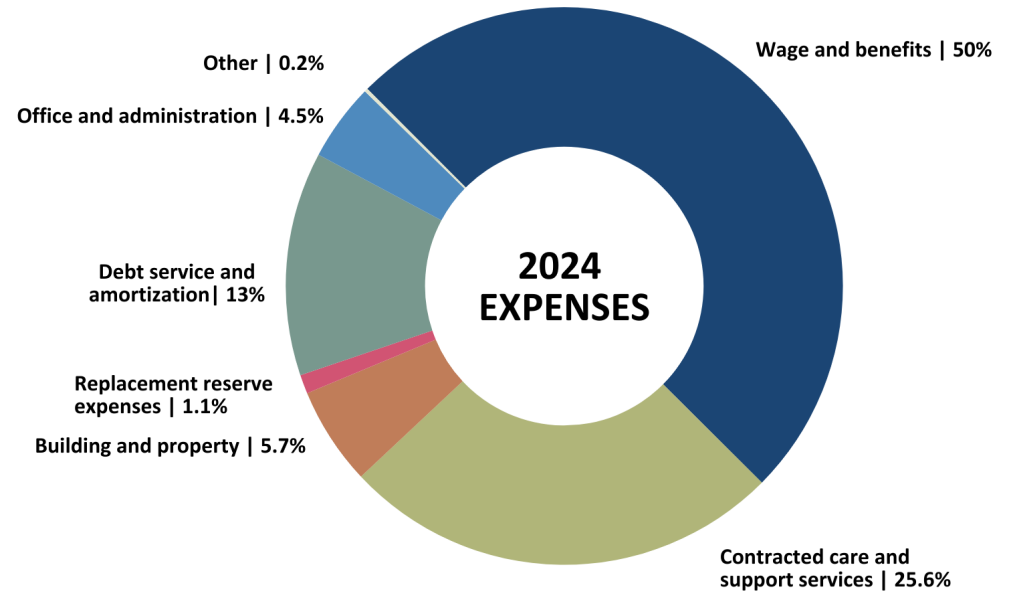
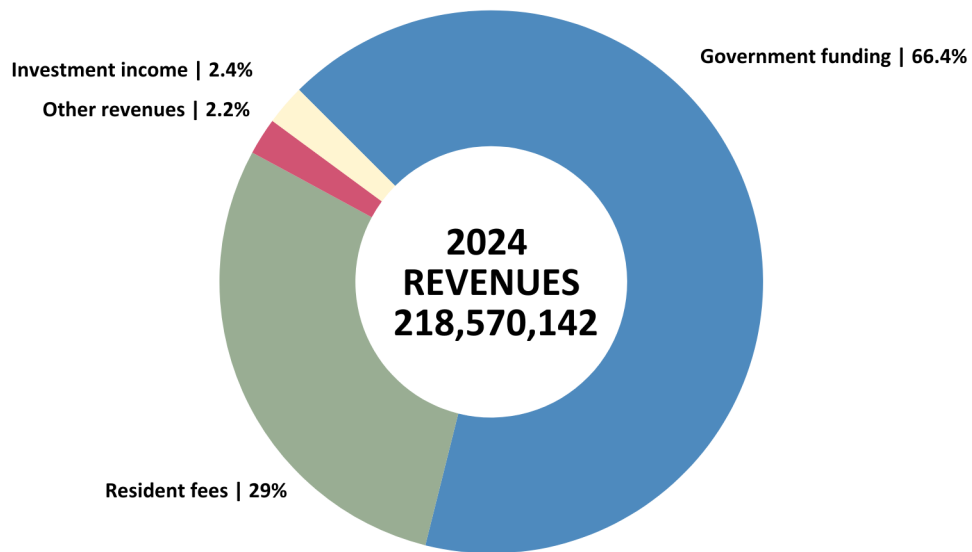
As we embark on this journey towards a greener future, we extend our gratitude to Fortis BC for their partnership and support in making this project a reality. Together, we are paving the way for more sustainable and energy-efficient solutions in the health care environment.

We look forward to sharing updates on the progress of this project as we work towards achieving our shared environmental objectives. Thank you for your continued support and commitment to sustainability.



FINANCIAL

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, 2024.

OUR SMILES



MORE SMILES





BAPTIST HOUSING

SENIORS LIVING

www.baptishousing.org