



# Newsletter

Spring 2012

## HAPPY ANNIVERSARY TO VILLAGE AT SMITH CREEK

### 20 years of providing care and housing for the seniors of West Kelowna.

On Thursday, March 15th, Village at Smith Creek celebrated its 20<sup>th</sup> Anniversary. Over the years the building has grown, changed its name and even ownership - but one thing has remained the same - the Teams commitment to the Residents. Village at Smith Creek was once known as Westside Care Centre and previously owned by another organization. Four years ago, Baptist Housing purchased Village at Smith Creek along with Village at Mill Creek and Sun Pointe Village. Today, Village at Smith Creek provides care and housing to 190 Residents. There are even eight Team Members who have been there since the day the building opened. Now that is commitment! We are so blessed to have Village at Smith Creek as part of Baptist Housing's communities. Happy Anniversary.●



*(l-r) Village at Smith Creek's administrator Karen Wasden and Baptist Housing's Regional Director for Kelowna Elizabeth Harris look on as Debbie Schwab, Patsy Gillis, and Loni Bullock cut the cake - three of eight Team Members who have served at Village at Smith Creek for the past 20 years. Baptist Housing CEO Howard Johnson stands behind, with West Kelowna Mayor Doug Findlater and Baptist Housing Board Chair Charlie Nishi joining the special moment.*



*(l-r) Joining in the festivities were Rosemarie, Sue, Marilyn, and Pauline who have all served as volunteers at Village at Smith Creek for 20 years. Speaking of Anniversaries, it's been 5 years since Shannon Oaks Oak Bay opened. Later this month, Residents will enjoy a special dinner along with entertainment from the Victoria Police Choir. Our next anniversary celebration is this summer when Village at Mill Creek celebrates 50 Years.*

## AND A HAPPY NEW YEAR TOO!



### SHARING SOME LOVE

After reading articles about people in need that required warm bedding and clothes, Marrion Village's Chaplain, Bruce, asked Residents if they had any items they no longer needed. By the end of the day, there were 8 large bags full of coats, sweaters, toques and blankets. Our Residents at Marrion Village made a lot of people warmer this winter.

Ginny from Central Care Home shares that she was concerned about a Resident who seemed isolated after recently moving in. When she went to check on the Resident, a fellow Team Member was already visiting. The Team Member later told Ginny that she had visited this Resident three times since admission and just today received her first smile from her. How nice to know that we have Team Members who are willing to work so hard for just one smile.

Dear Cissie was all smiles as she celebrated her 105<sup>th</sup> Birthday on January 16<sup>th</sup>. But what really warmed her heart more than all the birthday candles was her family and Clarendon Court friends. The celebration was complete with a bagpipe entrance and interview on Global TV.

Our community at Grandview Towers really knows how to come together to celebrate and honour each other. Not a month goes by that the socially active Residents aren't gathering for a special event. Encouraged by our Team and supported by our very creative activity leader Kelsey Ames, the latest gathering was especially meaningfully.

The Residents at Grandview Towers come from diverse backgrounds and are culturally rich in both their experiences and cuisine. An annual highlight is Chinese New Year where the Residents decorate their common lounge and cook for each other - hosting a feast like no other. This year, preparations took on a peaceful tone as just when the cooking and decorating got underway, the power went out. Below Kelsey shares how everyone reacted and adjusted the party preparations.

"This year I helped set up Chinese New Year. Usually the Residents set up by themselves, but because of the recent renovations to our lounge they wanted some guidance on how to hang things on the walls properly without using tacks or scotch tape.

They put me on balloon duty; I decided to bring in the air compressor as this would make things go a whole lot faster! They all liked the idea. As I start loading the balloons with air, the power went out! Quite a coincidence really be-

cause not only did our building go out, but the whole neighborhood did as well. Now I know that this was not my fault, a little air compressor couldn't do that! But because of the language barrier with some of our Residents it was hard for me to explain that the air compressor had nothing to do with it!

With everyone thinking I had caused the power outage I knew I had to come up with a plan B so they could keep their spirits high and continue making their dumplings. I took my phone and guided myself to our storage room and grabbed a big box of candles. I had about 40 large candles left over from my sister's wedding and they lit the room beautifully. They all smiled and continued decorating as if nothing happened. It was a really beautiful sight.

In the end they all understood that it couldn't be my fault, and we all laughed. After 45 minutes of decorating and cooking to candle light, the power came on, and the room was all done. It looked awesome!"



## LIVING OUR VALUES

**Our shared commitment to our values brings us together and when we can live out these values in our daily service to our Residents and each other, we become stronger.**

Our values are

- Compassion - showing care and sensitivity in consideration of the unique needs of others
- Honesty - exemplifying integrity and ethical behaviour
- Respect - treating people with dignity at all times
- Innovation - encouraging creativity in all endeavors
- Stewardship - using our God-given resources effectively
- Teamwork - working together effectively to achieve common goals
- Servant Leadership - serving others to success
- Fun - taking our work seriously but not ourselves

Sometimes we might think that one value is more important than another, or that one value can't be applied at the same time as another. Is it possible to have Fun while being Innovative? What about being Respectful and Honest at the same time? While we face conversations and situations each day that challenge us to live these values, they can provide the guidance and moral compass that can meaningfully impact the lives of all those around us. Residents. Family. Partners. Team Members.

Here is a story about mismatched socks.

"A Resident unexpectedly lost her 10 year old granddaughter in November. Her granddaughter was famous for constantly wearing mismatched socks so to honor her, the family asked at her memorial for everyone to wear mismatched socks. This proud grandmother now wears her socks mismatched everyday in honor of her beloved granddaughter.

Real, our Sodexo Manager, noticed her mismatched socks and when she informed him of why, he thought it was the best way to honor her granddaughter. The next day, Valentines Day, he showed up to work with mismatched socks. He showed them off to the Resident and she was beyond touched. She teared up and gave him a huge hug. Her daughter, the mother of the granddaughter, came in that same day so Real showed them off to her as well. She was so extremely touched by his compassionate gesture for her daughter.

Well, it's go big or go home - we decided to surprise our Resident once again!! The Admin Team, Home Support Workers, Team Members, and even the Interior Health Home Support Nurse all came in just for her. Everyone wore mismatched socks that Friday. And from now on, every Friday at Village at Smith Creek is mismatched socks day!"

This Team came together and lived our values - and have the mismatched toes to prove it. We know that this is just one of countless examples that happen each day throughout Baptist Housing's ministry. It's what makes us who we are.





**CAREY PLACE** is almost finished. Lark Group, our construction partners, are busy putting the finishing touches to Carey Place both inside and out. The entrance is well on its way and the landscaping is looking terrific with natural plants and grasses just in time for spring. Inside, suites are just about ready with kitchen cabinets installed and bathroom fixtures going in. Large picture windows, high 9ft. ceilings and vinyl plank flooring make each of the 55 one-bedroom suites look exceptional. In the busy days ahead the Team will pull together, well ahead of schedule, to welcome Residents starting June 1st. For more information on renting a suite at Carey Place visit [baptisthousing.org](http://baptisthousing.org).



Carey Place will welcome its first Residents starting June 1, 2012. (clockwise I-R Entrance to Carey Place, landscaping with a focus on local plants, kitchen as part of an open concept to the living area, main room featuring bright picture windows and 9 ft. ceilings.

## WEB NEWS [BAPTISTHOUSING.ORG](http://BAPTISTHOUSING.ORG)

**Virtual Tours.** Come on in for a tour of Shannon Oaks on our website. Family and prospective Residents can now take a tour of Shannon Oaks Vancouver and Shannon Oaks Oak Bay from anywhere. Just launched, these 360° tours highlight different areas of these two communities - taking you from the front door, to the library and even the dining room. As more and more individuals go to the web for information we know that giving them a preview of what we have to offer will make them want to come in for a tour even more! Coming later this spring, we will be adding tours of our Kelowna campuses; Village at Smith Creek, Village at Mill Creek and Sun Pointe Village.

**Stories.** You write them and we share them. On our website we now have a section just for Stories under News & Events. We can't post them all but we will do our best to share as many as we can.

**Don't Forget...** about our Facebook page and Youtube channel. Check it out - links to both can be found from our [baptisthousing.org](http://baptisthousing.org) homepage.



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