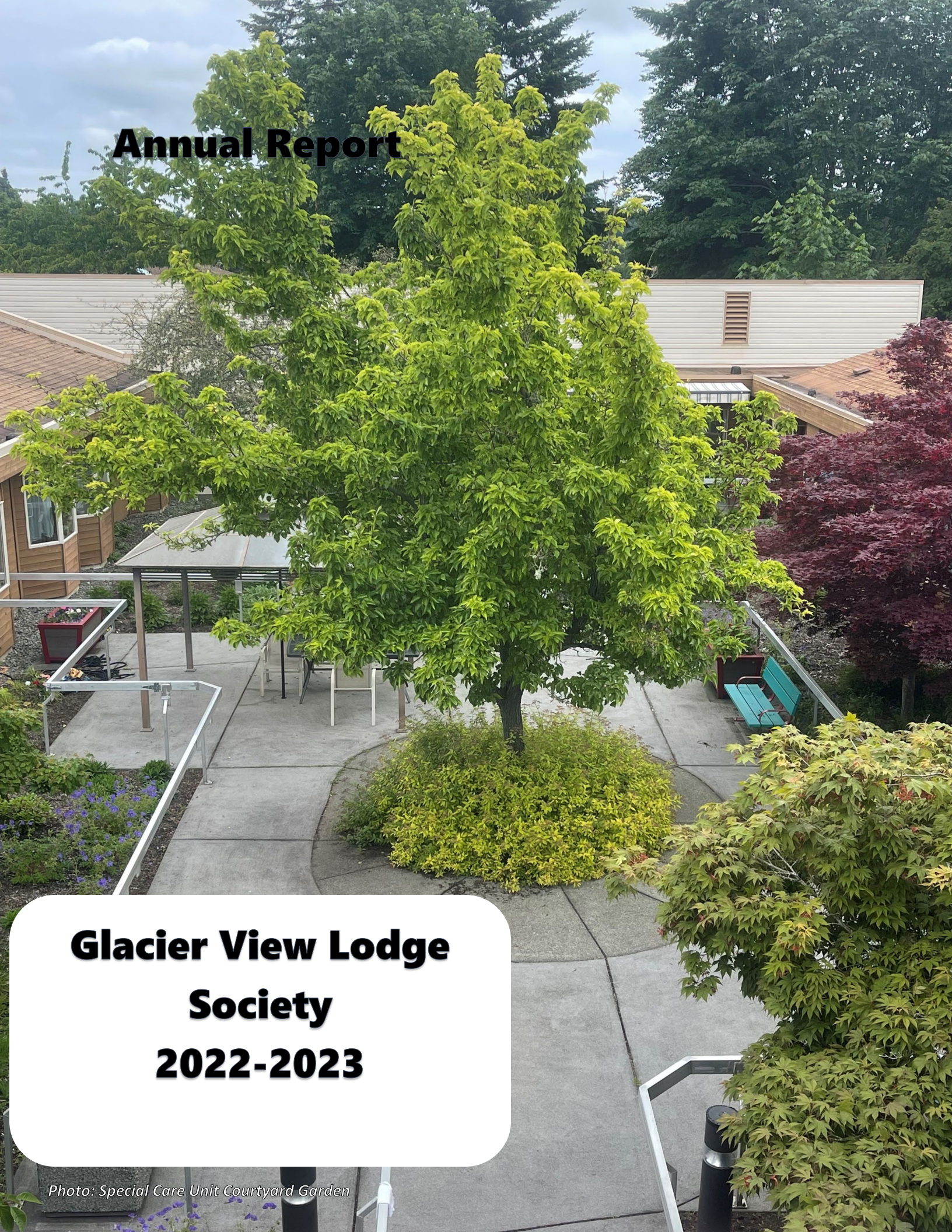
Annual Report



Glacier View Lodge Society 2022-2023

Photo: Special Care Unit Courtyard Garden

Governance

VISION

Building a community of care where people thrive.
" Feels like Home"

MISSION STATEMENT

Glacier View Lodge is a complex care facility providing progressive, long-term residential care, and various associated community services primarily for seniors of the Comox Valley. To achieve this, we:

- respect the dignity and individuality of each person in our care, while offering choice in as many quality of life aspects as possible,
- recognize that individuals are members of a larger community with physical, emotional, spiritual, and social needs, and offer a safe, warm, and caring home, and
- value our staff, their aspirations and health, and demonstrate this by providing a supportive, safe and stimulating work environment and appropriate compensation.

VALUES

Glacier View Lodge aspires to the following values enshrined in its Bill of Rights:

- Non-judgmental living environment
- Universal acceptance and individual recognition
- Physical, emotional, spiritual and social support and comfort
- Privacy and security
- Individuality in thought, possessions, and action
- Highly competent, caring and compassionate staff
- Vibrant community interactions and dedicated volunteers

Glacier View Lodge also adheres to the Residents' Bill of Rights established under Section 7(a)(c.1)(ii) of the *Community Care and Assisted Living Act*.

Message from the Board Chair

2022-2023 has been quite the year! We have mostly emerged from the pandemic and the joy of being able to be with each other, without the onerous protocols, has been wonderful! So much has changed in this past year. The strain of the past 3 years has taken its toll on so many of us. There has been a significant change in the employer/employee relationship, and especially in health care. We are deeply grateful to our loyal workers who have stuck with this demanding work throughout COVID. We have trained many new staff and have only been able to hold on to some of them. Costs for everything have gone up and while Island Health has tried hard to make up for the shortfalls, all long-term care facilities have had a hard time. It feels like we have finally turned the corner and hope is reestablishing itself. The board is deeply grateful to Debbie Smethurst in her ceaseless work to deal with a myriad of issues, on a daily basis. Her strength of character and remarkable skills have seen us through these trying times. We are equally grateful to the senior staff who have shouldered a much heavier than normal workload. Thank you.

Our volunteers and supporters have been an inspiration and we are deeply grateful for their support!

Likewise, our volunteer board members have worked very hard to help guide us through the year. Their efforts and dedication have been so very helpful.

We are sad to say goodbye to Sharon Fisher who served first on the Finance Committee and then on our Board of Directors for the past two years. Her expertise in finance has been very helpful.

Finally, we are going to be saying goodbye to Liz Friis, who has, in many ways, been the face of Glacier View Lodge for the past 37 years. Her warmth, creativity and dedication to our residents has brought us so much joy! If anyone ever deserved to retire, it is you Liz and we wish you the very best in your retirement!

Finally, thank you to all our society members, many of whom are the backbone of the countless volunteer hours which allow us to function.

Thank you!

James Taylor
Board Chair

Message from the Executive Director

The community of Glacier View Lodge has continued to support quality care for our resident's. We are finally able to regain our momentum of normality and focus on some of the quality projects we have been unable to address over the last 3 years.
Our residents can once again focus on family and friends, outings, and take advantage of volunteer services including church and group performances.
We continue to open the doors and welcome our community members back to our Adult Day Program and Community Bathing Programs.

We are forever appreciative of those providing loving, compassionate care to our residents, all our staff, contracted workers, and medical teams.
We have many volunteers that support the work that we do here at GVL; the Board of Directors of the Society, Community members who participate on our committees, the Glacier View Senior Community Auxiliary and all the other volunteers that support the residents at GVL.

After my first year in this role, I would like to thank the Board of Directors, Leadership team, staff, volunteers, and community stakeholders for their continued support in keeping the GVL vision moving forward.

With many thanks,
Debbie

Debbie Smethurst
Executive Director

Enhancing Care

GVL staff hosted many seasonal and special events throughout the year, French Fry Friday, Pirate pack day, Oktoberfest, and dance parties!

These days always brighten the spirits of both staff and residents!

Adult Day Program

The Adult Day Program continues to be a place of laughter and friendship, thanks in a large part to Liz's team of Kathy, Jessica and new team members Kim and Wayne. It is amazing to watch our clients care and support each other and to engage actively in each day's activities. The program continues to operate 7 days/week. Attendance over the year has continued to grow, although our global awareness of remaining home when we feel even the slightest bit unwell, has not allowed us to stay at full capacity. In 2023 we have begun oversubscribing the program by 50% in order to achieve our intended daily attendance.

The Supper Club, a caregiver education and support program, now is led by Recreation Therapist Rachel Little, ably supported by staff member Jessica.

Replacing the 21-year-old accessible bus

One of the big fundraising initiatives for this year has been to secure funds to enable us to replace our 21 years old accessible bus. Enormous thanks to the CV Healthcare Auxiliary for their gift of $75,000 which represents 50% of the cost of the bus. Our grateful thanks also to Peninsula Co-op for their gift of $10,000 and to all those who have donated to the 2022/23 Legacy of Light Fund.

Screening

Over the past year, our versatile little Screening department has adapted to rapid testing visitors at the end of Wing 1, to coaching visitors to rapid test themselves, to supporting all visitors back to the Lodge – provided they are symptom free. The team has accommodated the changing long term care mandates as they came with flexibility and endless patience.

In addition to screening and welcoming our families, Screeners have been a wonderful resource to our team by performing regular hand hygiene audits, supporting tea and coffee in the afternoons and evenings, visiting with our residents who need one to one support, organizing our outbreak supplies (and other clutter), and helping other departments as able.

Music Therapy

Our lovely Music Therapist Bethany worked with us until the end of March 2023. We wish her all the best on her maternity leave with her new daughter. We are very grateful to the Fund Development & Communications Committee for spearheading the annual fundraising event, The Grand Parade, which largely funds the ongoing costs of enhancing our resident's quality of life through Music Therapy.

Building a Community of Care

Our ongoing thanks to Breanna Brosko and her family for hosting the Adopt a Senior at Christmas program and for the additional gifts for those without families from IG Wealth Management. We are also grateful to the Soroptimist International of Courtenay for their annual gift to the Legacy of Light fund.

Coffee Parties

Two successful Purdy's Chocolate fundraisers have allowed us to purchase a fancy coffee machine for our bi-weekly Coffee Clubs and to purchase local coffee beans for the coming year. Residents and families are welcome to visit the coffee shop during opening hours on Wednesdays and Saturdays to pick up an espresso, latte, or americano (to stay or go).

Interior Redesign

While the full Interior Re-design project has not yet begun, we did purchase some new lounge furniture for our special care unit and purchased new resident room drapes. The new curtains have now arrived in multiple colours for residents to pick from!

Tovertafel

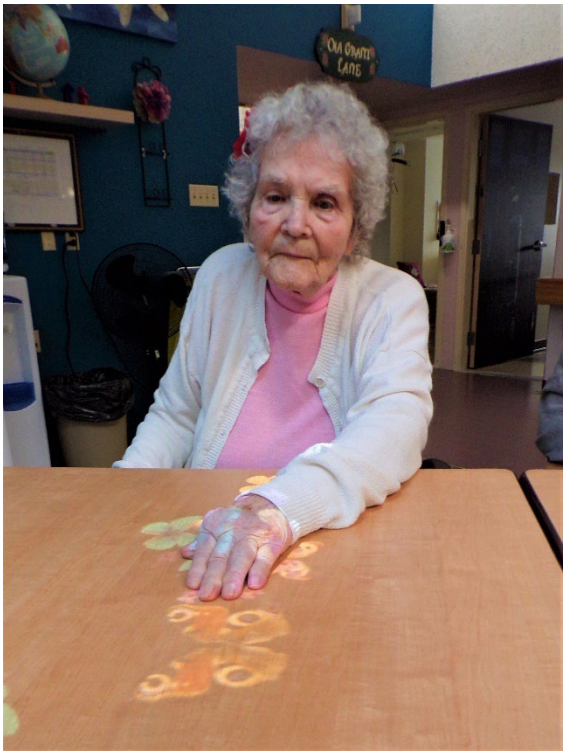
Thanks to the CV Community Foundation Grant

The introduction of the Tovertafel technology (interactive gaming system developed specifically for those living with neurocognitive disorders) was so successful that we began searching for ways to purchase additional machines. We extend our grateful thanks to the CV Community Foundation for applying for a grant on our behalf which has allowed us to purchase two additional units!

The Comox Valley Community Foundation continues to look for opportunities to support the Lodge – gifts for staff and isolated residents, along with treats at Valentine's Day were very much appreciated!

The game projects images onto a table or floor and reacts to even the smallest movement of the resident's hand or feet. Games range from lovely sensory-based activities where you can sweep the leaves, sweep away clouds to see the stars, or more involved games such as playing soccer, whack a mole, or growing a 'virtual' garden.

The Tovertafel activates players and provides cognitive, physical, social, and sensory stimulation. It has been amazing to watch our residents reach out to interact with the game images for long periods of time, extending their usual attention span, and to hear the laughter as the games are played.



Resident enjoying the Tovertafel

Resident and Family Councils

RESIDENTS' COUNCIL

A group of residents continues to meet each month with the leadership team and a member of the Board of Directors. This group provides a touchstone that directs quality improvements in the Lodge.

FAMILY COUNCIL

Family Council re-started in January 2023 to meet monthly and share questions, comments, concerns, and compliments. There is also a monthly education component, directed by the family interests and led by a staff member who is well versed on the topic. The GVL Family Council is seeking a family member to take on the role of chair and to represent GVL on the larger Island Health family council.

As a council, we are looking forward to a new year of education, understanding and friendships being forged through our group.

The Grand Parade Returns

The Grand Parade Comox Valley was held September 17 with the walk starting at Marina Park and looping through Filberg Park and back. It was a beautiful day! The Residents also enjoyed a great day at the Lodge, with a walk, participation in games and music, thanks to our lovely Music Therapist, Bethany. Thank you to all the people who sponsored the event (see their logos on this page and the next), the organizing committee, the Strumming Birds for lovely music, Piper Alison, all the walkers and the donors! We are pleased to announce that the proceeds from the walk will fund our Music Therapy program for the coming year and allow the Property Development committee to do some planning for future use of the Lodge property!
Extra Special Thanks to our Key Sponsors: THANK YOU ALL!

Key Partnerships

PRIVATE WEALTH MANAGEMENT
GEE GIBSON & ASSOCIATES

Thank you Grand Parade Sponsors!

Acreview Dental Clinic
Blinds & Bubbles Boutique
Brian Willis Remax
Chucks Sign and Graphic
Coastal Community Credit Union
Coastal Community Private Wealth Group
Comox Valley Funeral Home
Comox Valley Record
Comox Valley Airport
CR Lawyers
First Credit Union
Griffith Homes
HAMMERCO Lawyers
Hazelwood Construction Services
Invis Mortgages
Island Mediquip
KPMG MSLP
McElhanney Engineering
Motion
Nelsen Roofing & Sheetmetal
NexGen Hearing
Pacific Sleep Care
Peninsula Co-op
Pharmasave
Piercy's Mt. Washington Funeral Home
RLR Lawyers
Rocky Point Engineering
Shoreline Orthodontics
Swift Datoo LLP
Tim Hortons
Toneff Funeral Services
Uptown Dental Centre
Waypoint Insurance

Join us next time!

THE Grand PARADE

SEPTEMBER 16, 2023
THE CELEBRATION OF A LIFETIME

Volunteers and Donors

We are truly grateful to have welcomed many old and new individual volunteers, including a great group of youth volunteers, some of the faith communities, local musicians, and a group of senior volunteers through Northgate Church. We thank the many volunteers who were able to continue to support the Lodge during the period of the pandemic, in particular our Board of Directors and those in the Auxiliary Society.

Thank you to the Soroptimist International of Courtenay for their ongoing support of the Legacy of Light fund.

Glacier View Lodge - Legacy of Light

Strategic Priorities

1. Develop a plan to meet the housing needs of seniors for affordable, accessible housing on part of the undeveloped land owned by the Glacier View Lodge Society.
2. Enhance and sustain the long-term financial plan for the future of Glacier View Lodge.
3. Engage the broader community in helping to support Glacier View Lodge initiatives.
4. Improve the overall efficiency and effectiveness of the Board
5. Enhance and maintain the provision of exemplary care while addressing key elements such as quality, people, safety and risk management, and sustainability and innovation.
6. In recognition of the long-term contribution GVL has provided to the community, sustain, and enhance the capacity of Glacier View Lodge to provide exemplary complex care and community programs.

Building Maintenance Committee

Members: Logan Lapointe, James Taylor, Mike Bossom, Debbie Smethurst

The first two stages of the roof replacement, as recommended by IRC, have now been completed by Nelson Roofing within budget. Work on the third phase will begin in October 2023.

The upgrade to the air circulation and heating and cooling system in the common areas of the lodge has also been completed. The importance of this work has become apparent over the past year as the Lodge had to cope with heat waves and severe cold, as well as the expectation that every year may bring weeks of smoke from wildfires.

The committee continues to be aware of the challenges that come with an aging building, changing weather patterns causing more extreme weather, and the need to maintain an adequate level of replacement of aging technologies as new technologies become the preferred method of conducting the work of the Lodge.

To that end, the committee has also heard from and consulted with the Executive Director regarding the upcoming upgrading and replacement of the phone and wifi systems.

And of course, the committee remains focused on the smaller but equally important aspects of building and property maintenance like the resuscitation of the old exterior benches and improvements and care for the landscaping.

Logan Lapointe, Building Maintenance Committee Chair

Property Development Committee

Members: James Taylor, Logan Lapointe, Marilyn Morris, Terry Fright, Jay Bancroft, Erin Neely

For the past 4 years we have undertaken so many initiatives to try to use our vacant land to serve the community. The largest was our partnership with Vancouver Island University and the outreach to the people of the Comox Valley to receive their input. This engagement and the students concept plans have

given us a solid foundation. As always, the greatest barrier is finding stable financing and we have continued with this search. Several architects and people interested in development have given freely of their time. With the most recent statements from the provincial and federal governments, we have some reason to hope, that finally we will find a way to begin to move forward in this coming year. One way or another, we are trying very hard to investigate all the possibilities.

James Taylor, Committee Chair.

Quality of Life Committee

Members: Logan Lapointe, James Taylor, Wei-Ching Chang, Glenda Gentleman, Debbie Smethurst, Ernie Daley

The Quality-of-Life Committee mission is to: "Improve the quality of life and quality of care for all residents by promoting an atmosphere of sensitivity, caring and support among staff, friends and family members of the residents of GVL." The committee is very happy to have heard reports from the previous Director of Care and the Executive Director as to the various excellent initiatives being implemented in this regard on an ongoing basis and having the opportunity to provide feedback and make suggestions where appropriate regarding these programs.

Logan Lapointe, Quality of Life Committee Chair

Ethics Committee

Members: Logan Lapointe, James Taylor, Wei-Ching Chang, Glenda Gentleman, Debbie Smethurst, Ernie Daley

The role of the Ethics Committee is "to support ethical practices and decisions within Glacier View Lodge through linkage with the GVL Leadership team and by identifying, discussing and potentially resolving ethical issues that relate to practice and the delivery of care." The Ethics Committee meets on a quarterly basis to hear and discuss a report from the Director of Care and to address any other ethical concerns that have arisen in the organization. The committee discusses ongoing ethical challenges and debriefs respecting ethical challenges that have been addressed by staff. Key goals of these discussions are to determine how the challenges were addressed, whether ethical decision making followed organizational guidelines and how well those guidelines applied to the situation and whether they provided a useful framework to assist decision making through each dilemma.

Logan Lapointe, Ethics Committee Chair

Communications Committee

Members: Erin Neeley, Marilyn Morris, James Taylor, Nazaneen Lauriault, Ellen Pawlina, Wanda McMillan, Liz Friis

To facilitate the onboarding of new committee members and alignment of activities with the Board's strategic plan, a methodical update of the Committee Policy and Procedures was followed by a comprehensive update of the Annual Communications Plan. Included in this process was the clarification

and revision of Key Messages, a continuation of the work done the prior year, with the same aim, to ensure consistent and clear messaging.

The Committee supported a plan to develop a Communications Calendar, which was accomplished using a shared Google account. The calendar consolidates the communication related activities of the leadership team, Board and Auxiliary in one place, providing greater clarity and efficiencies.

With key policy items, messaging, and scheduling in place the Committee is now prepared to move forward with the creation of new publicity and creative assets, and looks forward to supporting the leadership team, Board Committees and Auxiliary to increase community awareness, and support of GVL Society's mandate.

Erin Neely, Communications Committee Chair

Fund Development Committee

Members: Roslyn Smith, Leslie King, Erin Neely, Ellen Pawlina (resigned October 26), Debbie Smethurst, Liz Friis and James Taylor

On September 17, the Fund Development Committee, with Board approval, once again held The Grand Parade, a peer-to-peer fundraising event. The event was in person and held at the Comox Marina Park. We were exceptionally pleased to have received such generous corporate and community support resulting in raising $54,401. Thank you to all our corporate sponsors, donors, friends, and family for making this such a highly successful event! A thank you reception for our key sponsors was held in November. Our music therapist, Bethany, held everyone's attention as she spoke about the benefits music brings to our residents. Funds from The Grand Parade were directed to the Music Therapy Program and Property Development.

Our Legacy of Light campaign, primarily focused during the Christmas period, but with reminders throughout the year during other special times - Valentine's Day, Mothers Day, Fathers Day - was also very successful, bringing in $55,000. Funds raised went towards the Interior Re-Design project.

We have developed a closer relationship with the Comox Valley Healthcare Foundation, and we are finalizing details before signing a Service Agreement with them, allowing us to share their database system for our donors.

Roslyn Smith, Fund Development Committee Chai

Nominating Committee

Members: Ernie Daley, Roslyn Smith, Nan Koldwijn
The role of the Nominating committee is to "ensure that nominations for the society Board of Directors have the necessary skill set and level of commitment required of the position."

We have had Sharon Fisher resign from the Board of Directors. We wish Sharon well and thank her for her contributions over the years. This brings the board size to 7, which is just above the minimum of 6, (maximum of 11) allowed by our bylaws.

At our first meeting of 2023, on May 15th we discussed the possibility of having a representative of the nominating committee attend a Family Council meeting in the fall as to "plant some seeds" for future

involvement with the lodge in any capacity. Making people aware of the many aspects of volunteering who will then have an opportunity to work within the organization in a governance adjacent role with a view to possible future board membership.

We will also be actively looking for community and society members who may be candidates for consideration to bring us back to the level of 8 which gives us a buffer against the minimum of 6 required by our bylaws.

Ernie Daley, Nominating Committee Chair

Membership Committee

Members: Garry Murdock, James Taylor, Marilyn Morris
Membership of the Glacier View Lodge Society currently sits at 55.

Finance Committee

Members: Garry Murdock, Sharon Fisher (to May 2023), James Taylor, Katja Waldman, Debbie Smethurst

The finance committee meets 10 times per year to review current financial information.
Annual audit done by KMPG, Chartered Professional Accountants.
Current Financial Position as of March 31, 2023
· An extremely challenging fiscal year due to Covid-19 and ongoing staffing issues.
· Operating loss/deficit of $220,900.
· Total loss/deficit of $220,600 (after investment and capital asset items).
· Primary factors contributing to loss are ongoing staffing issues leading to more overtime and orientation/training costs, vacant beds/co-pay loss & cost increases due to inflation.
· Cash on hand decreased by $882,000 from $2,740,300 to $1,848,300. The decrease includes significant amounts spent for capital projects (roof and ventilation/hvac system).
· Investment account (equities and fixed income but excluding cash in the account) at March 31/23 was $996,700 versus $973,900 at March 31/22.
- Highlights fiscal year ended March 31, 2023
· 2022/2023 Covid & social visit funding of $447,400 was received to cover expenses of an equal amount.
· Adult Day Program back in operation; ADP surplus of $104,800.
· Required Direct Care Hours for Residents of 3.36 has been exceeded throughout the fiscal year.
· The management team has kept the overtime and sick time close to budget.
On-going challenges
· Significant future financial and operational challenges are expected due to staffing and Covid related issues.
Enhance The Long-Term Financial Future
Goal – A reserve fund, separate from our severance and disability fund.
· Investment balance (see above) includes approximately $350,000 of our severance and disability fund.

Garry Murdock, Board Treasurer and Finance Committee Chair

Board of Directors

GLACIER VIEW LODGE
BOARD OF DIRECTORS
FISCAL YEAR 2022/2023

NAME & ADDRESS	PHONE NUMBER	CURRENT TERM *(Terms run 3 years unless otherwise noted. 3 Term Max.)*
James Taylor **CHAIR** 1021 Kingsley Cres Comox, BC V9M 3R7 Email: jftaylor.1021@gmail.com	250-890-3446 (home)	2nd Term, 2nd year • Appointed January 26/2017 • Elected Sept 2017 • Elected June 2020
Logan Lapointe **VICE-CHAIR**		1st Term, 2nd year Elected June 2020
Garry Murdock		2nd Term, 1st year • Appointed December 2019 • Elected June 2020 to June 2021 *(remainder of Spooner term)* • Elected June 2021
Erin Neely		1st Term, 1st Year (?) • Appointed June 2021 *(remainder of Sutton term which expires June 2022)*
Marilyn Morris		1st Term, 1st Year • Elected June 2021
Roz Smith		1st Term, 1st Year Elected June 2022
Ernie Daley		1st Term, 1st Year • Elected June 2022

Board of Directors

TERM EXPIRATIONS

June 2021	Somers - 1st Elected Term Ansley - 1st Elected Term Murdock - 1st Elected Term
June 2022	Judson - 2nd Elected Term Neely - 1st Appointed Term (completing W. Sutton term)
June 2023	Taylor - 2nd Elected Term Silman - 2nd Elected Term Lapointe - 1st Elected Term
June 2024	Murdock – 2nd Elected Term Fisher - 1st Elected Term Morris - 1st Elected Term Hargreaves - 1st Elected Term

James Taylor, Chair
(September 2017 - present)

James is a retired teacher/ part time administrator of 35 years. James' main teaching focus was in the sciences and in the course of this work did labour negotiations for 4 years, and has also chaired the boards of two other organizations in the Comox Valley. His major focus with Glacier View Lodge has been to maintain the viability of the facility for many years to come. Secondly to work alongside the staff and other board members to fully utilize the remarkable skills and culture of caring that has been the hallmark of GVL for many years, and, finally, to find ways of supporting seniors, particularly those with modest means, to live well in the last decades of their lives.

Logan Lapointe, Vice Chair
(June 2020 - present)

Logan is a lawyer with a general solicitor's practice including estate and end of life planning and estate administration. Logan moved to the Comox Valley with his young family in 2018 and became a member of the board of directors of the Glacier View Lodge Society in 2020.

Sharon Fisher
(June 2021 May 2023)

Sharon is Senior Manager, Commercial Operations & Risk at Coastal Community Credit Union. Prior to joining the staff of the credit union in 2007 she served on its board for six years. Sharon is a Chartered Professional Accountant and holds a B.A. Sociology from University of Victoria. She is an avid trail runner and volunteer in the running community. Sharon has been a member of the GVL Finance Committee since 2020.

Erin Neely
(June 2021 - present)

Erin is currently the Market Development Manager at the Comox Valley Airport. She joined the Board last year and is the Chair of the Communications Committee.

Marilyn Morris
(June 2021 - present)

Marilyn, a retired property manager retired to the Comox Valley in 2002. Prior to retirement Marilyn and her husband Gene were involved in a successful venture in northern communities in B.C., Alberta and the Yukon. Marilyn has board experience serving as a trustee on a BC school board and a director in the development, building and management of a community performing arts centre. Inspired by the history of and the Comox Valley's dedication to Glacier View Lodge, Marilyn hopes to contribute positively to the future growth of the Lodge.

Garry Murdock
(January 2020 - present)

Garry is a Chartered Professional Accountant (CPA), Chartered Accountant (CA), Member of Finance Committee since September 2018, and member of Board of Directors since January 2020.

Standing Committees

Building and Maintenance
Property Development
Quality of Life
Ethics
Membership
Fund Development and Communications
Nominating
Finance