



Glacier View Lodge Society

Annual Report 2017-2018



September 2018

Governance and Leadership

Board of Directors

Robert E. Scales, Chair (to September 2017)

James Taylor, Chair (September 2017 – present)

Carol Anderson, Vice Chair (to September 2017)

Sandy Dreger (September to November 2017)

Roz Smith, Vice Chair (September 2017 – present)

Marg Szafron (to September 2017)

Allan Douglas (to September 2017)

Cathy Specht (to September 2017)

Ross Griffith-Cochrane

Marg Silman

Anne Judson

Clive Ansley

Sandie Somers

Vision

An innovative community of care, responsive to the complex needs of our diverse population.

Mission

Glacier View Lodge, currently, is a complex care facility providing progressive residential care, and various associated community services for seniors of the Comox Valley.

Glacier View Lodge respects the dignity and individuality of each person in its care, while offering choice in as many quality of life aspects as possible.

Glacier View Lodge, recognizing that individuals are members of a larger community with physical, emotional, spiritual and social needs, offers a safe, warm and caring home.

Glacier View Lodge values its staff, their aspirations and health, and demonstrates 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' Resident Bill of Rights:

- Non-judgemental 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 Resident Bill of Rights established under *Section 7(a)(c.1)(ii) of the Community and Assisted Living Act*.

Governance

A Message from the Board Chair

We Are Doing Well!

This past year has been one of many changes at GVL and I am very happy to announce that we are a healthy organization, looking forward to the upcoming year. An additional 24 people have been admitted to The Glacier View Society and we are very pleased and grateful for their membership.

At the last AGM in 2017, there was a major turnover in board membership. In addition, the expected merger with The Views and St. Joseph's/Providence Health Care and our facility/society was "permanently suspended". Our focus as a board during the previous year had been preparation for this merger and so there has been a significant shift in direction. It has been hard on both our board and the employees of Glacier View Lodge. We are very happy that we are once again on a positive course.

The staff are to be highly commended for continuing to provide the deeply caring, highly competent care that has been the practice at Glacier View Lodge for many years.

In addition, our board has grown from 5 members following the 2017 AGM to our current 7. We must sadly recognize that Roslyn Smith who has served on the Board of GVL for the past 10 years must now, because of constitutional requirements, step down for the upcoming year. Roz has served both as a volunteer for many years and a vice chair of the board this year. We are extremely fortunate that she has agreed to do committee work during the upcoming year.

We are also deeply grateful to Ross Griffith Cochrane who was very influential in helping our board navigate this past year. He has stepped aside for family reasons and so it is with regret that we say, "Thank you."

Also, we have invigorated the committees that serve our board with 4/8 new members. We see these committees as being an essential part of our desire to bring innovation in meeting the needs of seniors in our community. Committee members are often members of the GVL Society and they are selected on the basis of the specialized skills they can offer to GVL.

On behalf of our board, thank you for your continued trust and support.

James Taylor

Board Chair, Glacier View Lodge

Standing Committees of the Board

Quality of Life / Ethics

Governance, Policy, Constitution & Bylaws

Building, Capital & Property Development

Board Planning and Education

Nominating and Membership

Fund Development

Preparing for Accreditation 2018

Staff at Glacier View Lodge spent time reviewing processes and creating documentation to support the Accreditation survey which takes place June 2018. In each survey cycle, Accreditation Canada strengthens their approach to quality care. The new focus for this survey is to evaluate our success in gaining resident and family input and feedback into all levels of care planning and decision making.

Governance

A Message from the Executive Director

Glacier View Lodge has provided an essential service to the seniors of the Comox Valley since 1982 and is often described as the 'jewel' of the Valley, and the preferred destination for those needing long-term care. This overwhelming sentiment surrounding GVL was more than evident this past year. There was a lot of support in the community and in the media urging GVL to remain independent, and governed by their own Board. As you know from past correspondence, and previous years' Annual Reports, updates were provided regarding GVL's need to strengthen partnerships in order to gain greater capacities, including the potential for re-development. The Board at the time, approved an intent to transfer ownership to Providence Healthcare, a non-profit society based in Vancouver that operates St. Paul's Hospital among many others sites. The Board did not take this decision lightly, and relied on the guidance of an expert seniors housing consultant, and many experts in seniors care, all of whom agreed it was a good decision. The intention was to ensure GVL could maintain longevity, and thrive for the long term in the best interests of the residents, the staff and the community. However, the intent to change ownership was abandoned, after many people in the community made it known that they wished GVL to remain independent. Providence Healthcare wished to partner with organizations that had an equal interest and readiness, and realized in the best interest to both organizations, that amalgamation talks should not continue.

Does this mean that GVL's longevity is compromised? The short answer is no. There is no question that it is difficult for small non-profit health care providers to thrive in today's world of increased resident complexity, funding erosion, increased regulations and so on. However, Glacier View Lodge is in a renewed state with a fresh and enthusiastic Board of Directors, and new and highly capable senior leadership team, the same ongoing committed high performance staff (as evidenced with Accreditation with Exemplary Standing), new interest in Society membership, new donors, more volunteers, all of which are critical components to the success of an organization. Glacier View Lodge is a stable organization that will continue to serve the seniors of the Comox Valley for many years to come.

Michael Aikins
Executive Director

Adult Day Program

Our long term goal in building our new Adult Day Program space, was to be able to better serve community seniors and their caregivers by reducing wait times for the program. We did this in the short term by offering two private pay spots per day. In November 2017, we received funding through Island Health to add two client spots per day. We now register 16 clients/day to the program and have successfully reduced the waiting time for the program from 7 months to 3 months.



ADP Mother's Day lunch



ADP Men's BBQ



ADP clients enjoy musical entertainment by the DOI band

Quality

LEADERSHIP ACADEMY

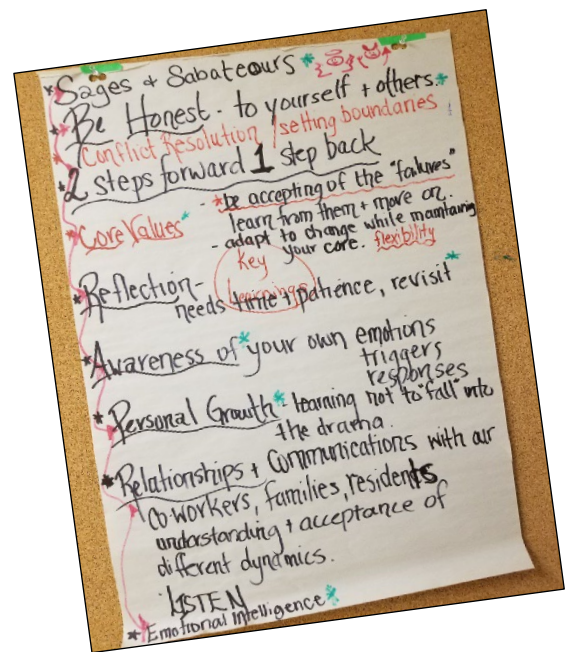
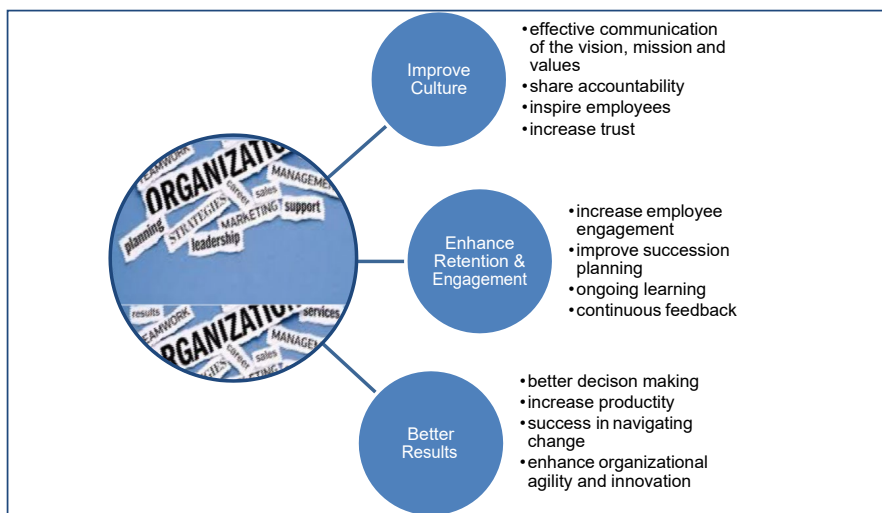
With today's aging population and increased complexity in Long Term Care, we realized that nurses needed more support when leading their team. School covers some aspects of communication but it doesn't really prepare nurses to be leaders in a complex system. Glacier View Lodge recognized that in order to support therapeutic communication and team work, we needed to invest in our leaders. We teamed up with Mary Crawley consulting to create our own Leadership Academy.

Individual Benefits:

- ✓ Enhance the self awareness of the nurses strengths, values, leadership styles and blind spots
- ✓ Increase understanding and management of self
- ✓ Increase confidence to take initiative, advocate and address issues to find creative solutions
- ✓ Communicate effectively with clarity, candor and care to enhance working relationships and build trust
- ✓ Implement a coaching approach

The course spanned twelve sessions and commenced October 2017. Nine nurses from GVL participated and 8 completed the course. It was a great experience and shed light on the complexities of communication and interpersonal skills. While the course is completed, we are still working on following up on leadership development plans and supporting all members to utilize the skills that were taught.

Organizational Benefits:



Our Leadership Academy was so successful for the Nurses we worked with Mary to develop Registered Care Aide specific modules. The focus for this training was to empower the participants to be ambassadors for culture change among their peers. We used similar material to ensure that nursing and care staff were speaking the same language.

CONTINUING THE EDEN JOURNEY

Creating purpose and meaning is a key part of the *Eden Philosophy* of care.

Led by residents and staff members Tonya, Candie and Dolina, the “Residents Secret Garden” has evolved from an overgrown garden and pathway, to one with tiered landscaping and raised garden boxes that were painted and installed by our resident gentlemen.



We have several residents who spend their day sweeping, weeding and watering in this space, along with others who walk and just enjoy the fruits of the collective labour. This garden project has also expanded our intergenerational connections.



Special thanks to Dolina Meaden RN., for coordinating the involvement of the youth and families involved in the Shamrock Gumbooters 4H Club in our gardens.

We look forward to developing monthly garden-focused programs for both residents and the youth. A special legacy gift received early in 2018 will allow us to add a greenhouse for year-round gardening and Market stand, so we can sell our produce to support our garden activities.



Creating Community is a cornerstone of the *Eden Philosophy* of Care. Not only do we reach out to many Comox Valley community members, but also welcome others visiting from far and wide.

In July and August 2017, we were blessed with two lovely visits from young ladies attending the “Jewish Uncamp” in the Comox Valley. They shared their stories, music, art and were in turn treated to many stories. Alf Bayne himself had operated a youth camp for 70 years. The young ladies stated their connections with Alf as a highlight of their trip. Alf reached his 100th birthday in August.



On a daily basis, Effie, Clinical Care Coordinator, has become our Pet Champion. Special thanks to Effie for coordinating the many tasks involved in keeping our pets safe and healthy at the Lodge. Effie is pictured with our two Cockatiels, Lizette and Bob!



CONTINUING THE EDEN JOURNEY

Strong Start Program – Butterfly Release



Maureen Wagner, teacher with the Strong Start Program, was a strong believer in the magic that happens when young children and seniors connect.

We were sorry to say farewell to Maureen at the Butterfly release in June 2017. However we are happy to report that the program continues with new teacher Meghan Hunt.



In August 2017, the Lord Strathcona Horse Brigade visited the Lodge during their time in the Comox Valley for the Exhibition. Special thanks to staff member Dolina Meaden who coordinated this visit and also the Shamrock Gumbooters Petting Zoo.



Resident Rabbit "Stu"
....helping us prepare for the Great Shakeout in October!

WAYFINDING Project

We continue to work with our Residents Council on ways to help residents and families find their way around the building easily. In 2017, the Residents Council members decided on the names for each of the resident room wings and that they would like murals created to depict each theme. In addition, they wished to use nature-inspired names, in keeping with our focus on the Eden philosophy of care. The new wing names picked are as follows:

- Wing 1 **Stellar Jay Way,**
- Wing 2 **Dogwood Lane,**
- Wing 3 **Trumpeter Crescent,**
- Wing 4 **Rose Trail**
- Wing 5 **Arbutus Grove.**



Jenn working on "Stellar Jay Way"

We reached out to a teacher at Mark Isfeld School who identified a small group of grade 11 students who had an interest in art and volunteering at the Lodge. The students each worked on designs for each of the themes then met with the Residents Council to select the preferred images and refine the designs. Some of the students dropped away from the project at the change of semester, but one has followed through on her design and two others promise to return and complete the entire project in fall 2018.

Enhancing care

CANADA 150 CELEBRATIONS

In the spring of 2017, residents identified several ways that they would like to celebrate Canada 150.

One of those ways was to create an artistic representation of their stories and connections to various parts of Canada. Residents worked with two art therapists to create the memory piece. Liz submitted the story about the project to the Rotary Contest, "What Canada Means to Me" and we were thrilled to be the winners of the adult category. Along with a Shaw Cable feature story we were awarded a prize of \$500.

Residents were also treated to an evening concert of all-Canadian music, performed by several of our amazing volunteer musicians, a BBQ on Canada Day, and resident, Verlene, created and donated a **Maple Leaf quilt** for a raffle, to raise money for the residents' Secret Garden project.



Verlene Cook contributed to the Canada 150 celebration through the donation of these two lovely Maple Leaf Quilts. One quilt remained at the Lodge and a raffle was held for the other quilt to raise money for the residents' Secret Garden Project. (left to right above, Liz, Verlene and Volunteer Vicky)



Art Studio

We had the opportunity to work with two talented Art Therapists, **Carolyn Howard** and **Kathryn Schmidt** this year. The ladies worked with our residents over three months in Spring 2017 to create a **memory collage of Canada**. It was lovely to have the beautiful, bright Adult Day Program space used for our **Art Studio** on Saturday mornings. Art Therapist Kathryn Schmidt will continue to work intermittently with residents, as funding permits.



Welcome

Sandra Mackie joined our team in 2017. She is a strong supporter of our Intergenerational Programs (Strong Start and Bell Buddies) and leads amazing Music Appreciation programs, and many other types of music therapy based programs. She also works with LPN and Family Council leader Deb Shirley to host the Memorial Services.

Key Partnerships

Glacier View Lodge Auxiliary Annual Report

Glacier View Lodge Auxiliary is comprised of 6 active members plus two remote members, Carol from Calgary and Mary from Kelowna. Carol provides advice to us on financial matters and Mary, who has been a member for 30 years and is a lifetime member, hooks rugs for our annual raffle. In addition to the active and remote members, we have an affiliate group called "Friends of the Auxiliary" and this group is 20+ members strong. Their focus for us is on fundraising, baking and providing assistance at the Waffle breakfast at Christmas time and at other special events at the Lodge. Our Auxiliary meets September to June the first Wednesday of every month.

Over the year, we host the following events and celebrations for the residents of Glacier View Lodge:

- ❖ On St. Patrick's Day we serve ice cream and waffles and have special live entertainment.
- ❖ At the Easter holiday everyone gets a hand made cloth bunny.
- ❖ We celebrate Mother's Day with a strawberry and whipped cream cake.
- ❖ We mark Father's Day by serving coffee and "Tim Bits" doughnuts.

Throughout the year we have several activities that help us to fundraise, all of which are really well supported by the community:

- ✓ Quality Foods provide gift cards from points the customers donate to the Auxiliary. We use them to purchase items we require for the "teas and events" we host.
- ✓ Our Fall raffle is very successful and well supported and generally nets anywhere from \$1,800-\$2,400 each year.
- ✓ We participate in craft fairs and the revenue from those sales is in the region of \$1,200 annually.
- ✓ Our bake sales are very popular and supported by the community.

We have a tradition of providing welcome and comfort to the residents of Glacier View Lodge as follows:

- New residents receive plush throws and a card to welcome them to their new home. Our local Pharmasave gives us a substantial discount by ordering the throws for us in early Spring for November.
- All our Residents and Day program clients receive a card, a carnation flower and a song for their birthday.
- One of our members set up a reading program with a staff member reading short stories to the residents several times per week.

We have committed \$1,000 per year to the Music program and this will continue until our money runs out!

Respectfully submitted

Marilyn Farnham, President of the Auxiliary to Glacier View Lodge.



Volunteers are instrumental in bringing the community to Glacier View Lodge. Volunteers of all ages support our residents, from our young friends in the Strong Start Program, to those who are seniors as well. Individual volunteers and groups provide 400+ hours of service each month. Adding the contributions made by Auxiliary members and Board members, the volunteer contribution to the Lodge each year, tops 8,000 hours.

In September 2017 we approached recruitment of youth volunteers a bit differently. Instead of sending the typical volunteer application package to the Work Experience Coordinators at the high schools, we sent application forms with deadlines for registering for the Youth Volunteer Program. We were successful in orienting 20 youth volunteers in September, and several more during the January intake.

Volunteer celebrations are held each spring. We incorporated this recognition to our Canada150 Concert held in June 2017. During the evening we recognized our Volunteers of the Year - our Hostess volunteers who help at lunch and supper, Board Chair Bob Scales and Auxilian Todd Farnham.

Moments of Joy



Penpal Friendship.....

Catherine Brown has maintained a lovely pen-pal friendship with two young ladies, Chantall and Gabrielle. This connection began when the girls were attending Brooklyn Elementary. Last summer the girls presented the Lodge with some original art.



Our connection with **HMCS Quadra Cadet Band** goes back over 33 years! We are so grateful to enjoy a summer concert and a visit with these enthusiastic young people.



Special thanks to family member Danny Clair for treating our residents to a beautiful Harbour Cruise!

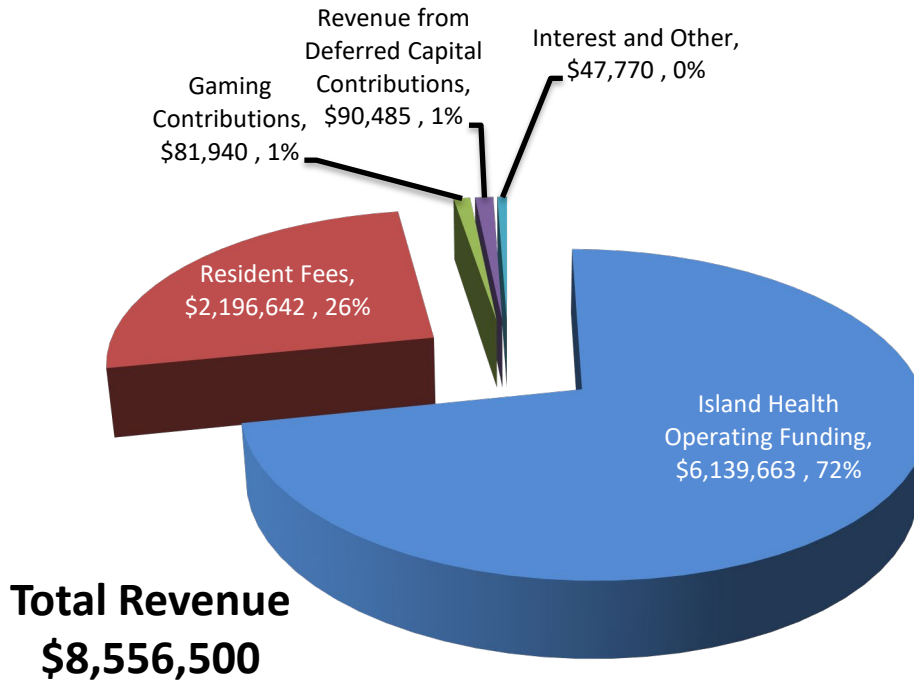


We have been fortunate to receive funding each summer through the Canada Summer Jobs program. Our 2017 students Sydney and Ethan were exceptional at building relationships (and washing the Bus too!)

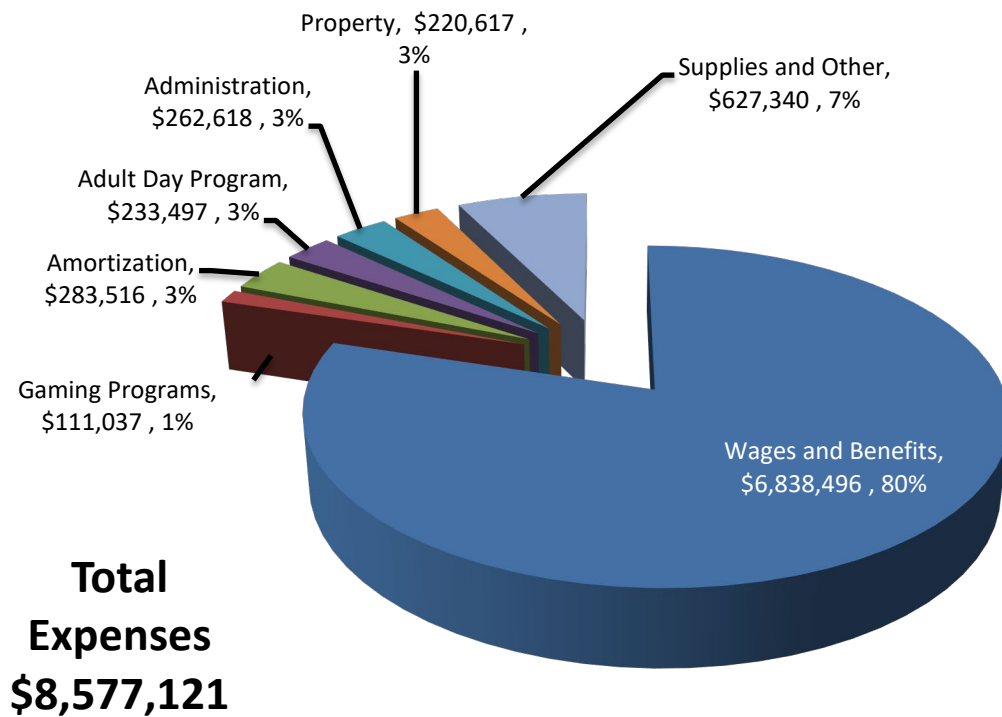


Accountability

GLACIER VIEW LODGE REVENUES – FY 2017-2018



GLACIER VIEW LODGE EXPENSES – FY 2017-2018





Established 1982