



St. Michael's  
HEALTH GROUP



# Dedicated To Loving Care

2016-2017 ANNUAL REPORT





**St. Michael's Health Group**

Corporate Office: 7404 - 139 Avenue, Edmonton, AB T5C 3H7 Tel: 780.473.5621 [smhg.ca](http://smhg.ca)

## VALUES

Excellence

Integrity

Community

Accountability

Communications

## MISSION

# Care With Love And Dignity

## VISION

*A Christian voluntary organization with an entrepreneurial spirit, dedicated to the provision of wellness-focused holistic care and community services to all with love and dignity*







# Stan Fisher

## PRESIDENT AND CEO

**“Dedicated to Loving Care”** begins with a positive attitude, demonstrated values, a broad understanding of community dynamics, respect for organizational history, and is a reflection of how leadership is working to achieve a mission. We cannot be passionate about this approach with random efforts. Good ideas and caring approaches to the work required in our seniors sector in society are not just adopted automatically. We must practice our beliefs with courageous patience at all levels of our corporate structure, living this philosophy. This annual report reflects these approaches.

Each year St. Michael's leadership objectives include the task of ensuring sustainability of our efforts. Dedication to this effort isn't a 'once in a while' option. Quality factors of our work are reviewed and measured through satisfaction surveys, committee work, and public scrutiny. We are held to vigorous standards and regulations by our Provincial Government, and are publically accountable to our families, funders, supporters, and benefactors.

electronically; we would have monitored electronic tracking of personal effects to avoid loss (Identifinder); that we would be enhancing continuing education through online computer programs; or implementing electronic tracking of inventory and risk management as daily routines.

Increasing our resident centered approach to service this past year has seen a significant focus on quality of life pursuits for our residents. Through recreation programming, community engagement on and off site, extensive volunteer recruitment and assignments, resident care planning – from nutrition reviews to mobility assessments, the residents we serve have been and are central to our efforts. Networks and alliances were strong and it is a strategic direction we continue to pursue. We retained membership with several important community organizations including the Alberta Seniors Housing Association; Alberta Continuing Care Association; and the Institute for Continuing Care Education and Research (ICCER).

We continued our partnerships with NorQuest and Robertson College to support student practicums at St. Michael's; cooperated with the U of A for research projects; and secured several new education institution linkages. The culture of cooperation was very strong and emphasized this past year.

There's something special at St. Michael's that allows us to keep moving forward. Each year's history adds to the pillars of growth from which we build. As we address our abilities to operate within our resources we recognize that tough times never last, but tough and well-trained people and volunteers dedicated to their work do. It has been my pleasure and honour to work with a committed Board of Directors, staff, volunteers, and family alliances across the corporation. This annual report reflects our dedication to loving care.



Stan Fisher



## St. Michael's

### Health Group

has seen many achievements as well as challenges. Earlier this year, Statistics Canada reported that for the first time in our country's history, the senior population has surpassed the child population, and that 1 in 8 seniors is over the age of 85.

As our mission is to provide care for seniors, St. Michael's understands that this statistic is a major challenge which we will be facing for several years as the baby-boomer generation continues to age. Our work to provide the levels of care required for our aging population must also continue to evolve and adjust.

The St. Michael's Board of Directors along with the President and CEO regularly meet to review current priorities and

# Ed Hladunewich CHAIR, ST. MICHAEL'S EXTENDED CARE CENTRE SOCIETY

determine what actions or projects can be undertaken to improve the lives of our seniors and help them be more comfortable.

As examples, an additional elevator was added to the facility to allow for easier movement for our residents to take part in on-site programs and activities. The major expansion to our kitchen and food services department, which is scheduled for completion in late 2017, will also enhance nutritional care for those who call St. Michael's home.

In the past thirty years, the scope of senior care has changed significantly and St. Michael's has adapted to accommodate these changes. The organization's original plan did not mention dementia care, but today this is the focus of the entire second floor of our long term care centre. When comparing the age of our residents almost 4 decades ago to those in our care today, the average age has increased by several years. To accommodate this change, St. Michael's is now engaged in a palliative/end of life program where care and support are provided for both residents and their family members. Our organization has continually changed and adapted to the various demands placed upon us with a singular goal of providing quality care for seniors.

Sometimes however this has meant making difficult decisions about financial management and accountability. But throughout the years the vision of St. Michael's Health Group has always been dedicated to providing loving care to every resident, of which there have been many.

St. Michael's will continue to stand firm on its mission to provide Care with Love and Dignity as we adapt and adjust our approaches to meet the needs of today's senior population.

A handwritten signature in black ink, reading "Ed Hladunewich".

Ed Hladunewich



*“As we address our abilities to operate within our resources we recognize that tough times never last, but well-trained people and volunteers dedicated to their work do.”*

## EXECUTIVE TEAM





# 2016-2017 Board Of Directors



Most Rev. Bishop David Motiuk - Honorary Director  
His Grace, Bishop Ilarion Rudnyk - Honorary Director  
Edward Hladunewich - Chair

Lubomyr Pastuszenko - Vice Chair  
Mel Snihurowych - Treasurer  
Luba Feduschak - Secretary

## *Directors*

Lorraine Bodnarek, Myron Borys, Stan Kobylyko, John Kopeck, Marco Levytsky, Nataalka Mitchell,  
V. Rev. Mihajlo Planchak, Orest Yusypchuk

## *President & CEO*

Stan Fisher

## HERITAGE COMMITTEE

Luba Feduschak - Chair  
Marco Levytsky  
Nataalka Mitchell  
V. Rev. Mihajlo Planchak  
Stan Fisher - President & CEO (ex officio)  
Daria Luciwick - Director, Fund Development  
& Communications (recording secretary)

## FACILITIES COMMITTEE

Lubomyr Pastuszenko - Chair  
Edward Hladunewich  
Myron Borys  
Orest Yusypchuk  
Stan Kobylyko  
Stan Fisher - President & CEO (ex officio)  
Paul Teterenko - Director, Operations  
(recording secretary)

## EDUCATION COMMITTEE

John Kopeck - Chair  
Lorraine Bodnarek  
Orest Yusypchuk  
Stan Fisher - President & CEO (ex officio)  
Kay Willekes - Director, Human Resources  
(recording secretary)

## FINANCE, AUDIT AND RISK ASSURANCE COMMITTEE

Mel Snihurowych - Chair  
Edward Hladunewich  
John Kopeck  
Marco Levytsky  
Stan Fisher - President & CEO (ex officio)  
Geraldine Journeau - Director, Finance  
(recording secretary)

# Long Term Care Centre



St. Michael's staff is dedicated to loving care, working to help residents achieve a lifestyle filled with comfort, enjoyment and dignity. Personalized care, nourishing meals, warm accommodation and stimulating programs are all designed for the health and comfort of residents. The following are a few highlights from the past year identifying the breadth of activity, learning and care we undertook to continue our efforts to live our mission of providing Care with Love and Dignity.

Good health allowed us to share significant milestones of three residents who celebrated 100+ birthdays this past year! Special celebrations for the residents and their families were highlights for us all.

Recreational and social activity is integral for our residents care and we were delighted by the acquisition of a Duet Bike. Residents with limited mobility were once again able to experience the joy and freedom of a bike ride as they are taken cycling through the neighborhood.

At times, health conditions may also involve pain or discomfort. With a desire to keep residents as free from pain as possible, we implemented a new process involving daily pain screening by nurses along with new pain assessment tools and revised documentation processes. As well, and with the support of funding from the Friends of St. Michael's Society (FOSMSOE), nursing staff

are able to safely transfer and reposition residents keeping them comfortable with the purchase of many new slings and transfer belts.

We are pleased St. Michael's Long Term Care Centre continues to have a low wound prevalence incident rate which was confirmed in a new study. We will continue to implement all the proactive measures to prevent a wound from developing and if or when one does occur, our measures ensure early detection and initiation of an appropriate treatment plan.

Eight St. Michael's team members completed a Dementia Care Matters education program offered by David Sheard from the United Kingdom. New knowledge and skills were attained by the attendees, and the many identified benefits to residents has encouraged St. Michael's to adopt as much of the program as possible.

Several years ago, St. Michael's was one of the first sites in the Edmonton area to install a Snoezelen Sensory room to either stimulate residents living with advanced dementia or to relax a resident who appears to be experiencing anxiety or distress. This was an excellent addition to our care program and to ensure we continue maximizing this room, on-site education was held for staff in Recreation Therapy, OT/PT, volunteers, companions, and Case Managers





to learn how to use this specialized equipment. As noted in surveys both internally and externally, the quality and variety of meals continues to be a high priority for residents and families in all long term care sites. After undertaking a Resident-Staff Quality Improvement Food Service Initiative, we were pleased that the Executive Team accepted the recommended Key Operating Principles and all recommendations tabled by this group. Teams on each floor were recruited and are leading the implementation of the new techniques and strategies.

To also ensure proper hydration, a program was launched that involves use of a new fluid balance record to identify residents who may be at risk of dehydration. An intervention called 'Sips for Life' was also introduced so staff will recognize and encourage residents at risk to drink a sufficient quantity of fluids.

Some residents in care struggle to feed themselves, requiring assistance from family, staff or volunteers. To help ensure proper feeding techniques are used, an educational program called 'A Loving Spoonful' was offered several times throughout the year to increase the knowledge and skills of staff and volunteers on how to assist a resident who requires support with eating. Always seeking holistic approaches to providing quality care, this year we introduced use

of aromatherapy to stimulate appetites of residents and to enhance nutritional intake. A pilot test using music during mealtimes was conducted and resident response was so positive we are now expanding the initiative to play music in all resident dining rooms. This music can also be played when a resident is having a bath or shower to make the experience more relaxing and enjoyable.

St. Michael's is committed to working together with our families to ensure each resident can enjoy the best possible quality of health and life. To assist in ensuring regular communication with families so they can ask questions, share feedback or voice concerns in a timely manner with the right person on the team, an interdisciplinary contact list was created and shared with all our families.

In addition, the Care Plan Review meetings and process was revised so residents and families can participate and help identify needs to assist their loved one.

**By no means an exhaustive overview, these are examples of activities and decisions made as part of our dedication to loving care.**

# Supportive Living



St. Michael's Health Group's Supportive Living communities remain committed to providing our residents with excellence in care, housing and services. Our staff and volunteers work with families, agencies, government and the community to ensure that our residents' needs are respected, honoured and met, and that we make a difference in their quality of life.

This past year, all 3 sites received full compliance for the 2016 accommodation standards. This audit of accommodation and accommodation-related services substantiates our efforts and we are proud that our excellence, integrity and accountability are recognized at the highest levels.

We also underwent Alberta Health Services' Continuing Care Standards audit. In 2016, AHS introduced updated and revised standards, to which all care providers must be compliant. The introduction of these new standards resulted in many of our policies and procedures being updated. The provision of care to our residents continued to be front and centre this past year. Staff at all three St. Michael's Supportive Living sites participated in mandatory and continuing education. Their dedication to providing exceptional care to all our residents remained the focus as they upgraded their skills and knowledge.

## MILLENNIUM PAVILION SENIORS' LODGE

In Edmonton, the Millennium Pavilion Senior's Lodge received a Special Needs Conditional Grant from Alberta Seniors and Housing. With these funds, we upgraded the hallways, floors and doors of the facility, creating a brighter, more modern environment for our residents.

Other upgrades (resulting from the grant) will continue into 2017-2018. Full occupancy was sustained at Millennium Pavilion with a waiting list that grew. Engaging recreational and social programs saw more resident participation than ever before.



*The provision of quality care to our residents continued to be front and centre this past year.*



## GROVE MANOR

Children and youth from neighbouring schools were frequent visitors to Grove Manor in this past year. Research has proven that intergenerational activities are very beneficial to both seniors and youth and that happiness of both groups increases with such interaction. Our seniors greatly looked forward to the regular visits of these young students and everyone was left with a full and happy heart.

Grove Manor residents had a number of exciting outings and participation increased from the year prior. Residents were more involved in suggesting destinations for outings and as a result our bus was always full. The waiting list of seniors wishing to reside at Grove Manor continued to grow. Our friendly staff, home-like surroundings, delicious food and renowned activities made it a facility of choice for many in the area. We wish we could have welcomed all those on the list!

## VEGREVILLE MANOR

At Vegreville Manor, respite rooms were introduced and we opened our doors and offered services to those in need of short-term care.

Wanting to stay informed and current, numerous seniors' health and well-being presentations were held at the Manor along with open houses and special events that welcomed members of the community into the facility.

The Manor was buzzing with music and dance performances throughout the year. Many community groups visited residents and took part in activities at the Manor. Individual and corporate volunteers were on site often and welcomed with open arms!

# Supportive Programs



## PASTORAL AND SPIRITUAL CARE

Offering spiritual care to those living at St. Michael's and to their families is an essential service complementing clinical care. Each year we strive to find new ways to meet the spiritual needs of residents and their families in ways that honour the personal beliefs and values of those being served.

Monthly worship opportunities were offered in the Ukrainian Catholic, Roman Catholic, Ukrainian Orthodox, Anglican, Baptist and Ecumenical faiths. Weekly, musical offerings reflecting the many traditions and spiritual backgrounds brought residents together in community, brightened spirits, and filled hearts with joy. Each day, time was dedicated to build relationships, listen, pray together and offer a friendly visit to those in need. These simple acts of love were appreciated but never more so than during end of life as we shared prayers of hope and comfort.

The Pastoral and Spiritual Care program is dependent upon many volunteers and clergy who spend countless hours developing or maintaining friendships, facilitating meaningful worship, and sharing love. As we provide support to those in need, we also appreciate the support given to us by these volunteers.

## RECREATION THERAPY

Recreation Therapy is a vibrant and essential aspect of the loving care provided for those who call St. Michael's Long Term Care Centre home. Programs are aimed at providing physical, cognitive, social, emotional and spiritual stimulation, and are delivered in a group setting or on an individual basis according to resident needs and goals.

While birthday parties are held each month to celebrate all residents born that month, special events took place for residents celebrating milestone birthdays of 100 or more years. This year resident Jane McIntyre was invited to the Alberta Legislature to be recognized in celebration of her 102nd birthday. The recreation therapy team is grateful for the support received from the Friends of St. Michael's Society of Edmonton. Because of their funding, the recreation team was able to enhance our program including the purchase of budgie birds. The budgies live on the units with the residents and provide hours of auditory and visual stimulation.

Residents were also delighted with the purchase of five robotic cats which enabled the Recreation Therapy team to provide more individualized pet therapy. Designed to bring comfort, companionship and fun into the lives of residents, the use of built in sensors enable the robotic cats to roll over and to respond to petting and hugs with familiar pet-like sounds. These robotic pets deliver a soothing experience that inspires smiles, laughter and fond memories for residents and their family members.

“St. Michael's will continue to stand firm on its mission to provide Care with Love and Dignity as we adapt and adjust our approaches to meet the needs of today's senior population.”





## SOCIAL SERVICES

St. Michael's is pleased to support our residents and families with an on-site social worker who helps meet various needs or provide information to families as they learn about challenges facing their loved ones.

Over the past year our social worker facilitated two 6 week dementia education/support groups and two 3 hour education sessions for family members. These sessions helped families members attain a better understanding of their loved one's illness, as well as learn how to cope, support and communicate with their loved ones.

Every year special milestones are celebrated and commemorated at St. Michael's and this past year was no exception. Connecting family was a memorable event when flight, hotel and transportation arrangements were made to facilitate a visit between a resident and her sister from Ontario who had not seen each other in 12 years.

A 72nd wedding anniversary was another highlight as a resident couple celebrated with family, friends and staff. As we do annually, the social worker organized a memorial program where volunteers, staff and family members gathered to remember residents who passed away during the previous year.

## THERAPEUTICS (OT/PT)

The therapeutics area at St. Michael's is always humming with residents and clients receiving quality therapy by very loving and attentive Therapeutics Department staff. Various therapeutic classes, programs and activities were offered with considerable interest and participation in the Exercise Class, Walking Program and Hand Group Programs which were consistently full. The therapeutics team intentionally introduced music during the Walking Program and noticed considerable gains in mobility resulting in many positive comments from staff, families and the residents themselves.

As well, adjustments were made to routine and preventative maintenance programs for all equipment used in delivery of health services to residents in order to increase/enhance resident safety. In addition, staff in the Therapeutics Department facilitated the development of knowledge and skills among other members of the resident care team and health care students by providing presentations during orientation and continuing education programs.

One of the team's greatest successes this year was the opportunity to work with one particular resident who moved in with very limited function. With the resident's own perseverance as well as the combined motivation and hard work of this individual and the entire therapeutics team, we witnessed remarkable physical, emotional and functional gains during their recovery. It is an amazing reminder of what can be achieved by dedicated, loving care.

# Adult Day Support Program

Our Adult Day Support Programs, both medical rehabilitation and social, were extremely busy over the 2016-17 operating year. At many times throughout the year we had a long waiting list of clients hoping to get into the programs. Most clients attend two days a week, typically Tuesday/Thursday or Wednesday/Friday. Discussion and feedback from our clients and families indicated that they were very satisfied with our Adult Day Support Program. Family members enjoy the respite while their loved one is with us enjoying some social time or receiving much needed rehabilitation and exercise.

A Client Satisfaction Survey was undertaken in 2017 and results showed that clients enjoy therapeutic treatments, programmed activities and events, socialization, various games, off-site trips, outdoor walks, and meals. Off-site trips such as going shopping, special lunches, parks, greenhouses, the Pioneer Museum and Ukrainian Village top the list of some of the well-attended ventures. In its sixth year is the very popular twice monthly Therapeutic Art Program supported by Chrysalis - an Alberta Society for Citizens with Disabilities, when clients from Day Support as well as residents from the Long Term Care Centre look forward to developing amazing and original art pieces.

Throughout the year we also host special events for our Day Support Program clients. One of the most popular is the Christmas luncheon when many clients invite their entire families for a festive meal.

Total number of clients served each month this fiscal year:

- Medical Rehabilitation Program: 55-60 a month; 700+ over the year
- Social Program: 7-9 a month; approximately 100 for the year



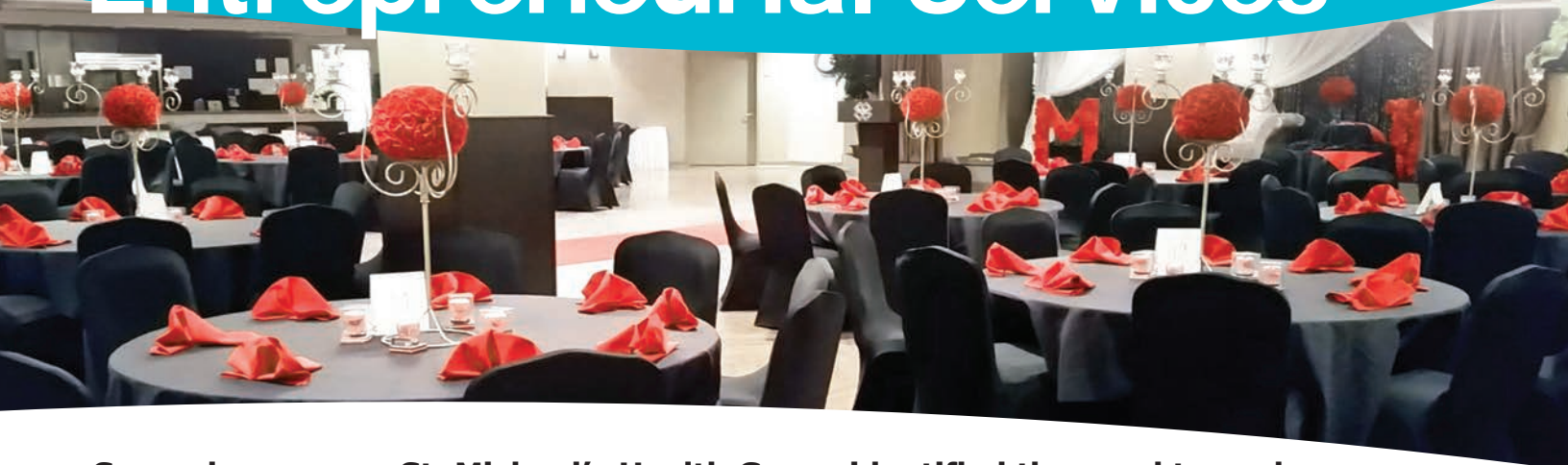
## Partners In Learning Program

St. Michael's supports continuing education and training opportunities for our employees so they have the knowledge needed to confidently provide informed, quality care for our residents. A special education fund, Partners in Learning, exists to fund eligible requests for financial assistance.

In 2016-17 forty-three applications were approved providing funding for courses and conferences. St. Michael's residents and clients benefit from the knowledge employees gain through these educational opportunities as they incorporate what they have learned into their day to day responsibilities.



# Entrepreneurial Services



**Several years ago St. Michael's Health Group identified the need to seek new ways to raise funds to support our mission of providing Care with Love and Dignity. As a result, entrepreneurial ventures were identified which are in keeping with our strengths and values as an organization. All proceeds from these ventures are allocated to support programs and services for seniors in our care.**

## HERITAGE HALL

Conveniently situated at our Edmonton long term care and Millennium Pavilion location, Heritage Hall has grown in popularity as a site for weddings, special events and similar activities, meeting the needs of families and organizations looking for the perfect site. This hall is also used frequently for resident parties and internal staff events. Known for quality food service, our St. Michael's catering team takes pride in offering unique menu selections for the many events booked at the hall. As knowledge about Heritage Hall and the team working to support booked events grows, so does the number of inquiries, tours and bookings, providing additional revenue to support St. Michael's Health Group care programs and services.

## MOBILE X-RAY

St. Michael's Mobile X-Ray is a travelling radiological service offering diagnostic services to clients in Edmonton, Calgary and surrounding areas. Designed for use in almost any setting, our certified technologists and portable x-ray machines are dispatched directly to the patient, conveniently allowing clients to remain in the comfort of their own living environments while receiving services. Over the past year, we have seen continued growth in the number of x-rays being requested, particularly in Edmonton when the average number of clients served per month increased by approximately 25% in the last quarter. There was also an approximate 13% increase in the average number of sites requesting x-rays.

## BABA'S OWN UKRAINIAN FOOD

For almost 30 years, Baba's Own Ukrainian Food has been producing delicious handmade food items. Made with pride by our skilled staff who are dedicated to creating the highest quality products, 2016 was another busy year. Several local restaurants and deli's now include our pyrohy on their menus. The most popular item on our list of products, hand-made pyrohy continue to attract buyers at retail outlets in the Edmonton region and at our reception desk where many customers regularly purchase their favourite Baba's Own food items. Looking forward, plans are underway to package and distribute Borshch as a new Baba's Own product.

## FAMILY HEALTH CENTRE

Open to all members of the community and located on the lower level of St. Michael's Health Group's corporate building, the Family Health Centre has been providing care for 25 years. Family medicine physicians treat clients of all ages. Throughout the past year physician recruitment to enhance operations and service to the community continued. Our partnership and business agreement with the Edmonton North Primary Care Network remains in place providing complementary care services and programs for patients.

# Volunteer Program



**St. Michael's volunteers** are an integral part of our mission to provide loving care to our residents. We are so grateful for these individuals who generously donate their time and energy to help us in living this mission.

Volunteers help daily with recreational activities, food services, hair salon services, housekeeping, laundry, pastoral care, resident care, the day support program and therapeutics. Last year, over 396 volunteers donated over 30,093 hours of their time! Some of the highlights and activities of the Volunteer Program over the past year include:

- 6 volunteers from University of Alberta Faculty of Pharmacy dedicated their volunteer hours at the St. Michael's Long Term Care Centre and Millennium Pavilion Senior Lodge, from late September to the end of February
- NorQuest students from the LING Volunteer Program came to the Edmonton site 4 times, helping with spring and fall cleaning, and with the Christmas décor set up and take down
- ATCO staff members volunteered for the 11th year in a row, planting flowers and beautifying the courtyard and surrounding area
- St. Michael's is proud to continue attracting volunteers from agencies such as Selections, Goodwill, Chrysalis, Arch Enterprises & Training Association of Edmonton and Edmonton Integrated Services, who enthusiastically come out to help different departments
- In 2016 St. Michael's and our Volunteer Coordinator, Svitlana Kadziela, were awarded the Mayor's Award for Employers who support and accommodate persons with disabilities in volunteer positions
- The annual Christmas and Volunteer appreciation events were well attended, recognizing 396 volunteers. In addition to volunteers who come to the site regularly to help in various departments, we also recognized volunteers who helped with fundraising events such as the 'This is Home' Breakfast, Blue Angel Dinner, and many bingos

We are grateful for the big hearts, time, loving care and compassion which our volunteers give so freely. It has been a pleasure to work with our volunteers providing Care with Love and Dignity to our residents.



*Our volunteers are truly diverse, dedicated, and show what it means to be Canadian. We are so proud of their hard work!*



## GROVE MANOR

Grove Manor benefits almost daily from volunteers who wish to make life at our site lively and enjoyable with a variety of activities. Both our resident volunteers and community volunteers help make the recreation program a success by developing and leading programs such as music, mini-golf and ice cream socials. And we know we can always count on help when we have our popular dances, play card bingo and other games nights, or have bus outings to take in events in the community.

The Grove Manor Ladies Group also go above and beyond as they develop various fundraising projects to help offset the cost of outings for all our residents. Their raffles and tea's help our site and residents throughout the year. The men's group, which is also supported by community volunteers, stays busy taking on projects such as refurbishing all the birdhouses on site.

Regardless of the activity or project, having active volunteers on site brings much joy and quality of life to all the residents of Grove Manor – thank you!

### Annual Facility Volunteer Hours:



**23,668**

222 Long Term Care  
Centre Volunteers



**2,796**

50 Millennium  
Pavilion Senior's  
Lodge Volunteers



**1,393**

24 Vegreville  
Manor Volunteers



**2,236**

100 Grove Manor  
Volunteers

## VEGREVILLE MANOR

Vegreville Manor is fortunate to have volunteers who share our St. Michel's Mission to provide Care with Love and Dignity. From musical entertainment, to pastoral service, card bingos, pub night and our Angel Walk - the time and effort that our volunteers give us are instrumental to all our activities. A few highlights from the past year when volunteers made all the difference:

- CALS Beyond Play Group and Vegreville Day Care came for reading and craft time, when residents and young children engaged in one-on-one and group activities
- Farm Credit Canada came to Vegreville Manor and planted the flower pots and garden
- Volunteers came regularly to help with our popular pub nights and evening card bingos

When we have special themed day events such as Cinco de Mayo or Hawaiian day - you can be sure that our resident volunteers assist in helping to make those days fun and entertaining for everyone involved. Thank you all our volunteers - the happiness you bring is not only seen on the faces of the residents, but also felt in their hearts.

# Financial Summary

During **2016-17**, St. Michael's Health Group's operating budget was \$22.2 million.

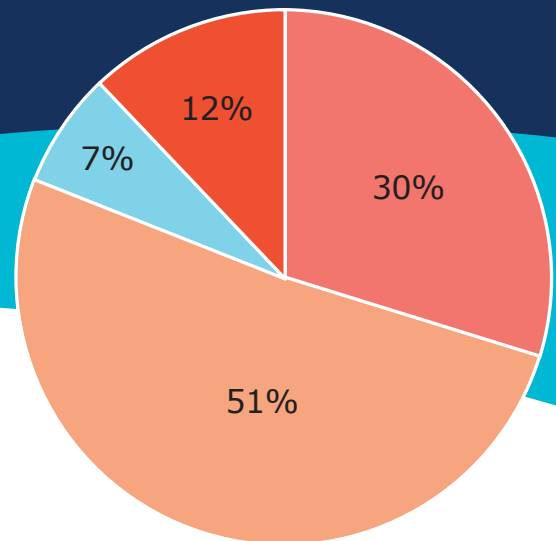
Sources of revenue included government operating grants, accommodation fees, client fees, fundraising and business ventures. Continuing care services were provided to approximately 425 residents and clients at various levels of care.

Through maintaining budgeted spending targets, the organization navigated the year with caution and the intent to rebuild reserves. Nonetheless many projects were undertaken and completed including door closures, an elevator upgrade and the start of the kitchen expansion.

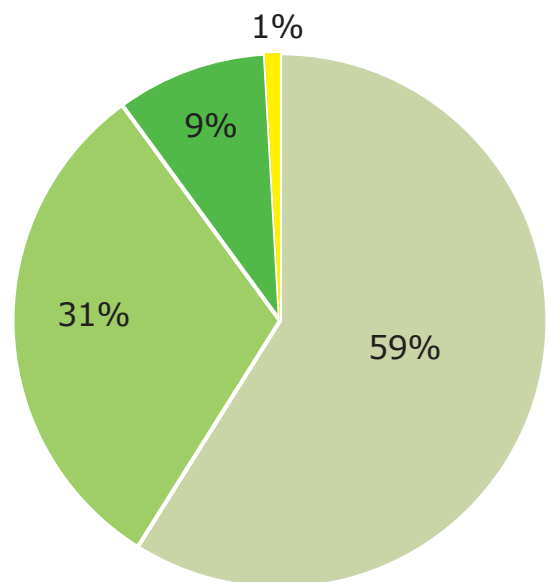
Funding for care and other government grants are the major sources of revenue; for our Long Term Care Centre – 69%, Supportive Living – 33%, Supportive Housing – 18% and Adult Day Support Programs – 78%. St. Michael's is an active participant at provincial and local levels of government and relevant member organizations in the discussions and planning for change and improvements for care and seniors' living options. This involvement positions the organization well to be flexible and make timely decisions as required.

Together the Supportive Living and Supportive Housing programs comprised 23% of the total operating budget. The integration of 15 Supportive Living Level 3 beds in Vegreville Manor with the site based Home Care and Supportive Housing program has enabled residents to age in place as their needs increase. Millennium Pavilion operates affordable supportive housing and site-based Home Care. Grove Manor also operates supportive housing and site-based Home Care.

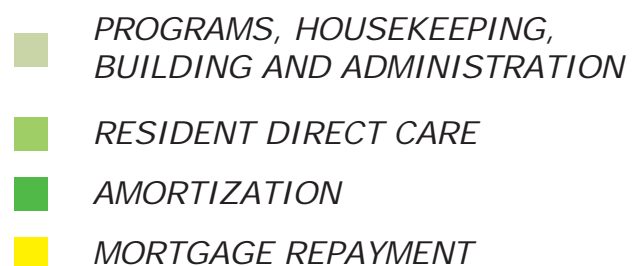
**BUDGET \$22.2 MILLION**



## REVENUE SOURCES



## EXPENSES





# FOSMSOE

## Friends Of St. Michael's Society Of Edmonton

Whether the need is therapeutic equipment, sit-to-stand lifts, recreation activities or any other needed addition to provide quality care, The Friends of St. Michael's Society of Edmonton (FOSMSOE) are dedicated to making a difference in the lives of those who call St. Michael's home.

For more than 30 years, the members of the Friends of St. Michael's have devoted countless hours to provide much needed financial support to all our St. Michael's sites. Members do not shy away from working bingo events several times a week, helping at casinos or other fundraising initiatives. And these same volunteers also help support residents with recreation activities, as Ambassadors in long term care or for pastoral care services and events.

Since inception as the Rainbow Club and the St. Michael's Auxiliary, and then amalgamation as the Friends of St. Michael's Society of Edmonton, this dedicated group of volunteers have raised well over \$2 million through bingo and casino events. 100% of these funds have been donated to support identified needs and priorities within St. Michael's Health Group's facilities. This financial assistance has helped purchase much needed equipment including lifts, slings, and therapeutic equipment. In addition, funding from FOSMSOE has provided support for recreational, social, wellness and leisure activities for the entire year for the residents at all 4 of our St. Michael's sites.

St. Michael's Health Group has a long and proud history in the community as an outstanding provider of quality senior care. This would not be possible without the cooperation and assistance of the Friends of St. Michael's Society of Edmonton.

## EXECUTIVE

Jackie Rae Greening - Honourary Chair  
Vicky Beauchamp - President  
Adeline Titowich - Past-President  
Pat Wilkes - Vice-President  
Della Kostyshen - Secretary/Treasurer  
Cindy Guenther - Director  
Jeannette Calder - Director  
Orest Kochan - Director







# Dedicated To Giving

**“Supporting seniors is a way to do some good for the people who did so much for us. It’s not just the right thing to do – it is a way to say thank you, you are important to ME.”**

Such is the heart and soul of devoted donor and St. Michael’s board member, Lorraine Bodnarek. Lorraine grew up in a small Alberta community in a family with a strong work ethic who believed in giving back. It’s no surprise that Lorraine lives and models this trait for her own children today. “It is very important to me and to my family that we give back to the communities that have been so good to us professionally and personally, and given us an amazing quality of life.” It was this

philosophy that brought Lorraine to St. Michael’s Health Group. Lorraine believes it is imperative that we share as much of our time and resources with organizations we identify with and who help others most in need in our community. She does not feel we can rely on government to provide all the safety nets, and that it is morally incumbent upon anyone who is ‘doing okay’ to give back through gifts of time, volunteering, financial giving, or intellectual capital. “It is a gift that gives back tenfold!”

But why St. Michael’s? “I was inspired by Stan Fisher who I met at a Blue Angel Dinner. When he asked me to join the Board of Directors I knew it was an organization I wanted to be part of and hoped to make a small difference as Stan and his staff do every single day.” Since joining the Board Lorraine has “become more educated about the seniors industry and the amazing work done in light of the increased funding challenges and regulatory requirements. Meeting the executive and employees affirmed my decision to join and confirmed the fact that St. Michaels delivers great care with dignity and respect because the staff of St. Michaels live the mission and treat one another with dignity and respect.”

Lorraine is passionate about increasing awareness of the status of senior care as provided by local charities. She has seen first-hand the mounting challenges of a rapidly aging population with increasingly complex needs and dwindling resources, shortages which are reconciled by either cutting essential services, or most likely, by removing the ‘extras’ that transform a facility into a home.

“It is important to me to highlight the seniors care industry so they are not forgotten as they increasingly struggle to maintain excellent service with fewer resources. One of the most important decision factors for families is to ensure loved ones have and maintain a sense of independence, and that they are provided socialization to maintain emotional, mental and physical health, which St. Michael’s provides. I am proud to be part of this organization.”

It is also important to Lorraine to lead by example and as a regular donor she helps new donors learn about St. Michael’s and the work we do. “Ours is not a cute or warm and fuzzy industry because nobody wants to think about aging or losing even a tiny bit of independence.” Lorraine has learned that St. Michaels sets the bar high and staff are dedicated and focused on making the facilities comfortable, safe, loving and interactive homes for all residents, always welcoming to families and friends. “I encourage everyone to give – do so and you will find more comes back to you in ways you could never imagine.”



# Fund Development



## Donors Dedicated to Loving Care

Our St. Michael's donors are precious – they make things happen! Because of many generous individuals, families and businesses, our residents are receiving the quality of care they deserve and have earned. And for that we cannot thank you enough.

Among the fundraising highlights from the past year was the 10th Anniversary of the Blue Angel Dinner which shone with 200 guests who gathered to enjoy the live music, engaging speakers and exquisite meal while raising much needed funds. Gala attendees celebrated the important service St. Michael's brings to our community and generously gave through the silent and live auctions as well as sponsorship and donations.

'This is Home Breakfast' held in Heritage Hall is an event which has engaged supporters for the past 5 years. Inspiring speakers and an opportunity to learn more about the work of St. Michael's attracted many of our families and suppliers who thoughtfully gave in response to our donation appeal.

Heartwarming memorial gifts, the annual Christmas appeal, general donations, major gifts, events and support from the Friends of St. Michael's Society of Edmonton, meant we were able to fund important resident-centered programs, equipment needs and activities. These included embarking on a major kitchen expansion at the Edmonton site, purchasing ipads and speakers for resident use and enjoyment, and specialized training for dementia care. These are just examples and are by no means inclusive of all the outcomes from the many generous contributions we received, making such a difference in the lives of those we serve. As we look forward to next year, the campaign to support the \$2.5 million kitchen expansion project remains a priority along with ongoing needs for resident care.

St. Michael's Health Group residents and families are very grateful to all those who generously give and support our dedication to loving care. With your ongoing support, we can ensure that seniors experience aging in a positive and meaningful way with comfort, enjoyment and dignity.

“*There's something special at St. Michael's that allows us to keep moving forward.*”

# Donors

St. Michael's Long Term Care Centre Society is honored to recognize the following donors who have supported us this past year. Our ability to provide dedicated, loving, quality care is only possible because of those who share our commitment. The lasting investment in our St. Michael's mission provides us the opportunity to continue to build and grow the programs and services that benefit all residents in the communities in which we serve.

Over the years, the generosity of our donors has taken many forms, from events and major gifts, to donations made monthly or annually, to thoughtful legacy gifts. Whether specific sponsorship of an event or a bequest memorializing a loved one, these gifts fuel our determination to continue growing and enhancing the quality of care for seniors who call St. Michael's home.

We are profoundly grateful for your support. We also wish to thank those donors who have chosen to remain anonymous. You have truly made a difference to resident care - thank you!



*All donations benefit the services and programs of St. Michael's Health Group*





## \$100,000 +

Friends of St. Michael's Society of Edmonton

## \$10,000 - \$24,999

Bodnarek, Lorraine & Ed Cyrankiewicz  
Cloutier, Jean-Louis  
Edmonton Pharmacy  
Holtz, Gayle  
Northern Weldarc Ltd.  
Pharmacare Specialty Pharmacy  
Smulski, Alan & Marlene

## \$5,000 - \$9,999

Servus Credit Union

## \$1,000 - \$4,999

Alberta Blue Cross  
Alberta Ukrainian Commemorative Society  
Al-Brite Manufacturing Jewellers Ltd.  
Anonymous  
Bessette, Roland  
Borys, Myron & Linda  
Camrose Regional Exhibition  
& Big Valley Jamboree

Canadian Western Bank  
Celebrating Italian Families  
of Edmonton (CIFES)  
Christenson Equities Ltd.  
Complete Purchasing Services Inc.  
Feduschak, Luba  
Flaman Group of Companies  
Flowers in the Park  
Gateway Mechanical Services Inc.  
Int'l Brotherhood of Boilermakers Local 146  
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Luciw, Daria  
McCullough, Eleanor  
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Mercyr Consulting Ltd.  
Millarcom Inc.  
Podilsky Family  
Precision Electrical Services Ltd.  
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Royal LePage Noralta  
Russell Food Equipment  
SCA North America - Canada Inc.  
Servicemaster Disaster Restoration Services  
Snihurowych, Mel  
Staples Business Advantage  
Swityk, Merv & Therese  
Titan Flooring & Interior Design Ltd.  
Toscak, George  
Town of Stony Plain  
Ukrainian Catholic Brotherhood of Canada-AB Branch  
Wilman Financial Inc.  
Wright, Rita

## \$500 - \$999

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Bentley, Bob  
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Dabels, Trevor & Tamara  
Delnor Construction Ltd.  
Drake, Doug & Denise  
Duke, James Allan  
Duke, Robert  
Duncan, Grant  
DynaLifeDx  
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Fairmont Jasper Park Lodge  
Fisher, Stan C. & Gail  
Freed, Catherine  
Healey, Joan  
Hudema, Alec  
Ironworkers Local 720  
Kostyshen, Della  
LaForge, Patrick & Frances  
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Lougheed, Alyson  
Makami College Inc.  
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Newcap Radio - CFCW 840  
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Pastuszenko, Lubomyr & Maria  
Plumbers & Pipefitters Union #488  
Reliable Landscape Maintenance Ltd.  
Ted's Art  
Telcs, Wendy  
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Ukrainian Catholic Brotherhood of  
Canada-Edm Eparchial Branch  
Ukrainian Catholic Eparchy of Edmonton  
Ukrainian Catholic Women's League of  
Canada-Edmonton Eparchy  
Vecchio, Silvano  
Wagenseil, Elizabeth  
Willekes, Kay  
Wirtanen Family Holdings Ltd.  
YMCA of Northern Alberta

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Alberta Furnace Cleaning  
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Aon Reed Stenhouse Inc.  
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Rowles & Company Ltd.  
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Trojan Welding & Repairs Ltd.  
Turtle, Bill  
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Watson, Cheryl  
Wellens, Jane  
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Wingate by Wyndham Edmonton West  
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## \$100 - \$249

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 ATCO Pipelines  
 Axxess Furniture Inc.  
 Bakay, Bill & Johanna  
 Balwin Chiropractic  
 Barrett, Deborah  
 Bator, Edward  
 Bon Ton Bakery  
 Book Insulations Ltd.  
 Calaway Park  
 Calder, David & Jeannette  
 Cameron, Dave  
 Cameron, Iva  
 Camrose Resort Casino  
 Chateau Louis Liquor Store  
 Cheladyn, Michael & Larisa  
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 City of St. Albert  
 Continental Treat Fine Bistro  
 Cunningham, Theresa  
 Dackiw, Peter & Motria  
 Deeks, Gord  
 DeGerness, Helen  
 Devin, Margaret  
 Dubetz, Gloria  
 Edmonton International Raceway  
 Fast Trax Run & Ski Shop  
 Fedoriuk, Julian  
 Fort In View Golf Course  
 Fraser, Brian  
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Wilkes, Patricia  
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 Yohemas, Gerald  
 Young, Ashley  
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## Donations Made In Memory

**St. Michael's is honoured to  
have received memorial gifts  
remembering the following  
loved ones:**

Anastasia Podilsky  
 Andrew Pichota  
 Annabell Yurchyshyn  
 Con Popescul  
 David Maslyk  
 Elizabeth Wagenseil  
 Eva Bedier  
 Jeannine Bessette  
 John Dragich  
 Joyce Stefura  
 Lena Popescul  
 Madeleine Repski  
 Maria Hryniw  
 Shannon Rowbottom  
 Steve Yurchyshyn  
 Vira Jereniuk

*St. Michael's makes every effort to ensure accuracy. If we have missed someone who has given a donation or misspelled your name, we apologize and would ask that you contact us through [dluciw@smhg.ca](mailto:dluciw@smhg.ca) to ensure we make the correction.*

*Thank You.*





# Thank You

For almost forty years St. Michael's Health Group has been dedicated to living our mission of providing care with love and dignity every day.

This can only happen with the dedication, support and service we enjoy with our staff, volunteers, donors and partners. St. Michael's staff strive to provide a warm home-like environment and we sincerely thank all our employees for your hard work and devotion to ensure the best possible care for our residents.

Thank you to all of our donors and sponsors for your ongoing support. We deeply appreciate your generous contributions and your investment to enhancing the lives of our residents and clients. Thank you to the St. Michael's Health Group Board of Directors and to the Friends of St. Michael's Society of Edmonton Executive and Society members.

Our success as an organization is made possible through the nurturing of healthy relationships with our partners. These include the Government of Alberta, Alberta Health Services, and all our community partners and agencies who collaboratively strive to ensure seniors can enjoy life and are treated with dignity and respect.

We thank you all for your ongoing commitment in helping us achieve our mission and for being Dedicated to Loving Care together with St. Michael's Health Group.

**Dedicated**  
**To Loving Care**



**| St. Michael's IS home**  
- Resident



**SMHG**

Corporate Office:  
7404 - 139 Avenue, Edmonton, AB  
T5C 3H7 Tel:780.473.5621 [smhg.ca](http://smhg.ca)