



St. Michael's
HEALTH GROUP

Report to the Community

2017 - 2018



Devoted to Exceptional Living

Long Term Care Centre - Edmonton

Supportive Housing - Edmonton,
Spruce Grove and Vegreville



SMHG

☎ 780-473-5621

Corporate Office

7404 - 139 Ave, Edmonton, AB
T5C 3H7



smhg.ca

Mission

Care with Love and Dignity

Vision

Innovative leaders with an entrepreneurial spirit who enhance the quality of life for communities

Values

We believe in...

Excellence

Set goals for programs and services that can be measured. Express pride in St. Michael's accomplishments and contributions to care. Challenge one another to move beyond the status quo.

Integrity

Ensure open and honest communication. Consider diverse views while firmly supporting Board of Directors' decisions. Take personal responsibility for full participation in work activities and preparation for same. Ensure transparency in our decision making process.

Community

We are inclusive of all and consider the community impact of our decisions. Collaborate with others and foster partnerships with business, government and community groups. Be respectful of others. Volunteerism is an integral element of St. Michael's culture and vision.

Accountability

Regularly evaluate our goals and progress, and report these results honestly. Ensure systems and procedures are in place for financial accountability. Treat all equipment and property with care and respect.

Engagement

Provide stakeholders with a forum and a voice. Ensure regular communication occurs.

Board Chair and President & CEO Message

Edward Hladunewich and John Kopeck

The last year was full of accomplishments, challenges and change. This annual report briefly highlights a few of our achievements and overall approach to providing resident centred care and service excellence to seniors.

In July 2017, we welcomed John Kopeck as our new President & CEO following the retirement of Stan Fisher. John is inheriting an organization with a positive reputation and one known for its' dedicated approach to senior care. Under John's leadership we will continue to be a progressive and innovative organization in the future.

This past year we celebrated the opening of our newly renovated \$2.8 million kitchen. This was our largest capital investment since 2010 and would not have been possible without the financial commitment from Alberta Health, St. Michael's Health Group and the many donors who supported this project. The additional space and state of the art kitchen upgrades will allow us to improve food quality and menu selection, offer more nutritional options and service the increased dietary needs of our residents.

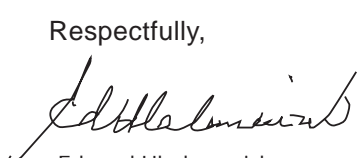
As a charitable society, we are committed to operating within our financial means and being accountable to our funders. This will continue to be a challenging fiscal environment and we recognize that our ability to deliver quality programs and to access new equipment would not be possible without the support of our donors and the Friends of St. Michael's Society of Edmonton (FOSMSOE). We also remain committed to our social enterprise activities and looking for overall growth opportunities.


We continue to invest in our staff and volunteers to ensure they are well supported and appreciated. As a faith-based organization we recognize the value of our people and promote a welcoming and inclusive environment. At our long service awards this year we recognized 44 employees, and also thanked over 225 volunteers at our annual volunteer appreciation event.

As we enter a new fiscal year, our Board has approved a new 3 year strategic plan that will guide our direction until 2021. This is a forward thinking plan and one that confirms our ongoing commitment to providing the highest level of care. We look forward to report on our activities over the next 3 years.

We are proud of our accomplishments this past year. Thank you for supporting St. Michael's Health Group!

Respectfully,


Edward Hladunewich
Board Chair


John Kopeck
President & CEO

2017 - 2018 Board Of Directors



Back Row (L-R): **John Kopeck** – President & CEO; **V. Rev. Mihajlo Planchak** – Director; **Stan Kobylko** – Director; **Orest Yusypchuk** – Director; **Ed Gibbons** – Director; **Natalka Mitchell** – Director; **Myron Borys** – Director; **Lorraine Bodnarek** – Director; **Marco Levytsky** – Director

Front Row (L-R): **Luba Feduschak** – Secretary; **Iryna Laschuk** – Director; **Edward Hladunewich** – Chair; **Melety Snihurowych** – Treasurer; **Lubomyr Pastuszenko** – Vice Chair



Success For Good Health

As with any age group, good nutrition is important to maintain good health. Our senior population is no exception. Research has confirmed that poor food and fluid intake is the primary cause for long term care malnutrition which can result in falls, depression, and decreased quality of life for residents, among other symptoms. This is preventable, which is why in early 2017, St. Michael's launched a project to expand and upgrade the kitchen which supports our Long Term Care Centre and Millennium Pavilion. With the start of the 2018 operating year, we were able to celebrate the completion of this important addition.

Our goal was very focused: to improve the kitchen space in order to have the ability to provide for the growing dietary needs of our residents. We set out to improve the meal and snack service provided to residents of St. Michael's increasing meal quality, variety, flexibility, choice and the dining experience.

In addition to the physical expansion, we also undertook a thorough Food Service Quality Initiative and learned of opportunities to enhance the quality and nutrition levels of meals prepared by our kitchen. We recognized our ability to do so was significantly hampered by lack of preparation space and older equipment. We were working in the original kitchen built 40 years ago, serving 1000 meals a day.

With our new kitchen, care staff and kitchen staff can now work towards confirming the individual preferences of residents, and then provide meals and choices in a way they will most enjoy and benefit from.

Mealtime is often the highlight of the day for residents, providing opportunities for social interaction as well as build relationships with care providers and dining companions. St. Michael's person-centred approach to providing care includes accommodating individualized needs and preferences during mealtimes. With our new kitchen, care staff and kitchen staff can not only confirm the individual preferences of residents, but can also provide meals and choices in a way they will most enjoy and benefit from.

This project was successful primarily because it helps ensure that residents who call St. Michael's home receive quality care which includes nutritious meals. Keeping our residents healthy allows them to fully enjoy time with family and friends.

Volunteer Program

Volunteers enhance the quality of life for aging adults within our St. Michael's care facilities. We are thankful for their dedication and value every minute each person shares with seniors in our care.

Our volunteers organize and support many activities including:

- *Special Events*
- *Tuck cart*
- *Loving Spoonful feeding program*
- *Pet visits*
- *Outings to local events and attractions*
- *Bingo and other fun games*
- *Crafts, music and art therapy*
- *Special Occasion celebrations*
- *Fundraising events*
- *Spiritual / Pastoral Care*

Across all operations this past year, we were blessed with 306 active volunteers. Together these volunteers contributed over 31,033 hours which equates to 85 hours a day, every day of the year.

The Friends of St. Michael's Society of Edmonton members continue to provide valuable time and financial support to St. Michael's Health Group. Incredibly, this group of volunteers worked 77 bingos this past year to help purchase equipment and specialty needs for our residents.

We are very grateful for the loving care and compassion our volunteers give so freely, and for helping St. Michael's provide life-enriching experiences for our residents – **Thank You!**



Annual Facility Volunteer Hours:

25,532

190 Long Term Care
Centre Volunteers

3,010

45 Millennium Pavilion
Seniors' Lodge
Volunteers

673

19 Vegreville
Manor Volunteers

1,818

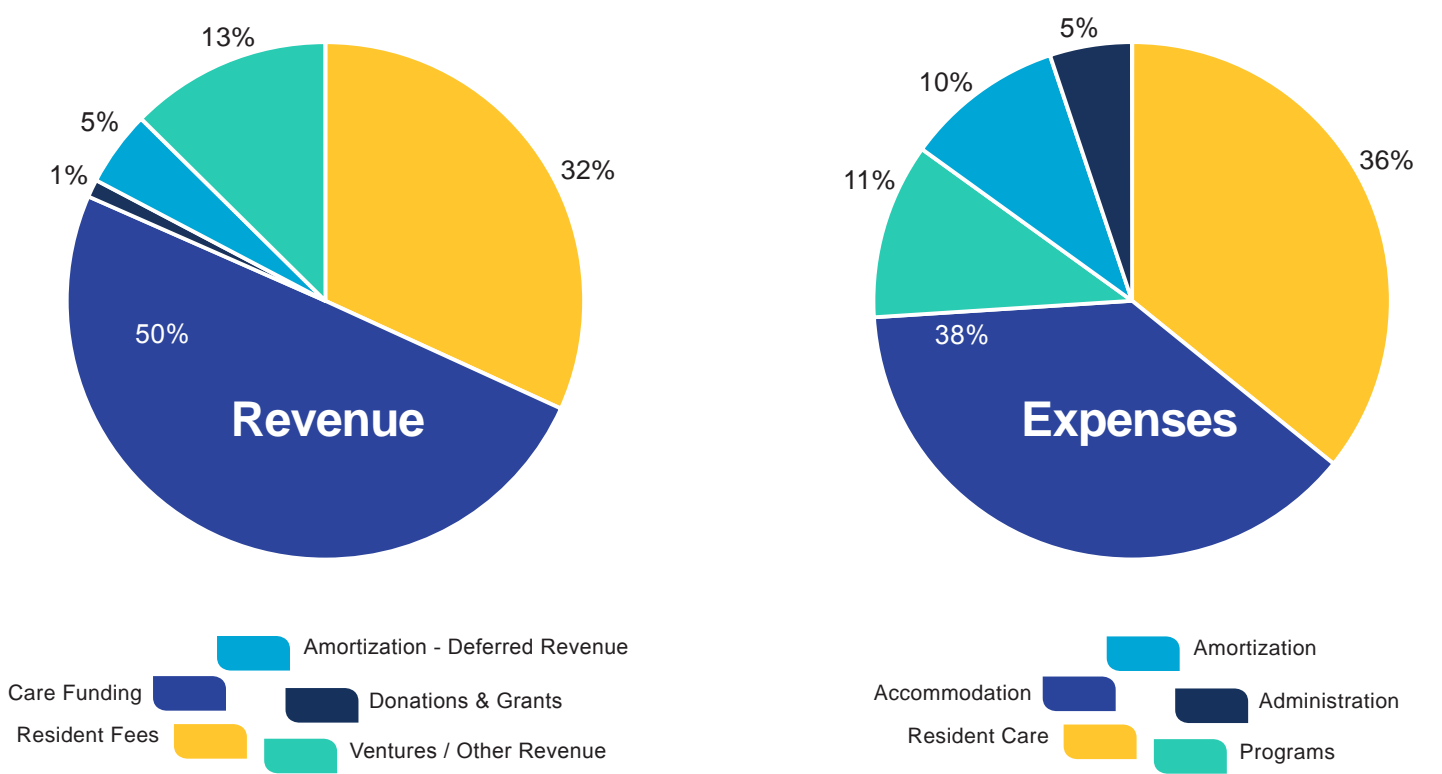
52 Grove Manor
Volunteers

Financial Summary

St. Michael's Health Group comprises of six voluntary, not-for-profit companies in the continuing care sector, each contributing uniquely to the organization's strategic direction. The organization operates four sites in the province: St. Michael's Long Term Care Centre and Millennium Pavilion Seniors' Lodge in Edmonton; Vegreville Manor in Vegreville; and Grove Manor in Spruce Grove.



St. Michael's Health Group financial statements are prepared in accordance with Canadian Accounting Standards for not-for-profit organizations (ASNPO). To ensure that our finance department maintains knowledge of current financial reporting and practices, we are also affiliated with CPA Canada (Chartered Professional Accountants) and the Association of Chartered Certified Accountants (ACCA).



April 1, 2017 - March 31, 2018 Operating Budget

For this fiscal year, our total operating budget was \$23 million. Major furniture and equipment purchases, and building improvements such as the kitchen renovation were made possible with the assistance of donations, grants and profits earned through our business enterprises - Baba's Own Ukrainian Food and Heritage Hall rental and catering. In addition to providing a much needed service to the community, income earned from the operation of the Family Health Centre and Mobile X-Ray are invested annually in our continuing care programs and services for seniors.

Thank You To Our Donors!

April 1, 2017 - March 31, 2018

We gratefully acknowledge all the donors who so generously contributed to our work and projects this past year. Many donors shared their gratitude for the high level of care their loved one received and gave back to acknowledge our commitment to quality care. With your ongoing support, we can ensure seniors experience aging in a positive way with comfort and dignity. We cannot thank you enough.

\$100,000+

Friends of St. Michael's Society
of Edmonton

\$25,000 - \$50,000

Bodnarek, Lorraine
& Ed Cyrankiewicz
Tosczak, George

\$10,000 - \$24,999

Centric Health Corporation
Estate of Florence Plishka
Estate of Louis Desrochers
Smulski, Alan & Marlene
Wilman, Henry & Barbara

\$5,000 - \$9,999

Edmonton Pharmacy
Holtz, Gayle
Synergy Projects Ltd.
Wiebe, Grace & Leonard

\$1,000 - \$4,999

Alberta Blue Cross
Associated Communications Inc.
Canadian Western Bank
Cardinal Health Canada Inc.
Chambers, Pauline
Christenson Developments
Cloutier, Jean-Louis
Complete Purchasing Services Inc.
Delnor Construction Ltd.
Dempsey's Fine Furnishings
Flaman Group of Companies
Flowers in the Park
Gateway Mechanical Services Inc.
Int'l Brotherhood of Boilermakers
- Local 146
Keldar Leadership Solutions Inc.
Kingston Ross Pask LLP

Kirk, William
Kotch, Rosemarie
Luciw, Daria
Makami College Inc.
Martin Deerline
Millarcom Inc.
Millcraft Woodworks Ltd.
Precision Electrical Services Ltd.
Premier Fire & Flood Restoration
Reidie, Dave
Royal LePage Noralta
Servus Credit Union
Snihurowych, Liselotte
Snihurowych, Mel
Sysco Foods
Titan Flooring & Interior Design Ltd.
Trenchie, Patricia
Turczyk, Roman & Danuta
Ukrainian Catholic Brotherhood
of Canada-AB Branch
Willekes, Kay
Wong, Wei & Diane
Wright, Rita

\$500 - \$999


1892862 Alberta Ltd.
8760 Unified Energy Ltd.
Alberta Furnace Cleaning
Anonymous
Bakay, Bill & Johanna
Bentley, Bob
Bessette, Roland
Bishop, Paul & Sophie
Borys, Myron & Linda
Capital Industrial Sales & Service Ltd.
Central Mountain Air
Fairmont Jasper Park Lodge
Fisher, Stan C. & Gail
Francis, David
Gagnon, Kayla
Gagnon, Margaret
Gibbons, Edward



Guardian Fire & Electrical Inc.
Hrushka, Gerry
Hurd A Boat Charters
K-BRO Linen Systems Inc.
Kopeck, John & Sandra
Kostyshen, Della
Lamborn, Michael & Brenda
Mid-City Construction Management Inc.
Neuman Thompson
Northlands
Olah, Ruby
Olson Mechanical Ltd
Park Memorial Ltd.
Pasmaeny, Jerry
Reliable Landscape Maintenance Ltd.
Rowles & Company Ltd.
Russell Hendrix Foodservice Equipment
Ted's Art
Telcs, Wendy
UA of Plumbers & Pipefitters
- Local Union 488
Ukrainian Catholic Women's League
of Canada-Edmonton Eparchy
View Office Technology Inc.
Waste Connections of Canada
Wirtanen Family Holdings Ltd.
Yurchyshyn, Paul

St. Michael's makes every effort to ensure accuracy. If we have missed someone who has given a donation at these levels or misspelled your name, we apologize and would ask that you contact us through dluciw@smhg.ca to ensure we make the corrections. Thank you.



☎ 780-473-5621    

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