



St. Michael's
HEALTH GROUP



Report to the
Community
2018 - 2019

Long Term Care & Supportive Housing

Edmonton | Spruce Grove | Vegreville

Mission

Care with Love and Dignity

Vision

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



Culture

Services provided by St. Michael's Health Group are guided by our shared attitudes, values, goals and practices. We work in a culture that is interconnected and collaborative as defined by these terms.

Message from our Board Chair and President & CEO

St. Michael's Health Group has a long and proud history and this past year was once again busy with challenges and change. What has not changed however is how day after day we are inspired by the respectful and compassionate approach our staff, volunteers and families take with those in our care. In this report, we wish to share with you a few brief highlights from the past year, as we reflect on the accomplishments of all members of our team in providing exceptional care.

Over the past year, the Board of Directors and Executive Team focused efforts on implementation of our Strategic Plan which outlines our 5 key priorities ensuring we live our mission of providing Care with Love and Dignity. We have made great strides in moving forward on these five directions, with a continuing emphasis on person centred care and engaging residents, family and staff in decision making.

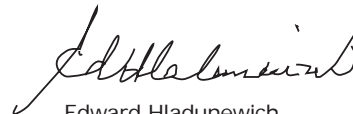
We are also proud of our achievement in undertaking a very significant audit with Accreditation Canada and being recognized with the difficult to achieve level of Accreditation with Commendation. The entire team at St. Michael's worked diligently on this project knowing that this success provides more confirmation of the quality of care we believe in.

St. Michael's has a strong entrepreneurial spirit and we continue to seek new opportunities for growth while ensuring our current ventures and operations remain stable and provide the support needed in other

areas of operations. As we move into year two of our Strategic Plan, we have begun to identify growth opportunities which will enhance the quality of life for our seniors.

More challenges and change await us but we could not be successful without a cohesive team. On behalf of the Board of Directors, we would like to sincerely thank the employees of St. Michael's Health Group who care for our residents with respect and compassion every day. We would also like to acknowledge the dedication and hard work of the Executive Team, and thank all for their loyalty and commitment to the people who call St. Michael's home.

Respectfully,



Edward Hladunewich
Board Chair



John Kopeck
President & CEO



2018 - 2019 Board Of Directors

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

Front Row (L-R): Melety Snihurowych – Treasurer; Luba Feduschak – Secretary; Edward Hladunewich – Chair; M. Rev. Bishop David Motiuk – Honorary Director; Lubomyr Pastuszenko – Vice Chair; Iryna Laschuk – Director

Exceptional Resident Care

St. Michael's Health Group is committed to practice family and resident centred care working collaboratively to meet the needs of each resident. This is a fundamental principle which guides us in providing care and services to those who call St. Michael's home.

This principle also guides the programs we offer and projects we undertake, such as being an accredited organization and seeking input from our residents and their families.

The Resident Councils at our sites and the Resident Family Council at St. Michael's Long Term Care Centre, supported by staff, meet regularly to enhance the quality of life and care for all residents by promoting an atmosphere of sensitive caring and support among the entire team. Meetings are an opportunity to discuss ideas and concerns, and to make recommendations for change in programming, activities or care for themselves or a loved one.

This past year we also completed national accreditation. After comparing our performance against national standards of excellence in healthcare delivery for seniors, we received certification from Accreditation Canada of Accreditation with Commendation. After four days evaluating St. Michael's Long Term Care Centre and the Millennium Pavilion Seniors Lodge, these care sites met 98.6% of 649 safety and quality standards. Evaluators stated that "St. Michael's Long Term Care Centre has gone beyond the requirements of the accreditation program and is commended for its commitment to quality improvement.

The organization has a wide variety of partnerships... without exception all of the community partners highly esteem St. Michael's as an organization that provides excellent care and service."

Our Pastoral and Spiritual Care Program is another integral part of our commitment to family and resident centred care. Milton Liska, Pastoral Care Coordinator, shared this reflection on what it means to be with the residents.

"Within the busyness of life at St. Michael's, this amazing place where both life and memories are often fleeting, between the leadership meetings, family conferences, rounds, worship services, hymn sing times and the piles of administrative tasks that need to be attended to, there is a sacredness hidden within the ordinary moments of each day. It is not found in the statistics: in knowing that more 6,200 residents attended our various worship services, hymn sing times and special events within the pastoral care program this past year. It is not found in the number of pastoral visits or bedside prayers. Rather it is found in the laughter and in the tears, the stories told by families at the bedside of a loved one, the smiles that melt your heart when you come for a visit; in the joyful sounds and eyes filled with appreciation when you sing at a bedside, and in the firm grasp of a hand that does not want to let go. It is seen in the placing of that favorite debonair-looking hat on a residents head, it is discovered in the stories, and the jokes too corny to laugh at, the sips of water and the meals shared. If a person takes the time to notice, they will discover that this is holy ground. It was a good year."



Volunteer Program

*"I alone cannot change the world, but
I can cast a stone across the waters
to create many ripples."*

- Mother Teresa

After another year of much activity, we would like to recognize and thank all the wonderful volunteers who devote personal time to seniors in our care. Whether it is taking a resident to a doctor's appointment, working at a fundraising event, being a site Ambassador, or one of many other activities - thank you.

Volunteer opportunities are varied, and provide much help and assistance to our residents. A few of the many activities volunteers organize and support at St. Michael's include:

- *Special events*
- *Tuck cart*
- *Loving Spoonful meal assistance*
- *Pet visits*
- *One on one fellowship and visits*
- *Outings to local events and attractions*
- *Musical entertainment*
- *Bingo and other fun games*
- *Crafts and art therapy*
- *Special occasion celebrations*
- *Fundraising events*
- *Spiritual / Pastoral Care*

It is difficult to describe the impact our volunteers have and there are some who may wonder if their time and efforts have made a difference. It does! The look of comfort on a residents face having someone to keep them company, family knowing that their loved one who needs assistance eating is gently and patiently being fed, or staff having the proper equipment to care for all residents because of fundraising efforts by volunteers – this impact is immeasurable.



The numbers speak for themselves – over 32,000 volunteer hours in this past year! This generosity and commitment to those who call St. Michael's home is what makes our site the number one choice of so many families.

We are also very grateful to the Friends of St. Michael's Society of Edmonton members (FOSMSOE), who continue to provide valuable time in order to financially support St. Michael's Health Group. Incredibly, this group of volunteers worked 78 bingos this past year to help purchase equipment and specialty needs for our residents. As a fundraising body, FOSMSOE has raised well over \$2 million since inception, achieved by dedicating significant volunteer hours.

To all our volunteers, thank you for your patience, respect and perseverance. But most of all thank you for your kindness, care and love!



288

Active Volunteers



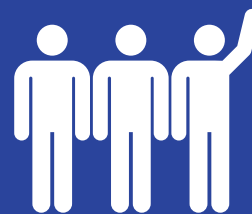
32,465

Volunteer Hours



89

Volunteer
Hours/Day



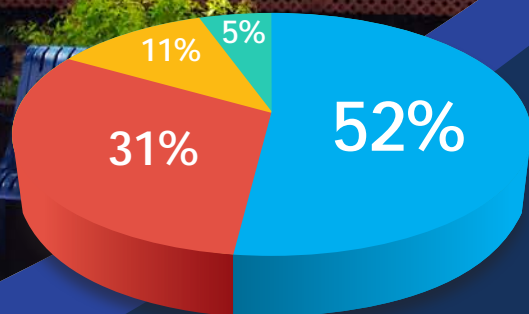
3,891

Volunteer Shifts

Financial Summary

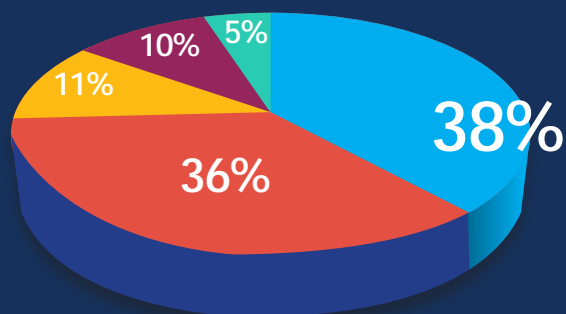


Revenue



- Health Authority Funding
- Rent Income
- Other/Business Ventures
- Grants and Donations

Expenses



- Shelter Services
- Direct Resident Care Services
- Programs
- Capital/Building Improvements & Equipment
- Administration

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.

April 1, 2018 - March 31, 2019 Operating Budget

St. Michael's Health Group total budget for the 2018-2019 fiscal year was \$24,141,773. Alberta Health Services long term care and home care funding accounts for 52% of total revenue which is applied to direct resident care, therapeutics, recreation, pastoral care, and specialized services. Accommodation fees account for 31% of revenue and is applied towards food/meals, building maintenance and housekeeping services. Grants and donations help cover 45% of capital equipment and building improvement expenses. The remaining 11% of revenue is derived from our business ventures, client and program fees, and investment income.

Thank You To Our Donors!

April 1, 2018 - March 31, 2019

We gratefully acknowledge all the donors who so generously contributed to our work, campaigns and projects this past year. Many donors shared their gratitude for the high level of care their loved one received and made donations 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

Trefanenko, Norma
Willekes, Kay
Wilman Financial Inc.
Wright, Rita

\$25,000 - \$50,000

Mozak, Dennis & Laurie

\$10,000 - \$24,999

Delnor Construction Ltd.
Edmonton Pharmacy
Kotch, Rosemarie
Toscza, George
Turczyk, Danuta

\$5,000 - \$9,999

Bodnarek, Lorraine
& Ed Cyrankiewicz
Nordic Mechanical Services Ltd.
Pharmacare Specialty Pharmacy
Royal Canadian Legion Branch
#281 Poppy Fund
Synergy Builds
Trenchie, Patricia
Turczyk, Roman

\$1,000 - \$4,999

Alberta Blue Cross
Anonymous
Associated Communications Inc.
Bentley, Bob
Borys, Myron & Linda
Canadian Western Bank - Lester
Shore
Cloutier, John
Feduschak, Luba
Kinette Club of Edmonton
Kingston Ross Pasknak LLP
Kopeck, John & Sandra
Luciw, Daria
Makami College Inc.
Martin Deerline
Shankowsky, Leonard & Heather
Snihurowych, Mel & JoAnne
Telus Corporation

\$500 - \$999

Blackburn, Marie
Cholowsky, Jeannette
Cloutier, Rene & Lisa
Complete Purchasing Services Inc.
Cutting Edge Flooring Ltd.
Duncan, Grant
Engel, Marianne
Fisher, Stan
Gibbons, Edward
Highlands Golf Club
Interscape Interior Design Ltd.
Kostyshen, Della
LaForge, Patrick & Frances
Lamborn, Michael & Brenda
Laschuk, Iryna
Local Union 488
Melcor Developments Ltd.
Millarcom Inc.
Neuman Thompson - Craig Neuman
O'Brien, William
Park Memorial Ltd.
Pasmeny, Jerry
Percy, Edward
Precision Electrical Services Ltd.
Reed, Scott
St. Basil's Mens Club
Stephen, Deborah
Telsco Security Systems Inc.
Titan Flooring & Interior Design Ltd.
Ukrainian Catholic Women's League of
Canada, Edmonton Eparchy
Wachowich, Hon. Allan
Wirtanen Family Holdings Ltd.

Fundraising activities and donations to St. Michael's provide us the ability to purchase specialized equipment for residents and make improvements for their quality of life.

Donation revenue made possible the installation of a therapeutic multisensory environment - a Snoezelen Room, as well as improvements to resident activity areas, ensuring all residents live in a setting conducive to their individual needs. In the past year, fundraising and donations helped with the cost of the \$3 million kitchen and cafeteria expansion, and the purchase of three sleeper chairs. These chairs fold out into a bed so that family members can stay overnight in a resident's room allowing them to spend valuable precious time with their loved one.

Without your generosity, none of this would be possible. Thank you for allowing us to provide Care with Love and Dignity.

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





St. Michael's Health Group

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