



St. Michael's
HEALTH GROUP

Report to the Community

2020 - 2021





Mission

Care with Love and Dignity

Vision

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

Values

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.

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.



Caring



Faith Based



Team Work



Dedicated



Inclusive



Supportive



Collaborative



President & CEO

The past year has challenged all of us to find strength and resiliency and to learn different ways to do things.

We embraced adversity and stepped up to the challenge. During the pandemic, we haven't skipped a beat in our commitment to the care of our residents. We at St. Michael's are extremely proud of how we have taken on the challenges and, thankfully, we were able to quickly adjust and apply critical safety measures at all our sites. We implemented enhanced infection prevention and control protocols, modified dining and activity programs, accelerated implementation of various health and safety solutions, worked with our volunteer network to keep them engaged, and provided regular and meaningful communications with residents and families.

We are so thankful for the diligence and dedication of our staff, residents, family, and friends to keep everyone healthy and safe. I wish to extend a thank you to every member of the St. Michael's community who has gone above and beyond to continue supporting our residents and the important work we do. It is through the humanity and spirit of our St. Michael's community that we have been able to overcome the challenges and remain optimistic as we look ahead to brighter days.

We wish we could say we will not face more challenges with the road ahead. The past year has taught us to anticipate change and exude resiliency in the face of unpredictability. It has also shown us we are more adaptable than we may have thought and we can rely on each other to find solutions.

While we reflect upon this past year, we are also looking ahead with optimism and awaiting a future that will see us safely back together again.

Please stay well and thank you for all your continued support of St. Michael's.

John Kopeck
President & CEO

Board Chair

With the challenging fiscal environment throughout 2020 - 2021, St. Michael's remained diligent and maintained a high level of quality care for our residents. We proactively responded to the severe economic impacts and operational setbacks from COVID-19 with strong governance and oversight.

Our organization is and remains committed to exceptional care for seniors. In these most trying of times, we were able to overcome adversity through ingenuity, collaboration, expeditious efforts, and sincere compassion for the residents we care for.

We saw COVID-19 as a challenge and how it could affect our valued stakeholders and organization. Our Board quickly adapted our operations and routines to reflect the new reality of extreme uncertainty.

It's with enormous pride and admiration I look back on the work of our Executive team, employees, donors, and our community stakeholders over this past year.

Melety Snihurovych
Board Chair

2020 - 2021 Board Of Directors

Chair
Melety Snihurovych

Vice Chair
Natalka Mitchell

Secretary
Luba Feduschak

Treasurer
Iryna Laschuk

Directors
Lorraine Bodnarek
Myron Borys
Ed Gibbons
Stan Kobytko
Rev. Danylo Kuc
Marco Levytsky
Ernie Pasemko

Shayne Saskiw
Bill Steinburg

Honorary Directors
Most Rev. David Motiuk, Bishop
Ukrainian Catholic Eparchy of
Edmonton

His Grace, Bishop Ilarion, Bishop
of Edmonton & the Western
Eparchy, Ukrainian Orthodox
Church of Canada

Board Members Retired in 2020
V. Rev. Mihajlo Planchak
Orest Yusyphuk
Lubomyr Pastuszenko

President & CEO
John Kopeck



Facing COVID-19 Together

When the Alberta Government declared a state of emergency in March 2020, due to COVID-19, St. Michael's was quick to implement new and innovative ways to meet the challenge. Even prior to this date, we had already applied many of the infection control practices that would become standard practice throughout the pandemic. During the pandemic, AHS guidance and directives continued to change. St. Michael's team implemented every measure to help ensure the health and safety of residents and staff.

Screenings began as far back as the government's pandemic announcement in March, sourcing extra personal protective equipment (PPE) before the shortages hit, reorganizing and increasing staff levels were some of the measures put in place.

Communication was key! We kept not only residents connected with their families, but staff was always made aware of changes and how to best serve the residents. Staff responded quickly with courage and an unwavering commitment to the safety and care of the residents. All staff showed up for work, because they felt they needed to be there for the residents.

Support services also met the challenges of the transformation. Traditional roles changed and what needed to be done was done without hesitation. As challenges presented themselves, our teams would create solutions; increased sanitation, changes to food preparation, and increased training for staff were a few measures implemented.

The utmost quality of life care was always maintained.

Highlights:

- St. Michael's was fortunate to be selected as one of the first sites in Alberta to start vaccinating residents and staff
- A primary focus was on keeping residents connected with their families and engaging residents in activities and events

- Worked with suppliers to ensure a continuous flow of PPE was readily available
- Empowered residents to be part of the solution
- Staff Appreciation Events to help keep morale up
- Communications to ensure employees were aware of protocols and procedures at all times
- Developed new ways of recruiting and working with volunteers to keep them engaged
- Keeping an up-to-date list of people entering the site as well as site entry screenings

St. Michael's conducted continuous Risk Assessment surveys addressing the COVID-19 response of our team. 97% of our residents and families expressed they were very satisfied with the measures we took.

"My family and I have been very satisfied & impressed with the level of professionalism and care provided by SMHG staff."

St. Michael's also participated in the Health Quality Council of Alberta (HQCA) continuing care survey and the U of A Quality of Life in times of COVID-19 study with survey results from the HQCA study showing 95% of families felt their family member was safe at St. Michael's.

"I strongly agree the pandemic was handled professionally. Communication was offered to family members with the residents through virtual visits. (I felt the residents were well looked after. St. Michael's kept the families informed and gave updates regularly throughout the pandemic.) Residents are very well looked after. St. Michael's makes resident care a top priority. They always inform family members of any changes or concerns that may arise with their loved ones that call St. Michael's home. Thank you for all you do!"

"Very well organized. The reception team is well trained and patient. Feel comfortable and safe for all."

Volunteers Are Essential



Our volunteers are an essential component in fostering the enhancement of the quality of life of our residents at St. Michael's.

We truly felt their absence and know how fortunate we are to have such committed volunteers who truly make a difference.

While the COVID-19 pandemic put a pause on many voluntary activities and events, we still celebrated and recognized the enormous difference volunteers make to our organization. We were able to keep a small percent of our volunteers engaged and for those who were not involved in our daily activities, we remained committed to communicating on a regular basis.

Volunteers continued assisting with our community bingos and with various onsite activities. Our annual Volunteer Appreciation event was a different celebration where we recognized and acknowledged our volunteers with a drive-by event. Volunteers were presented with a certificate, a small gift and, greeted by John Kopeck, President & CEO, who commended them for their exceptional service throughout the COVID-19 pandemic.

This year alone, we have been blessed with the support of 57 volunteers. Together, they have contributed a total of 5,432 hours. We are still so fortunate to have another 191 volunteers who have been anxiously waiting to return to St. Michael's when they are able.

Friends of St. Michael's Society of Edmonton, (FOSMSOE), are always a huge part of our Volunteer program and continually contribute their time and energy. Vicky Beauchamp, President, Jackie Rae Greening, Honourary President, Adeline Titowich, Past-President, Pat Wilkes, Vice President, Della Kostyshen, Secretary/Treasurer, Orest Kochan, Director, Jeannette Calder, Director, Cindy Guenther, Director, Judy Waselenchuk, Director.

Volunteer highlights:

- Assisting with residents' video calls to their families
- Planting flowers throughout our sites for residents to enjoy
- Facilitating both in-person and virtual bingos
- Managing front entrance COVID-19 screening
- Drive-By Volunteer Appreciation event

The current circumstances have yet again highlighted how much of an impact our volunteers have. We are thankful for their commitment to our organization, and for the opportunity to witness the meaningful connections they continue creating with our residents. Our staff and residents feel their absence and we look forward, with optimism and excitement, to having them all return very soon.

We are extremely grateful!

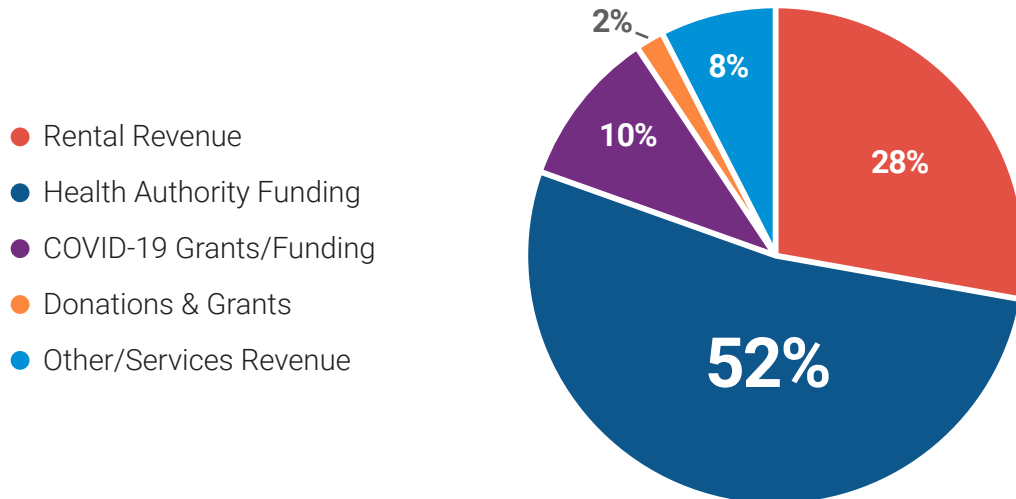


“Volunteers do not necessarily have the time; they have the heart.” – Elizabeth Andrews

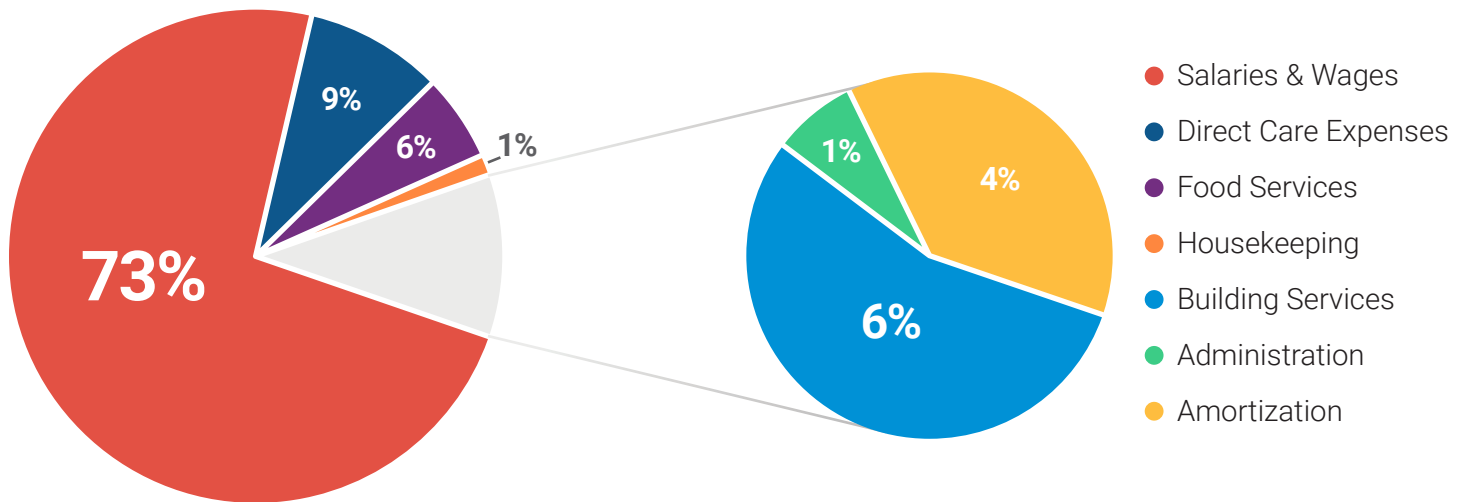
Financial Summary

April 1, 2020 - March 31, 2021

Revenue:



Expenses:



Operating Budget

St. Michael's Health Group is a group of six voluntary, not-for-profit companies in the continuing care sector, each contributing uniquely to the organization's strategic direction. The organization owns four buildings: St. Michael's Long Term Care Centre, Millennium Pavilion Seniors' Lodge, Vegreville Manor, and Grove Manor. Government-funded programs such as Long Term Care, Home Care, Adult Day Support, and Social Housing subsidies for the Seniors Lodge.

In the 2020-2021 fiscal year, our total operating budget was \$24.6 million. During the recent outbreak of COVID-19, St. Michael's Health Group faced many challenges including increased expenditures for staffing and supplies, as well as revenue pressures from rental and accommodation revenue and lost revenue in HealthCare Services. St. Michael's has taken advantage of government aid programs to cover additional expenses and loss of revenue due to the COVID-19 outbreak.



Thank You To Our Donors!

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.

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.

\$100,000 +

Friends of St. Michael's Society of Edmonton

\$25,000 - \$50,000

The Minerva Foundation

\$10,000 - \$24,999

CareRx Corporation

Centric Health Corporation

Bodnarek, Lorraine & Cyrankiewicz, Ed

Edmonton Pharmacy

\$5,000 - \$9,999

KRP LLP

Stadnyk, Ivan

\$1,000 - \$4,999

Alberta Blue Cross

Besette, Roland

Bishop, Paul & Sophie

Borys, Myron & Linda

Canadian Western Bank

Delnor Construction Ltd.

Duncan, Grant

Gibbons, Edward

Kopeck, John & Sandra

Luciw, Daria

Makami College Inc.

Mozak, Dennis and Laurie

Olah, Ruby

Pinchin Ltd.

Popowich, Mary

Reidie, Dave

Rotary Club of Spruce Grove

S2 Architecture - Corkum, Brian

Shankowsky, Leonard & Heather

Snihurowych, Mel & JoAnne

Stempfle, Ryan

Taylor-Kerr, Elaine

Van Boom, Ernie

Vano, Teresa

Whamond, Raymond

Willekes, Kay

Wilman Financial Inc.

Donations listed from April 1, 2020 – March 2021



Learn More About Donating
To St. Michael's Online

smhg.ca/donate/





St. Michael's Health Group

7404 - 139 Ave, Edmonton, AB NW T5C 3H7

780-473-5621 [f](#) [@](#) [t](#) [in](#) [v](#) [smhg.ca](#)