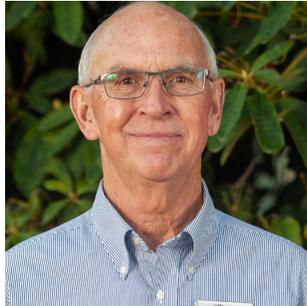


KINVILLAGE ASSOCIATION ANNUAL REPORT 2019-20

AUGUST 2020

FROM THE PRESIDENT



On behalf of KinVillage’s Board of Directors, I want to recognize the collaborative spirit required to achieve KinVillage’s mission of supporting older adults to live their lives fully. It’s a privilege to support residents, clients and members whose rich life experiences enhance the KinVillage community and to welcome their families and friends whose involvement magnifies this impact. We are grateful to our government funders, community partners, and donors whose ongoing support, financial and otherwise, have permitted us to serve our community for forty years. Our profound thanks to KinVillage’s CEO and management, staff, and volunteers for the dedication and compassion regularly on display.

It is a pleasure for me to acknowledge KinVillage’s recent achievements. You can get a sense from the attached visuals of the lives positively impacted by the continuum of health, housing, and wellness programs KinVillage offers. While our mission is focused on older adults, we appreciate that every person we serve has family and friends who care about them and that what we do therefore touches them as well.

Quality

I am proud of the quality services KinVillage provides with the support of our major funders and partners – Fraser Health, BC Housing, and the City of Delta. Last November, KinVillage’s health care programs were once again accredited by Accreditation Canada following a rigorous evaluation process. The survey team’s comments recognized our dedicated staff group and high-performing interdisciplinary teams, leaders who demonstrate a strong affinity for the seniors served and a commitment to achieving excellence, and a Board highly committed to good stewardship and the KinVillage mission.

Finances

While our financial position continues to be sound, we recognize that our ability to in future provide exceptional services in renewed environments is going to require investment beyond what governments traditionally provide. We are encouraged and excited by the opportunity to launch later this year a significant fundraising campaign as well as an ongoing fundraising program for KinVillage. All fundraising efforts will be directed toward investments in excellence and providing an exceptional experience for everyone who calls KinVillage home or relies on the programs and services we provide.

KinVillage
5410 - 10 Avenue
Delta, BC V4M 3X8

(604) 943-0155
info@kinvillage.org

www.kinvillage.org

Board of Directors

Kerry Bentley
Laurie Collicutt
Peter Dandyk
Dennis DesLauriers
Ron Dumouchelle
Sharon Farrish
Vicki Huntington
Jordan Kinghorn
Karla Rockwell
Linda Thomas
Lois Wilkinson

Chief Executive Officer

Donna Ellis



Redevelopment

Consistent with our history serving South Delta, KinVillage continues to evolve in response to changing community and client needs. The increased demand for KinVillage programs and services is reflective of the changing demographic of Tsawwassen and all of South Delta. As our community and surrounding region ages, we anticipate that this demand will continue to accelerate in the years ahead.

As part of our work to gradually redevelop our site in alignment with our master plan vision, in March we formally submitted to the City of Delta a Rezoning and Development Permit application for the North Court property. We recently received a written response from the City and look forward to continuing to work with City staff prior to Public Information Meetings and a Public Hearing at Council. We expect “shovels in the ground” in 2021 for this project that will provide an additional 66 suites and begin to help address the long and growing waiting lists for our affordable housing. The building will also include a new “home” for our Day Program for Older Adults (DPOA), a program valued by both clients and their caregivers, providing purpose designed space for a significantly larger number of clients living in South Delta. The fundraising campaign I mentioned earlier will concentrate on the new, expanded DPOA.

COVID-19

As an organization that highly values and cultivates community, I must acknowledge the tremendous challenges the coronavirus pandemic (COVID-19) has presented at KinVillage. KinVillage took swift action, following public health guidelines and actions of our funders, to keep COVID-19 away. In mid-March, our Community Centre and our DPOA were closed, volunteering in our programs ceased and many restrictions were necessarily placed in our residences. All of these preventative measures impacted our residents and clients, their families/friends, our members, and our staff, as well as our bottom line. I'd like to thank everyone for their flexibility, understanding and patience and applaud our dedicated staff during these unsettling times. To date, KinVillage has not experienced any cases of COVID-19. We count ourselves fortunate, but more importantly, we acknowledge the extraordinary efforts of our entire staff and the cooperation of our members, volunteers, residents, clients, family and friends.

In this year, which marks KinVillage's 40th anniversary of service to the community, we will continue to do our best to support older adults to live their lives fully.

Sincerely,

Dennis DesLauriers, President
KinVillage Board of Directors

KinVillage
5410 - 10 Avenue
Delta, BC V4M 3X8

(604) 943-0155
info@kinvillage.org

www.kinvillage.org

KINVILLAGE ASSOCIATION ANNUAL REPORT 2019-20

AUGUST 2020

FROM THE CEO



My sincere thanks to KinVillage’s Board of Directors for the strategic direction, thoughtful oversight, and tangible support it provides to strengthen and enable delivery of KinVillage’s mission. My deepest thanks to my leadership colleagues, all staff engaged at KinVillage, and our volunteers – I am continually impressed by your kindness and your skills, and I am grateful for your dedication to deliver on our mission and values. I feel blessed to work at KinVillage together with all of you.

KinVillage
5410 - 10 Avenue
Delta, BC V4M 3X8

(604) 943-0155
info@kinvillage.org

www.kinvillage.org

It’s tough to reflect on 2019/20 when so much of our energy and efforts since mid-March have been focused on the threat of COVID-19. Nonetheless, we need to celebrate the significant accomplishments that occurred throughout the year.

Human Resources

In the fall of 2019, thanks to additional funding from Fraser Health and in response to increasing care needs of residents, we were relieved and pleased to increase staffing in both our Care Home and Assisted Living Residence. We now have more Care Aides and Assisted Living Workers, staff in roles that provide the majority of daily assistance for residents. In our Care Home, we also increased the availability of rehabilitation support – so important in maintaining or maximizing mobility – and added a part-time Social Worker to support residents and their loved ones with the many practical considerations when transitioning to and living in long-term care. The welcome addition of a Nurse Practitioner has improved the sustainable delivery of timely medical care in our Care Home. The increase in Assisted Living staffing supported KinVillage to meet new provincial Assisted Living Regulations which came into force December 1, 2019. These Regulations recognize the varied needs of people in Assisted Living residences, allow more flexibility for providers such as KinVillage to accommodate the range of services they may require, and enable residents to stay in their Assisted Living residence as long as possible, including to the end of life.

Facilities

Our small maintenance team continues to do a fantastic job keeping our five buildings functional and looking good at forty. 2019/20’s largest single project, building envelope repairs to Vidal Court, is nearing completion with the support of BC Housing and the tolerance of residents as the pandemic delayed completion. We’re expecting that



a similar project for South Court will be approved for the current fiscal year. Smaller capital projects contributing to the comfort of residents and members were also completed – for example, the installation of air conditioning in South Court common areas and ceiling fans in the Community Centre.

Services

Our project to improve the dining experience for residents of Assisted Living is a tangible example of our commitment to continuous improvement in the quality of our services and operations. Our partners from Marquise, which provides hospitality services across KinVillage, collaborated with KinVillage staff and residents to identify and implement a number of changes. Providing longer meal times and more time for socializing with neighbours, menu changes and more variety, customer service training for staff, and consistent processes to ensure meal quality paid off with a significant increase in resident satisfaction on all quality indicators measured.

As Dennis mentioned, KinVillage will be embarking on a fundraising campaign, as well as an ongoing fundraising effort. Funds raised will be used beyond the planned, publicly funded projects to enrich wellness programs and enhance the quality of life of our residents and others we serve.

Community Centre membership from the surrounding community (i.e. not including residents of KinVillage) increased by 7.5% this year to a total of 603. This reflects new programs and new approaches designed to appeal to a broader demographic. KinVillage was selected by the United Way to participate, as one of three demonstration projects in Fraser Health, in its new Social Prescribing Program for Older Adults at Risk of Frailty. We hired a Seniors Community Connector last fall to link with South Delta family physicians, ensure development of a wellness plan for each client referred, and then link each client with existing community-based seniors support services, such as KinVillage's Community Centre.

KinVillage
5410 - 10 Avenue
Delta, BC V4M 3X8

(604) 943-0155
info@kinvillage.org

www.kinvillage.org

Unfortunately, some of what was accomplished or begun last fiscal year has been stalled or negated by the pandemic since mid-March. I am however proud of and consistently impressed by staff's creativity and persistence to adapt programs while accommodating public health preventative measures such as physical distancing and, when programs have been "closed until further notice" to maintain connections with clients, families and members.

We miss seeing so many of our KinVillage community, including volunteers, regularly – it's just not the same here without you. Fulfilling KinVillage's mission is a privilege and a responsibility, and the latter feels heavier in light of the pandemic. Fortunately, forty years of experience serving South Delta, the expertise and support of our funding and service delivery partners, and the considerable skills and commitment of our leaders and staff position KinVillage to continue to persevere through the months ahead. Be well and keep safe.

Warm Regards,

Donna Ellis, CEO, KinVillage

2020 ANNUAL REPORT



HOMES

310 SUITES

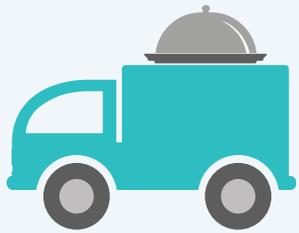


COMMUNITY

DAY PROGRAM FOR OLDER ADULTS (DPOA)

3245

CLIENT DAYS



MEALS DELIVERED

4221

BY DELTA MEALS ON WHEELS SOCIETY

COMMUNITY CENTRE MEMBERS

600+

NON-KV RESIDENTS

VOLUNTEERS

VOLUNTEER HOURS

14,780



AVERAGE PER MONTH

124

VOLUNTEERS

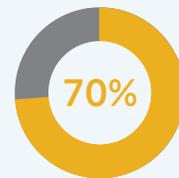
TOP VOLUNTEER POSITIONS

- ONE-ON-ONE VISITS
- RECREATION PROGRAMS
- RECEPTION
- BOUTIQUE
- LEADERSHIP

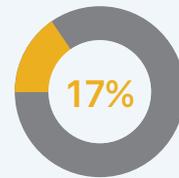
STAFF

FULL-TIME EQUIVALENT

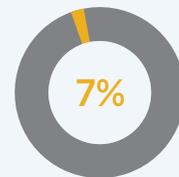
138



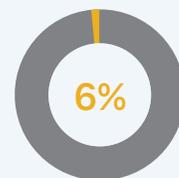
NURSES, CARE ASSISTANTS, ALLIED & RECREATION



MEALS, LAUNDRY & HOUSEKEEPING



MANAGEMENT



ADMIN SUPPORT & MAINTENANCE

FINANCIAL

REVENUE

GOVERNMENTS
CLIENTS
OTHER

\$13M

GOVERNMENT FUNDING

FRASER HEALTH
BC HOUSING
CITY OF DELTA

\$8.2M

EXPENSES

CARE HOME
ASSISTED LIVING
IND. & SUP. HOUSING
DPOA
COMMUNITY CENTRE
OTHER

\$12.8M

MISSION KINVILLAGE SUPPORTS OLDER ADULTS TO LIVE THEIR LIVES FULLY. WE PROVIDE A CONTINUUM OF HEALTH, HOUSING AND WELLNESS PROGRAMS WHILE NURTURING A SENSE OF COMMUNITY.

VISION KINVILLAGE WILL BE A CARING COMMUNITY WHERE OLDER ADULTS EXPERIENCE EXCEPTIONAL SERVICE AND IN WHICH EVERY PERSON FEELS THEY MATTER, EVERY DAY.

VALUES

COMMUNITY
WE CULTIVATE A WELCOMING AND TRUSTING COMMUNITY THAT ENCOURAGES INVOLVEMENT, FOSTERS PARTNERSHIPS AND SUPPORTS RELATIONSHIPS.

GROWTH
WE PROMOTE LEARNING AND CONTINUOUS IMPROVEMENT AND RECOGNIZE POTENTIAL.

QUALITY
WE INSPIRE EXCELLENCE AND CHAMPION SAFETY.

RESPECT
WE TREAT EVERYONE WITH KINDNESS, COMPASSION, DIGNITY AND APPRECIATION.

STEWARDSHIP
WE DEMONSTRATE RESPONSIBILITY AND ACCOUNTABILITY FOR OUR ACTIONS.