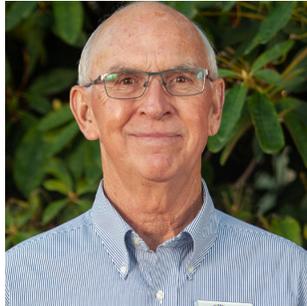


## KINVILLAGE ASSOCIATION ANNUAL REPORT 2020-21

AUGUST 2021

### FROM THE PRESIDENT



Since the COVID-19 pandemic was declared in March 2020 each of us, our families and communities across the globe, have been challenged. On behalf of KinVillage's Board of Directors, I want to recognize how extremely difficult the past year plus has been for the older adults KinVillage serves, their families, and those who work and have volunteered at KinVillage.

In 2020/21, the pandemic profoundly impacted how KinVillage achieved its mission of supporting older adults to live their lives fully. Teamwork and partnerships were critical in building knowledge and skills to reduce fears and to diminish the pandemic's threats of illness and death. We are especially grateful to our government funders - Fraser Health, BC Housing and the City of Delta - for their leadership and expertise, and continued financial support; to our community partners and donors for their contributions and recognition of KinVillage's valuable role in serving seniors; and to KinVillage's management and staff for their courage, dedication, and tireless efforts. And to those we serve - *thank you* - for your understanding and support as we navigated, and continue to navigate, this pandemic.

#### Impact

The attached visuals provide a sense of the lives that are, in a "normal" year, positively impacted by KinVillage's continuum of health, housing, and wellness programs. 2020/21 was far from normal.

Although in March 2020 our Day Program for Older Adults (DPOA), Community Centre, Social Prescribing and Volunteer programs temporarily ceased due to the pandemic, staff were able to deliver alternative services. "Check in" phone calls, virtual connections utilizing ZOOM and other technologies, as well as resource lists of information and at-home activities all helped address isolation, encourage social connections, and identify at-risk seniors. These methods enabled us to continue supporting the emotional, mental, and physical wellbeing of our seniors and their families during the pandemic.

KinVillage continued to provide homes for over 320 older adults, most in their late seventies, eighties or beyond. Given COVID-19's potentially serious health consequences for seniors, a number of preventative measures were necessarily implemented in all four residential buildings. The most severe restrictions were in the Care Home and the Assisted

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#### Board of Directors

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

#### Chief Executive Officer

Donna Ellis



Living Residence. In spite of collective best efforts, 3 outbreaks were declared during the year. Although the outbreaks were well-managed and limited virus spread, a total of 13 people were infected (7 residents and 6 staff) and heartbreakingly, 3 Assisted Living residents succumbed to COVID-19. Their loss is deeply felt.

We acknowledge how devastating visiting restrictions were for Care Home and Assisted Living residents and for their families. Such a restriction would have been unthinkable two years ago and is completely contrary to the welcoming environment and the involvement of families we have so valued at KinVillage for over 40 years. We appreciate the strong provincial leadership in defining restrictions necessary for the safety of at-risk senior residents and applaud the gradual relaxation of restrictions over the past year while other preventative measures, including vaccinations, were put in place.

We're hopeful that the year ahead will include a return to something approaching "normal". We look forward to safely and gradually re-opening the DPOA and Community Centre, welcoming back our clients, members and volunteers to KinVillage.

### **Financial Stewardship**

While the pandemic created additional cost pressures and uncertainty about government funding for programs that were closed, KinVillage's financial position at year end remains sound. Fraser Health and the province provided one-time additional resources of \$1.66 million to help offset pandemic related costs such as personal protective equipment, visitor hosts, pandemic pay and increased wages for contracted staff. Both Fraser Health and the City of Delta continued funding the closed DPOA and the Community Centre respectively, allowing KinVillage to redeploy staff to serve older adults and their families in different, inventive ways.

COVID-19 revealed seniors, particularly those living in care and other congregate settings, as the most vulnerable in such a pandemic. It showed that those who care for seniors are often unsung. It exposed the challenges of providing care in outdated facilities. KinVillage has, under these circumstances, and with the support of its major funders, done remarkably well managing during this pandemic. We are hopeful that learnings from COVID-19 will translate into significant government investment to better position senior-serving organizations in B.C. and in Canada in future.

The issue of insurance for care providers has been a major concern since the beginning of the COVID-19 pandemic with some insurance providers, including KinVillage's, now excluding coverage for claims arising out of contagious diseases and pandemics. B.C.'s COVID-19 Related Measures Act currently provides this liability protection on a temporary basis. Government and industry representatives are working to resolve the insurance and related liability issue on a more permanent basis.

KinVillage's need for renewed environments in order to ensure our future ability to provide exceptional services for everyone who calls KinVillage home or relies on its programs and services will require investment beyond what governments traditionally provide. We made further progress this year towards establishing an ongoing fundraising program and significant capital fundraising campaign. A Fundraising Leadership Advisory Council was established with community leaders willing to share their expertise and assist with our \$5 Million "Caring Community for Seniors" campaign. Policies and promotional materials have been developed or enhanced to support our increased emphasis on and need for donations.

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### **Redevelopment**

For over 40 years, KinVillage has evolved in response to changing needs in South Delta and will continue to do so with implementation of its master plan over the next 20-25 years. The first phase of this vision will significantly increase our capacity to deliver affordable housing. Demand for our independent housing grows significantly each year.

The City of Delta is in the final stages of reviewing and approving our Rezoning and Development Permit application for the North Court property. Our application successfully received 1st and 2nd reading at City Council this July and has been referred to a public hearing on September 9, 2021. We anticipate City approval at that time and, following more detailed planning and approvals from BC Housing, "shovels in the ground" as early as spring 2022. The new building will provide an additional 66 affordable housing suites and a new "home" for our DPOA.

### **Farewells and Forward**

In closing, I extend sincere appreciation to two retiring Board directors – Kerry Bentley and Ron Dumouchelle. Kerry has served 9 nine years on the Board, including 3 years as Chair, and played a lead role in our Association transitioning to the Societies Act in 2018. Ron has been instrumental in development of our fundraising strategy; we're delighted that he will continue to be involved on the Fundraising Leadership Advisory Council.

Donna Ellis, KinVillage's CEO since March 2010, is retiring this September. The Board is most appreciative of the leadership, knowledge, compassion and commitment she has consistently demonstrated during her tenure and her many contributions and accomplishments, including development of the master plan. She is leaving KinVillage well-positioned for its promising future. At this time, we're pleased to welcome Dan Levitt as KinVillage's next CEO. Dan is well-suited and highly qualified to lead our organization as it continues to evolve and support older adults in our community to live their lives fully.

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Sincerely,

Dennis DesLauriers, President  
KinVillage Board of Directors

## KINVILLAGE ASSOCIATION ANNUAL REPORT 2020-21

AUGUST 2021

### FROM THE CEO



I am forever indebted to KinVillage's Board of Directors - for hiring me in 2010 and, over the subsequent 11 years, for providing strategic direction, oversight, and support that enabled my leadership in effective delivery of KinVillage's mission. The weighty challenges of the past 18 months were largely manageable because of the Board's understanding and encouragement, and the determination, unwavering commitment, and impressive skills of KinVillage's leadership team. Admiration and sincere thanks to this team for maintaining a positive and supportive environment for our staff and clients. Heartfelt thanks to each of them and to every staff member for your bravery in the face of the COVID-19 pandemic. I applaud your amazing ability to carry on caring for and about our residents, clients, families, and each other in these exceptional circumstances. You are my heroes.

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#### **Safety, Quality and Resilience**

Delivering our mission and programs during the COVID-19 pandemic has been a roller coaster experience. In addition to facing fears of the unknown, each time governments changed policies or guidelines in response to new information and evolving circumstances, leaders and staff needed to quickly adapt. As a workplace and an organization serving seniors, our focus on safety is clear. As much as possible, we maintained the social connections so vital to well-being while being transparent and timely in communication with our multiple internal and external stakeholders. Thank you to all for your understanding and patience as we navigated, and continue to navigate, the changing and challenging pandemic landscape.

Flexibility, creativity, and teamwork have been required and were demonstrated. Some examples:

- Visits in B.C. care homes and assisted living residences were severely restricted in March 2020, then loosened somewhat in summer 2020 to allow one designated visitor per resident by appointment. These restrictions were further eased in April 2021, and again this July to increase the number of visitors and the locations of visits and to remove the scheduling requirement. For several months, staff facilitated virtual and glass door visits with families, then safe in-person visits outdoors followed by indoor visits starting last September. In the care home, the latter occurred in a newly created



visiting room, thanks to the Government of Canada's Emergency Community Support Fund and a \$10,000 grant awarded by the Delta Foundation. With new provincial funding, visitor hosts were hired and procedures were implemented — and changed when needed — for scheduling and ensuring infection prevention practices were in place. I am immensely proud of KinVillage's efforts to safely facilitate thousands of interactions for residents with their loved ones during the pandemic. We understand how much these connections impact the quality of a resident's life, as well as the life of their dear ones. The feedback we received confirmed how much residents and their visitors appreciated these opportunities.

- The relative absence of visitors, the exclusion of volunteers, and the requirement for social distancing challenged our thinking on approaches for recreational and rehabilitative programs in our care home and assisted living residence. Increased staffing and new ideas allowed for smaller group offerings and more 1:1 staff contact with residents. Although everyone certainly missed large events such as our annual resident/family Christmas dinners, staff offered numerous and varied special festive activities that were welcomed by residents.
- In partnership with the City, a small number of low impact fitness programs were safely offered in the Community Centre last fall and again this summer. Many of these were suitable for older adults.
- Because the Community Centre was closed, so was the popular Buenos Dias Café. Chef Adrian opened for business, on a take-out basis, in mid-October. The food and meals served have been welcomed by the community, including some residents of KinVillage's apartments. We also noted a significant increase during 2020/21 in the number of meals prepared in our kitchen and delivered in the community by the Delta Meals on Wheels Society.
- The unwelcome outbreaks experienced in our assisted living residence and care home were frightening and the steps required to control them were harsh. Fraser Health provided expertise and guidance, along with practical support including care and screening staff. Detailed infection prevention and control quality audits were initiated during the outbreaks; learnings from these experiences have been incorporated into ongoing quality and infection control practices.

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### **Facilities**

While the pandemic necessarily caused us to pause on capital projects during the last year and a half, we are excited to move forward with some in the next few months. The anticipated major capital project on South Court's building envelope and mechanical/plumbing system is currently being assessed and may be initiated by late 2021, pending financial approvals. We also look forward to installing air conditioning in the three lounge and dining areas in Vidal and North Courts. This will help to address future weather events that present dangerous conditions for the health of our older tenants and those with related health conditions. We are also hopeful that a number of improvements can be made to the Community Centre this year, contingent on the outcome of our recent grant application to the Canada Community Revitalization Fund.

### **Forward and Farewell**

We are not through the pandemic. However, we are learning how to live with the presence of the COVID-19 virus, including the critical importance of vaccinations and of maintaining



good infection prevention practices. We are beginning to plan for safe, gradual re-openings of the Day Program for Older Adults and the Community Centre and to welcome back volunteers, who are treasured and sorely missed.

Exciting times are ahead. KinVillage will, over time, become more "normal" again as the COVID-19 virus becomes less of a threat. The first phase of the master plan will be completed in a few short years, and more people will be able to live affordably here. Lastly, KinVillage will have new leadership with Dan Levitt as CEO. He is very fortunate to be joining this KinVillage community.

Being KinVillage's CEO over the past eleven plus years has been the highlight of my working career. It has been an honour to lead the delivery of KinVillage's mission, serving older adults in South Delta, with such a committed, caring and fun team of staff and volunteers, and with the valued support of a dedicated Board. I am leaving at such an exciting time in KinVillage's evolution and with the belief that it is well-positioned for its future. Although I'll no longer be at KinVillage, I will be watching, and cheering, always.

Warm Regards,

Donna Ellis, CEO, KinVillage

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# 2021 ANNUAL REPORT\*



## HOMES

# 310 SUITES

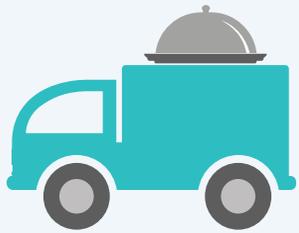


## COMMUNITY

DAY PROGRAM FOR OLDER ADULTS (DPOA)

# 3245

CLIENT DAYS



MEALS DELIVERED

# 4221

BY DELTA MEALS ON WHEELS SOCIETY

COMMUNITY CENTRE MEMBERS

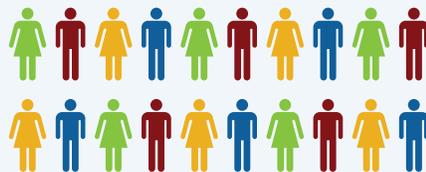
# 600+

NON-KV RESIDENTS

## VOLUNTEERS

VOLUNTEER HOURS

# 14,780



AVERAGE PER MONTH

# 124

VOLUNTEERS

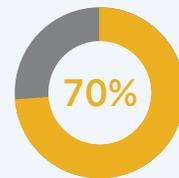
TOP VOLUNTEER POSITIONS

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

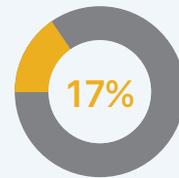
## STAFF

FULL-TIME EQUIVALENT

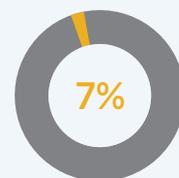
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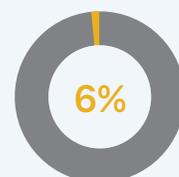
NURSES, CARE ASSISTANTS, ALLIED & RECREATION



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.

## 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.

## VISION

KinVillage will be a caring community where older adults experience exceptional service and in which every person feels they matter, every day.

### 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.

---

## THANK YOU TO ALL OF OUR DONORS AND CONTRIBUTORS

KinVillage, its staff and residents are grateful for the many donations and contributions received during the year from our community. While the pandemic brought threats, it also brought so many welcome expressions of support.

Our deepest thanks for the following donations, as well as many contributions received from local businesses, families and community members. We appreciated the many practical gifts (masks, face shields, gloves, hand sanitizer and iPads) and the many kind gestures including lunches, snacks, drinks, chocolates and other edible treats, flowers, gift cards and Christmas gifts, and messages - on hand made cards, painted rocks and other forms including "making some noise" for health care workers each evening at 7 in the early weeks of the pandemic. All of these thoughtful deeds, and the recognition from our community, lifted our spirits.

*Thank you!*

### Donors 2020-21

Shirley Baker	Fern Hubbard	Graham Plant	TOOB (Tsawwassen Order of Old Bastards)
Julie Berks	Vicki Huntington	William Rafter	Tsawwassen Boundary Bay Lions Club
Robert Bogress	Wendy Johnston	William Rawnsley & Debra Pouce Coupe	Delta Foundation
Nadine Brown	Jean Kay & Jerry Clarke-Ames	Beth Ringdahl	
Diane (Bobbi) Bryan	Helen Kettle	Bettina Salini	
Beverley Clarke	Katherine Knudson	Dagney Sinclair	
Ron & Jo Dumouchelle	Viola Krall	Linda Thomas	
Paula Elliott	Karel Ley	Starla Turner	
Donna Ellis	Paul Marsden	Tracey Valente	
Sharon Farrish	Frances McDonald	Mary Veerman	
Carole Franklin	Peter & Cheryl McTait	Jill Weatherby	
Nancy Girling	Jill Painter	Gloria Whitehead	
Danielle Gower	Cathie Palendat	Lois Wilkinson	
Coral & Peter Gurney			