

# George Derby Care Society



## Annual General Meeting October 28, 2021

Proudly serving Veterans since 1988

**George Derby Care Society  
Annual General Meeting Agenda  
October 28, 2021  
Held Virtually via Zoom  
4:00pm-5:00pm**

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- 1.0** Welcome
- 2.0** Call to order
- 3.0** Adoption of Agenda
- 4.0** Minutes of 2020 Annual General Meeting
- 5.0** Report of the President
- 6.0** Report of the Executive Director
- 7.0** Audited Financial Statements 2020-2021
- 8.0** Appointment of Auditors for 2021-2022
- 9.0** Cost of Membership
- 10.0** Election of Directors
- 11.0** Adjournment

**George Derby Care Society  
Annual General Meeting Minutes  
Held Via Zoom  
Thursday, November 26, 2020**

<b>PRESENT</b>						
✓	Catherine Kohm, President	✓	Ashley Celenza, Director	✓	James Marvel, Director	✓ Lucki Kang, Director
✓	Jordan Friesen, Director	✓	Harry Fong, Director	✓	Laurie Stewart, Director	✓ Seamus O'Melinn
✓	Casey Cook, Director	✓	Charles Grahn, Director	✓	Shirley Oda, Director	✓ Dahlie Patara, Director
<b>R</b>	Jeff Clark, Director					
<b>STAFF IN ATTENDANCE GEORGE DERBY CENTRE</b>						
<b>R</b>	Ava Turner, Executive Director	✓	Eric Mah, Finance Director			
<b>GUEST</b>						
✓	Susan Payment, MNP					

**1.0 Welcome and call to order**

Ashley Celenza, called the meeting to order at 2:08 pm.

S/M/C

**2.0 Agenda and Minutes of Annual General Meeting,**

**2.1 Adoption of the Agenda was added to the agenda**

S/M/C

**2.2 Approval of the Agenda**

S/M/C

**2.3 Minutes of Annual General Meeting, September 26, 2019**

S/M/C

**3.0 Report of the President**

Casey Cook tabled written report (attached).

S/M/C

**4.0 Report of the Executive Director**

Executive Director written report tabled.

S/M/C

**5.0 Audited Financial Statements**

Ms. Susan Payment, Auditor for MNP gave a brief overview of the audited financial statements for George Derby Centre. Motion that the Board approve the draft Audited Financial Statements contained in the meeting package subject to the receipt and approval by the Finance Committee of outstanding information and the Audited Financial Statements from the auditor.

S/M/C

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**5.1 Confirmation of Auditors**

Motion to confirm MNP as Auditors for the year 2020-2021.

S/M/C

**6.0 Cost of Membership**

Membership dues are currently \$7.00.

Motion that the current membership dues will remain at \$7.00 a year.

S/M/C

**7.0 Report of Nominating Committee**

The names of the following three Directors have been put forward as approved by the Nomination Committee for submission to the membership for consideration by the Board.

Jordan Friesen, Dhalie Patara, Harry Fong.

S/M/C

**8.0 Elections of Directors**

The call for nominations to the Board was made. There were no further nominations. Jordan Friesen, Dhalie Patara and Harry Fong were declared elected by acclamation.

**9.0 Adjournment**

There being no further business the meeting adjourned at 2:32 pm.

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Approved by Chair

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Date

## Report of the President

### George Derby Care Society

### Annual General Meeting – 2021

**Our Mission** - In a home-like environment we provide resident and family centered care while recognizing our veterans' legacy.

**Our Vision** - To be a community committed to compassionate care, innovation and excellence.

**Our Values** - Resident & family centered, integrity, inclusion, diversity, safety, respect & dignity.



On behalf of the George Derby Care Society, I would like to welcome you to our 2021 Annual General Meeting.

As of October 2021, the COVID 19 Virus continues to dominate the life of our residents, families, staff, volunteers and contract workers at both our Care Home and the Manor. The rules imposed by the Ministry of Health at the beginning of the pandemic, while keeping residents safe contributed to the isolation, loneliness, and feelings of frustration from our entire community.

Staff have worked tirelessly to support residents and families while adapting to a variety of rules and regulations. We did experience an outbreak in both the Manor and the Home and we honor the memory of those who we lost due to COVID as well as other illnesses.

The Board focus has been on creating efficiencies with Board processes and accordingly we have restructured our meetings, our committees and policies and procedures. We continue to hold our meetings virtually and this enables us to carry on our governance duties. We do miss not being able to have our meetings at the Centre where we can see one another, residents, families, and friends of George Derby.

Our Strategic Planning session held in March of 2021 enabled the Board to recommit to our vision, mission and values which remain unchanged from 2020.

### Strategic Priorities 2021/2022

1. Financial
  - Revenue generation
2. Resident Care & Services
  - Enhance community care and services
3. Work life & Growth
  - Education Plan
  - Increase board visibility
  - Talent management
  - Succession planning
  - Strengthen board governance

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4. Quality & Risk Management
    - Reduce risk within organization
  5. Infrastructure Innovation
    - Explore site development

I would like to introduce our current Board Members: Ashley Celenza, Jordan Friesen (Vice-President), Charles Grahn, Lucki Kang, and Shirley Oda. Thank you for your commitment and dedication to George Derby Centre, our residents and families.

Despite the challenges staff faced by our community the board is proud of the many accomplishments that have been achieved related to care, quality and family/resident involvement.

On behalf of the Board thank you to the George Derby Community. We are honored to be working on your behalf.

Respectfully,

Catherine Kohm  
President, George Derby Care Society

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## Board of Directors Biographies

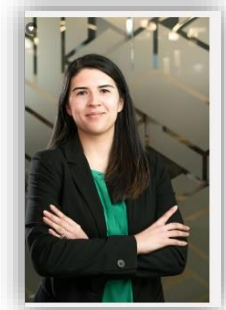
**Catherine Kohm, President** started her health care career as a nurse working in the community. She moved to the hospital sector where she managed diverse portfolios such as Admissions, Operating Room Bookings, Social Work/ Discharge Planning, and the Emergency Department. She worked in the long-term care industry as an Executive Director/Director of Nursing. Catherine recently retired from a position with Fraser Health reviewing patient flow patterns to assist with region wide improvements. Catherine is a registered nurse with a BA in Sociology and Master of Education. She has published and presented on a variety of health care issues. Additionally, Catherine has been on both the faculty of medicine and nursing at the University of Toronto. She has served as a member of several health-related boards.

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**Kam Ahmed** spent his childhood was in Zambia and primarily Burnaby. He enjoys nature and outdoors, and most definitely travelling (pre-Covid, of course). Most of his career is focused on operational accounting. This includes cost accounting in manufacturing organizations and budgeting for large scale operations. Kam likes to contribute as much as he can to help those around him. This can be in the form of providing mentorship to direct reports or colleagues or volunteering my time. Kam completed BComm, Accounting from University of Northern BC in 2010, his CPA, CMA in 2015 and his MBA from Queens University in Kingston in 2018 (Class of 2019).



**Ashley Celenza** is a lawyer who practices in the areas of charity law, corporate/commercial law, and residential and commercial real estate. In her practice, Ashley assists a wide range of charities, non-profit organizations, businesses, and individuals. Throughout her life Ashley has volunteered at various non-profit and charitable organizations and is grateful for the opportunity to serve the George Derby community.



**Charlie Grahn** was born in Vancouver and raised in Richmond, Charlie graduated from Simon Fraser University and the University of London. He is a supply chain, logistics and purchasing manager who also teaches those subjects part-time at Langara College. He is the Treasurer of Mothers Against Drunk Driving (Vancouver Chapter), and a program advisor at BCIT. He previously served aboard 8 HMC Ships in the Royal Canadian Navy, on both coasts. He resides in East Vancouver with his wife and two daughters.

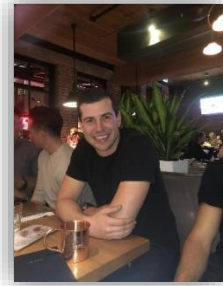
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**Harry Fong** joined the Board of George Derby Care Centre in February of 2021. Harry comes with a lifetime of experience in Retail Management and Leadership Development. He has worked for 7-Eleven Canada, The Home Depot Canada, Office Depot, The Bay and Sears Canada. Concurrently, Harry was a member of the Naval Reserve of the Royal Canadian Navy. He retired as a Chief Petty Officer 1st Class after over 43 years of service. He is a member of the Order of Military Merit and holds the Queen's Diamond Jubilee Medal and the Canadian Forces Decoration with two clasps. In addition to supporting George Derby, Harry also serves on the Board of Directors for the Vancouver Naval Museum Society and the Vancouver Naval Monument Society.



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**Jordan Friesen** is an experienced finance professional with 10 years of experience across various industries' including food, technology, cannabis & forestry. He currently works as the Senior Director, Finance & Accounting at Fresh local Solutions based out of Burnaby. Jordan is a member of the Chartered Professional Accounts of British Columbia and has a Bachelor of Business Administration from Simon Fraser University.



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**Jennifer Hirsch** has worked for the John Howard Society of the Lower Mainland for many years. Her career at the Society began as a volunteer and after several roles within the organization, she is now the Regional Director, responsible for all program operations in Fraser and the Tri-cities/Ridges regions. She is committed to promoting social justice, building community capacity, and has worked extensively with Community Living British Columbia. In addition, Jen has worked with individuals living with developmental disabilities and concurrent disorders for over 15 years.



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**Lyn Jongbloed** has an occupational therapy background. She was a faculty member in the Department of Occupational Therapy at UBC for 31 years. She has experience teaching, writing, and doing research. Her community experience includes work with the mental health community, refugees, and teaching English as a second language.



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**Lucki Kang** is a registered Social Worker, earning her Master of Social Work from the University of British Columbia. She has over 30 years of experience working in clinical and administrative roles with individuals, families, communities, and systems. Lucki began her career in acute health care and transitioned to leadership roles in long term residential care where she discovered her passion for contributing to the well-being of older adults. Building collaborations, connections and community are central to her work. With a strong belief in lifelong learning, growth and professional development, she is currently an educator, teaching interdisciplinary courses at local and international universities.



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**Sebastian Thomas** joins our Board as the newly retired Chief Financial Officer of an innovative BC based Structural Engineering, Timber Manufacturing and Construction Company. With professional accounting designations from Canada and multiple international jurisdictions, he has worked in many countries, across various industries, including publicly listed and privately owned companies, covering early-stage start-ups to large global corporations. As a volunteer, Sebastian has provided treasurer support for agencies that provided daycare, mental health expertise and religious organizations.



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## 2020-2021 Committee Highlights

### A. Highlights from the Executive Committee:

- The Executive Committee of the George Derby Care Society meets in cases of emergency or between board meetings if there are governance issues arising that need decisions made in a timely manner.
- This past year the Executive Committee of the Board revised our Terms of Reference to include the President, the past President, and the Chairs of Board Committees. This revised membership ensures that decisions requiring the Executive Committee encompasses all areas of board governance.
- In addition, the Executive Committee will now be the committee responsible for the annual evaluation of the Executive Director.
- Currently this committee is working on the board's balanced scorecard and implementing our accreditation workplan to ensure that we are ready for our survey in November.

Thank you to all Committee Members:

Ashley Celenza  
Jordan Friesen  
Lucki Kang  
Catherine Kohm  
Shirley Oda  
Laurie Stewart

### B. Highlights from the Finance Committee:

- Significantly improved overall strength of committee by adding two additional member's both with extensive finance backgrounds and accounting designations.
- Supported Executive Director in team structuring after previous Director, Finance departed George Derby.
- Supported auditors in resolution of lease accounting restatement.
- Supporting finance in updating of internal control weaknesses.

Thank you to all Committee Members:

Charles Grahn  
Jordan Friesen  
Shirley Oda  
Sebastian Thomas  
Kam Ahmed

### C. Highlights from the Governance Committee:

- Annual review of constitution – present recommendation to Board of no changes.
- Review and make recommendations for change to Board confidentiality form.
- Review and make recommendations for change to Board social media policy.
- Review legal counsel's recommendation regarding corporate restricting – presenting to entire Board regarding the proposed restructuring.
- Organize and host annual general meeting.

A great big thank you to all Committee Members:

Laurie Stewart  
Ashley Celenza  
Charles Grahn

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#### **D. Highlights from the Nominating Committee:**

- This has been a productive year for the Nominating Committee of George Derby Centre. The year was unusual in that we had four board members resign for a variety of reasons ranging from health issues to workload in their “day jobs”.
- We also want to thank our Nominating Committee who hired four new board members with a variety of experiences ranging from finance, marketing, supply chain management, leadership expertise and a background honouring our veterans by serving with the military.
- You can read the individual profiles of our new board members in our AGM Annual Report.
  - Kam Ahmed
  - Harry Fong
  - Lyn Jongbloed
  - Jen Hirsch
  - Sebastian Thomas
  
- In addition to ensuring our board positions were filled, the nominating committee developed the use of a skills matrix to ensure that our members had a wide variety of expertise to assist us governing responsibly.
- Going forward the nominating committee has merged with our governance committee to create efficiencies. Moving forward we now have a Nominating & Governance Committee with a revised term of reference.

We want to thank the following Board Members who provided their time, expertise and experience to our Home and Manor:

Casey Cook  
James Marvel  
Seamus O’Melinn  
Dhalie Patara

#### **E. Highlights from the Nominating Committee:**

- Canada has had the highest death rate in all developed countries in long-term care. Reviews have taken place in many provinces as well as BC (Ernst & Young, Howe Group for BC Care Providers). The Fraser Health Authority (FHA) has been exceedingly supportive and helpful to George Derby Care (GDC) in dealing with our 2 Covid-19 outbreaks, sending in Staff to assist with planning and providing extra funding for Staff and Screeners. The Ministry of Health implemented changes that support long-term care such as staff working at single site and pandemic pay.
- During the 2<sup>nd</sup> and 3<sup>rd</sup> quarter of 2021, most of GDC’s quality and safety trends improved, Resident/family visits resumed, infection control audits were implemented, Staff shortages were addressed, and recreational & social activities have resumed for the Residents.

Thank you to all Committee Members:

Harry Fong  
Kam Ahmed  
Lyn Jongbloed  
Lucki Kang  
Sebastian Thomas  
Laurie Stewart

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## **F. Highlights from the Quality & Risk Management Committee:**

- Despite the challenges of COVID the Quality & Risk Management Committee met virtually to review our indicators.
- During the 2<sup>nd</sup> and 3<sup>rd</sup> quarter of 2021, most of GDC's quality and safety trends improved.
- Infection control audits were implemented, and our compliance also saw an upward trend.
- Staff vacancies decreased which is a remarkable achievement given the external environment
- Recreational & social activities have resumed for the Residents.

Thank you to all Committee Members:

Harry Fong  
Kam Ahmed  
Lyn Jongbloed  
Lucki Kang  
Sebastian Thomas  
Laurie Stewart

## **G. Highlights from the Community Relations & Fundraising Committee:**

- Work of the Community Relations and Fundraising Committee was suspended due to the pandemic and urgent priorities of the George Derby Care Centre.
- Presentation of committee vision to Board including establishment of committee membership.
- Development of drafts of Terms of Reference and Fundraising Strategic Plan.
- Exploration of best practice for management of donations through consultation with fundraising experts and perform environmental scan.
- Assembly of planning team, assets and strengths identified, existing strategies analyzed, brainstorming and establishment of priorities.
- Planning team expanded to include Board members, GDB Leadership team and community members with an interest in fund raising.
- Partnership with BCIT for student project to recommend marketing strategies through website.
- Recommendation of grant opportunities shared with Executive Director
- Fundraising proposal in progress for potential tiered donation project to be approved by the Board.

Thank you to all Committee Members:

Harry Fong  
Jordan Friesen  
Lucki Kang  
Lyn Jongbloed

## Report of the Executive Director



### Greetings and Welcome to the Annual General Meeting

Our Mission, Vision and Values which continue to drive the work of our Board, Staff, Volunteers, and contract workers.

The year 2021 continued to be a humbling experience for me and a challenging time for everyone. We started the year being in a COVID-19 Outbreak which lasted from November 2020 to February 2021.

Our areas of focus continued to be around COVID-19 Pandemic which included the following priorities:

1. **OUTBREAK PROTOCOL**
2. **INFECTION CONTROL**
3. **REPORTING AUDITS IN A TIMELY FASHION TO THE HEALTH AUTHORITY (HAND HYGIENE, PPE, ENVIRONMENTAL AUDITS)**
4. **UPDATING PANDEMIC PLAN MANUAL**
5. **REINFORCING SCREENING PROCESS FOR ALL STAFF AND VISITORS**
6. **CONTINUOUS COMMUNICATING WITH FAMILIES**
7. **KEEPING WEBSITE UPDATED**
8. **FOLLOW SINGLE SITE ORDER**
9. **FOLLOW AND UPDATE ALL CHANGES PROVINCIAL HEALTH OFFICER ORDER**
10. **ENSURE ENOUGH PPE SUPPLIES (GLOVES, MASKS, HAND SANITIZERS, GOWNS)**
11. **MAINTAINING STAFFING PLAN LEVELS**
12. **DEVELOP GEORGE DERBY CENTRE AND DERBY MANOR REOPENING PLAN**
13. **KEEPING ALL STAFF MOTIVATED**

The George Derby Centre and the Derby Manor experienced enhanced monitoring protocols; however, neither site has been on outbreak since February 28, 2021.

Both the Derby Manor and George Derby Centre continued to practice the following protocols to ensure that no outbreaks occurred: screening all Staff and Visitors upon entrance, enhanced infection control protocols.

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Thank you to the Staff, I know how hard you work and how you stepped up when you were called on shows true resilience. We continue to live through uncertain times.

Thank you to our Residents and Families for all your support as we continue to work to improve the lives of our Residents.

Thank you to our Board composed of dedicated professionals who under the leadership of our Board President, Catherine Kohm, have kept us all accountable and are helping to guide us towards our new Mission and Vision.

As we move forward into the next year, we do so with confidence knowing we will continue to provide quality care to our Residents, Families and Staff.

A heartfelt thank you all,

***Ava Turner***  
***Executive Director***

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## Caring at Year at-a-Glance George Derby Centre

### Direct Care

- Completed a Quality Assurance Clinical Review with Low-Risk ratings in all categories.
- On boarded a new Social Worker and a new Dietitian.
- On boarded 2 new Care Coordinators.
- Provided education on updated FHA CPGs:
  - Falls
  - Restraints
  - Pneumonia
  - UTIs
- Collaborated with Division of Family Practice to improve communication between nurses and physicians and to decrease unscheduled ER transfers.
  - PDSA in place to address unscheduled ER transfers.
  - Additional education for new hires about communicating with physicians to be provided by the Division in the Fall of 2021.
- Purchased new beds, vital signs monitors and oxygen concentrators.
- Purchased a variety of PT/OT equipment, including specialized slings and positioning devices.
- Streamlined medical/nursing supply processes to establish better internal controls.

### Human Resources Department

- Fraser Health funded 20 positions for the Health Career Access Program which are filled.
- Due to Single Work-Site Order, ongoing recruitment is occurring for all departments.
- All five Screener positions are filled able to assist with the frequent changes to visitation rules in long-term care.
- All Ministry of Health and Provincial Health Orders are followed and updated as mandated.
- Relationships with the HEU Union and Shop Stewards on site have gotten stronger.
- Annual Staff Appreciation event on August 12, 2021.

### Finance Department

- Eric Mah joined the organization as the Director of Finance in November 2020
- Jasyn Walsh joined the organization as the Finance Manager in February 2021
- Angela Pang joined the organization as the Payroll and Benefits Coordinator in April 2021
- The organization transitioned its accounting software from Gold Care to Point Click Care in June 2020.
- The organization transitioned from contracted payroll services to in-house payroll processing in December 2020.
- The organization transitioned its payroll software to ADP in January 2021.

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## Support Services Department

- Education Material updated in collaboration with Fraser Health Authority to ensure best practices are being adhered to.
- Enhanced Cleaning protocols and education updated
- Held Annual Summer BBQ Event in collaboration with Recreation department.
- Completed the installation of wall mounted hand sanitizers on units' hallways. As required due to Pandemic.

## Therapeutic and Recreation Programs

- Multisensory Room complete.
- Art Studio Community Centre conversion complete.
- Staff Certified in Carefit Exercise.
- Collaborated with the Fraser Health Authority regarding *Supporting Resident's Mental Health and Well-being during COVID-19* document.
- All Therapeutic and Recreation programs have resumed.
- Heart for Music Summer Fun Events – Live Music, Ice Cream Truck, Fire Truck – sponsored by Rick's Heart Foundation (individual events per unit).
- Butterfly Memorial in collaboration with BC Care Providers.
- Summer BBQ Series – outdoor entertainment, burger BBQ.
- New Music Therapist Hired.
- New Recreation Therapist Hired.
- 2 New FTE Recreation Programmers Hired.
- Douglas College Internship.

## Facilities Department

- Received approval to work on Air Conditioning for George Derby Centre to ensure safety for Residents during high temperatures in the summer.
- Broiler Project:
  - New boiler project started on April 7, 2021, and estimated completion in 12 weeks.
  - Completed ahead of deadline.
- New Water supply piping on 3rd Floor completed.
- Building Condition Assessment completed, and report received end of April 2021 outlining importance of what work is to be done urgently and over the next 10 years.
- Condition Assessment report received from BC Housing.
- Nurse Call System: systems were experiencing issues with existing system and Nurse Call system implementation is scheduled for September 2021 throughout the entire George Derby Centre.
- Ensured all Resident rooms are ready when vacant (painting, installing sinks, faucets, beds as required).
- Landscaping reviewed to identify improvements work continues.
- HVAC heating ventilation and installation. Piping for heating/cooling system being replaced.

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## **Caring at Year at-a-Glance The Derby Manor**

- The Derby Manor has been recognized by Engage BC with the Assurity Seal for the next two (2) years. The Assurity Seal has newly been introduced for Independent Living Residences.
- Staff Recognition and Appreciation celebration resumed in July 2021.
- A new Marketing Coordinator hired. Focus of Marketing is to increase and reach goals of 100% occupancy and increase brand awareness, through different advertising Media platforms.
- A new enhanced Derby Manor website was created which include direct contact with prospects via Live Chat & Booking forms.
- Tours of the Derby Manor resumed in July after an almost 1-year hiatus.
- Recreation Programs resumed.
- Beautification project of the Derby Manor Main Entrance.
- The irrigation system has been repaired.



## Election of Officers

The Following Directors' names have been approved by the Nomination Committee and are being submitted to the Membership for election to the Board:

- Harry Fong
- Jennifer Hirsch
- Lyn Jongbloed
- Sebastian Thomas
- Kam Ahmed



## **Our Donors**

George Derby Centre remains indebted to the many individuals and organizations who consider our Residents when making a charitable donation. Financial contributions and donations assist the Centre in providing special programs and activities that enrich the lives of our Veteran and senior population and in maintaining the homelike atmosphere provided at George Derby Centre.

Charitable contributions help us to achieve our mission in enhancing the quality of life of Residents at George Derby Centre.

We are grateful to the service organizations who maintain our Residents' social connections with friends in the Royal Canadian Legion and Army, Navy and Air Force Units for special lunch outings and assistance at our Bingos events. Our Residents thoroughly enjoy their hospitality.

## **Family Council**

Due to the Covid-19 Pandemic, the Family Council meetings did not take place, however recruitment plan is in place and the intent is to recruit at the end of the year 2021.

## **Our Community Partners**

The George Derby Care Society wishes to acknowledge the ongoing support provided by Veterans Affairs Canada for the enhanced programs and services. We also acknowledge the commitment and funding support of Fraser Health that assists the Centre in providing complex care in a safe and secure environment.

Sincere gratitude is extended to the BC/Yukon Command, Royal Canadian Legion, all veteran service organizations and our friends, family members and community partners for their ongoing support of the Veterans and of the Seniors living at George Derby Centre.

### **Vision**

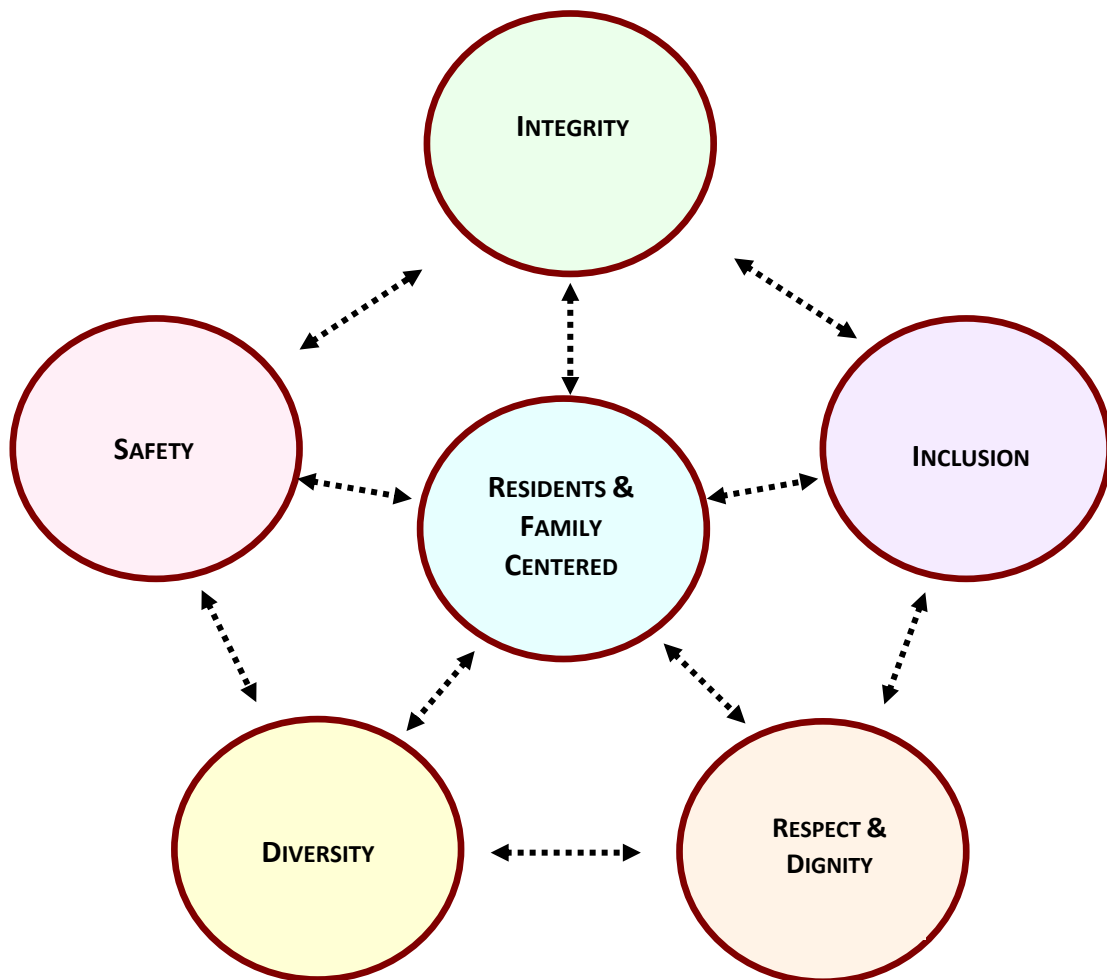
To be a community committed to compassionate care, innovation and excellence.

### **Mission**

In a home-like environment we provide resident and family centered care while recognizing our veterans' legacy.

### **Organizational Values**

Resident & family centered, integrity, inclusion, diversity, safety, respect & dignity.





## GEORGE DERBY CENTRE

7550 Cumberland Street  
Burnaby, BC V3N 3X5  
604-521-2676

[www.georgederbycentre.ca](http://www.georgederbycentre.ca)

