

# HONOURING EVERY *Moment*



2015-2016 ANNUAL REPORT TO THE COMMUNITY



**BROADMEAD CARE**  
*Exceptional Care. Exceptional People.*

# hon-our

verb

gerund or present participle: **honouring**

1. ●

regard with great respect.

*"**Broadmead Care** staff have a steadfast commitment to honour the veterans, seniors and adults with complex disabilities that they serve."*

2. ●

fulfill (an obligation) or keep (an agreement).

*"**Broadmead Care** will honour its vision to create a caring society where people of all ages and ability can live to their full potential."*

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# Honouring....

|  |    |
|--|----|
| ...Veterans, seniors and adults with complex disabilities in our community | 2  |
| ...Canada's Veterans at the Veterans Memorial Lodge at Broadmead           | 4  |
| ...our commitment to the community   | 5  |
| ...a commitment to quality of care   | 6  |
| ...the promise of a safe and comfortable environment                       | 7  |
| ...human connection  | 8  |
| ...every moment  | 9  |
| ...the opportunity ahead   | 10 |
| ...our generous donors   | 12 |
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| ...our dedicated staff   | 15 |



## Our Programs

Our programs serve some of the most vulnerable members of our community and it is our honour and privilege to care for them. Within these programs, Broadmead Care offers compassionate, person-centred care that helps people enjoy life to the fullest – regardless of circumstances that affect their health and well-being.

### VETERANS MEMORIAL LODGE AT BROADMEAD

The Veterans Memorial Lodge at Broadmead is a 225-bed, 24/7 residential care facility for WWII and Korean War veterans and seniors; of the 225 beds, 115 are reserved as Priority Access Beds for veterans. Below is the resident profile for Lodge residents for 2015-2016:

- 35% of newly admitted residents stay less than one year
- 91 admissions
- 58% male, 42% female
- Average age = 88.4 years
- Average age men = 88.41 years
- Average age women = 88.38 years
- Number of residents 81-90 years old: 76
- Number of residents 91-100 years old: 113
- Number of residents over 100: 2
- 79% have dementia

### Vision:

A caring society where people of all ages and abilities live to their full potential

### Mission:

To help build a caring society by providing excellent health, social and housing services for veterans, seniors and other adults

### Values:

- Caring
- Respect
- Integrity
- Quality
- Continuous learning and improvement
- Teamwork
- Accountability

## VETERANS HEALTH CENTRE

The Veterans Health Centre provides health, social and recreational services for veterans living in the community to enable them to live at home as long as possible. Below is the profile of veterans who attended the program in 2015-2016:

- Average no. of clients attending per week: 158
- Average age of clients: 87 years
- Clients' age range: 53-99 years
- There are three 99 year old veterans attending the clinic who will turn 100 in the coming year

## NIGEL PROGRAM FOR ADULTS WITH DISABILITIES

The Nigel Program for adults with disabilities provides residential care for adults between the ages of 19 and 55. Nigel House is a licensed residential care facility with 26 beds and Harriet House is a 15 bed step-down unit requiring complex care support. Below is the profile of Nigel Program residents:

- Average age of clients: 54
- Clients' age range: 25-70 years
- 44% men, 56% women

Length of stay:

- 0-5 years – 31%
- 6-10 years – 31%
- 11-20 years – 20%
- 21-35 years – 18%

## BETTER AT HOME

Better at Home is a program that helps seniors with day-to-day tasks so that they can continue to live independently in their own homes and remain connected to their communities. Broadmead Care is the lead organization for Better at Home in Saanich and the Saanich Peninsula. 2015/2016 is the first full year Broadmead Care operated this program and it was a successful year. Here are some highlights.

- 434 clients served
- Total Service Moments (Number of times a service was provided) : 3,322
  - Housekeeping : 662
  - Visiting : 391
  - Home Repairs : 63
  - Yard Work : 67
  - Daily Reassurance Phone Calls : 16
  - Drives : 2,802





Pictured in front of the monument from left to right;  
**VAdm (Retd) Gary Garnett**, Veteran and Chair of Commissionaires/Broadmead Care's 12th Annual Golf Tournament  
**Roy Bobolo**, Veteran and Resident of the Veterans Memorial Lodge at Broadmead  
**Rudi Hoenson**, Veteran, Ex-Prisoner of War and Philanthropist

*Broadmead Care* is honoured to be Vancouver Island's leading complex residential and day care program service provider for Canada's WWII and Korean War veterans. On November 10, 2015 a monument was unveiled in front of the Veterans Memorial Lodge at Broadmead commemorating the 20th anniversary of the opening of the Lodge and the 70th anniversary of the end of World War II. A plaque on the monument reads: "Dedicated to Canada's veterans, especially those cared for at the Lodge."



## A Message from the Board Chair and CEO

All of us at Broadmead Care have worked hard in the past year to live up to our motto “Exceptional Care. Exceptional People”. It has been a very productive year for our organization with significant accomplishments in clinical programs, capital projects and our organizational growth strategy.

When compared to national indicators for long term care from the Canadian Institute for Health Information, the quality of Broadmead Care’s programs remains high. With the generous support of our community we raised enough funds to complete a \$1.2 million project to install overhead lifts in every resident room in the Lodge. This project was a key element of our ongoing commitment to provide safe care to our residents and a safe work place for our employees.

We continued to expand the Better at Home program in Saanich and the Saanich Peninsula and provided services to 434 seniors in the past year. A key priority for Broadmead Care is to replace Nigel House with a new residential care home. We have worked closely with Island Health in the past year to move this critical project forward and are near agreement to build a new \$17 million, 41 bed, residential care home.

Broadmead Care highly values our partnerships with our key funders: BC Housing, Island Health and Veterans Affairs Canada. In the past year we

have also invested considerable effort in strategic partnership development with other non-profit organizations in our community. Building new partnerships is a key element of our strategy to serve our community in a greater way, build a more sustainable organization and ensure there is a vibrant non-profit sector providing health services in the South Island.

We hope you enjoy this annual report and join us in celebrating the exceptional impact we had in our community this past year. We are fortunate and grateful for the steadfast support we have received in the past year from our funders, community partners, volunteers and donors. Together, we are making a significant difference in our community.

### STRATEGIC GOALS

The five strategic goals as set out by the Board of Directors for 2015-2016 were to:

1. Deliver excellent health, social and personal care services.
2. Maintain an organizational culture and the human resources needed to achieve the mission and vision.
3. Enhance Broadmead Care’s reputation.
4. Ensure Broadmead Care has the necessary financial resources to maintain excellence in its operations.
5. Pursue sustainable growth that increases service delivery, organizational capacity and financial strength.



Paul Morgan  
Chair, Board of Directors

Dave Cheperdak  
CEO



*In June 2015* the Canadian Institute of Health Information (CIHI) launched the long term care section of its public health system performance reporting website called Your Health System. CIHI reports on nine (9) indicators through this website. The CIHI data indicates that the average age of residents at Veterans Memorial Lodge at Broadmead is 89 years – four (4) years older and more frail than the average in Canada. Despite this significant difference in age of residents, the quality of care at the Lodge is better than the average in Canada and reflects our commitment to exceptional care. The data demonstrates, for example, that Broadmead Care has very strong medication management practices that ensure residents are receiving only appropriate medications and also has effective pain management practices to ensure residents live as comfortably as possible.

Refer to the table below that compares a number of key quality of care indicators at the Lodge compared to the Island Health, BC and Canadian averages.

| <b>INDICATORS - measured in %<br/>2014-2015 Data (Released June 2015)</b> | <b>Veterans<br/>Memorial<br/>Lodge at<br/>Broadmead</b> | <b>Island<br/>Health</b> | <b>BC</b>   | <b>Canada</b> |
|---|---|--------------------------|-------------|---------------|
| Improved or remained independent in mid-loss ADLs*                        | <b>8.2**</b>  | <b>34.4</b>              | <b>34.4</b> | <b>31.9</b>   |
| Worsened or remained dependent in mid-loss ADLs*                          | <b>25.7**</b>   | <b>34.5</b>              | <b>31.4</b> | <b>33.6</b>   |
| Worsened mood from symptoms of depression                                 | <b>17.8</b>   | <b>22.9</b>              | <b>17.1</b> | <b>23.5</b>   |
| Taken antipsychotics without a diagnosis of psychosis                     | <b>9</b>  | <b>32</b>                | <b>31.2</b> | <b>27.5</b>   |
| Has fallen  | <b>15.1</b>   | <b>17.6</b>              | <b>16.1</b> | <b>15.3</b>   |
| Worsened stage 2-4 ulcers   | <b>2.9</b>  | <b>3.8</b>               | <b>3.3</b>  | <b>3.1</b>    |
| Daily physical restraints   | <b>1.8</b>  | <b>12.5</b>              | <b>11</b>   | <b>8.7</b>    |
| Has pain  | <b>8.0</b>  | <b>21.0</b>              | <b>16.7</b> | <b>9.6</b>    |
| Worsened pain   | <b>8.7</b>  | <b>14.0</b>              | <b>10.9</b> | <b>11</b>     |
| Average age   | <b>88</b>   | <b>85</b>                | <b>85</b>   | <b>85</b>     |

\*ADLs refers to Activities of Daily Living

\*\*Number regarding ADLs run low as resident population at Veterans Memorial Lodge at Broadmead are admitted dependant and require end of life care. It is not expected their health or independence can improve due to their health care needs.

The link to the Your Health System website is <http://yourhealthsystem.cihi.ca/hsp/indepth?lang=en#/> and data regarding the 2015-2016 key quality of care indicators will be available in early July 2016.



# Workplace Safety

## A PRIORITY AT BROADMEAD CARE

Broadmead Care makes workplace safety a priority because it understands workplace safety and safe resident/client care go hand in hand. As part of our obligations as both a provider of residential care and as an employer, Broadmead Care committed to fundraise more than a million dollars in 2014 and 2015, so that overhead lifts could be installed in every resident's room in the Veterans Memorial Lodge at Broadmead. This fiscal year we also established a Safety Officer role to provide coordination for ongoing employee safety. Broadmead Care staff participated in a Patient Safety Culture survey as part of the process to renew our accredited status with Accreditation Canada. The survey indicated that Broadmead Care staff have a strong commitment to safety and a positive self-reporting culture for incidents related to resident and employee safety. Every incident is reported, thoroughly investigated in a timely manner, reviewed by senior management and then recommendations (if any) are implemented quickly. We also learned that staff would value from even more support to encourage a self-reporting culture and a stronger voice in safety related issues.

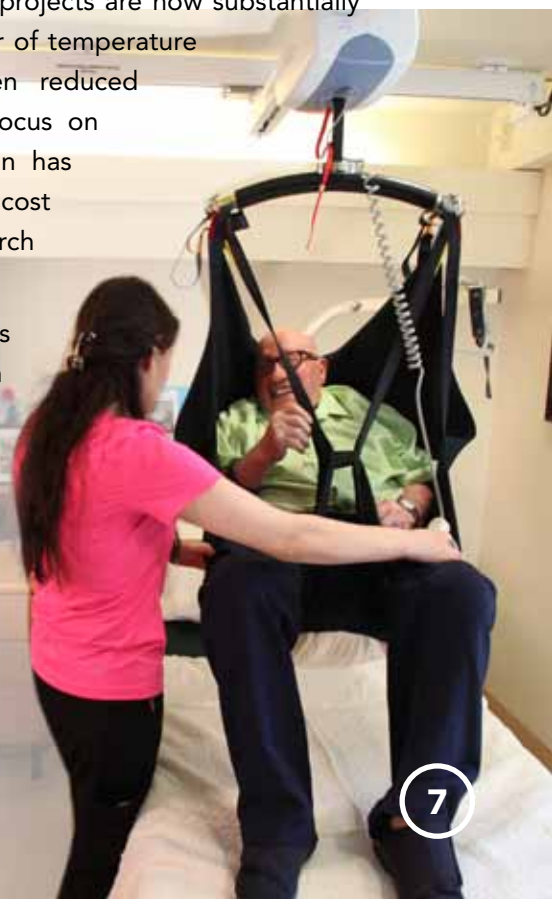
## UTILITIES MANAGEMENT PLANNING – CREATING A COMFORTABLE AND SAFE ENVIRONMENT

In 2015/2016, substantial upgrades were made to Broadmead Care's utilities management plan demonstrating our commitment towards creating an exceptional environment for residents, clients and employees.

- Central Heating/Controls Upgrades Substantially Complete – Over the past several years, Broadmead Care has been fortunate to receive Island Health grants totalling over \$750,000 to upgrade Central Heating and Temperature Control Systems. These projects are now substantially complete and the initial results have been outstanding. The number of temperature control complaints associated with failing equipment has been reduced considerably freeing up time for facilities maintenance staff to focus on other requirements. Perhaps best of all, natural gas consumption has dropped 7.5%, and electricity consumption 6.2%, resulting in cost savings of \$14,600 for the period from January through March of 2016.
- Improved Preparedness During Power Failures – Emergency power was extended to serve a portion of central heating and kitchen refrigeration equipment ensuring adequate heating and refrigeration following an extended power failure. Computer equipment used for staff scheduling and payroll are also now served from the standby generator ensuring uninterrupted functionality of these mission critical systems during a power outage.

*"Thanks to the generosity of donors, the new Overhead Lifts that were installed last year have made a big impact in the way we care for our friends in the Lodge. The lifts give us the ability to move residents without causing physical harm to our own bodies and most importantly, the softer construction of the lifts make it more comfortable for our residents. We are all so grateful!"*

**Sarah Dickson & Alison Dahl, Peer Resource Team**



## The Magic OF HUMAN CONNECTION

Broadmead Care has been fortunate to have Katherine Manning sign up as a volunteer at the Veterans Memorial Lodge at Broadmead this past year. A retired elementary school teacher, Katherine has wonderful skills to offer and a lovely gentle way of connecting with residents experiencing dementia.

With careful support and training, Katherine has grown to become a confident volunteer and has recently taken on the role of a Lodge Assistant. The Lodge Assistant role is becoming a greater need as the Lodge's residents are now often less mobile and are requiring more one to one interaction and end-of-life support. Now at the start of each volunteer shift, Katherine checks in with care staff and seeks out specific residents, spending one on one time doing the activities that they enjoy or require in the moment.

Katherine relies on her skills and talents from teaching and some new education about dementia that she receives from staff at the Lodge. Katherine says that often people ask her whether she feels tired or sad after volunteering. She says it is really just the opposite. "I feel filled up." She finds that the positivity and depth of connection with other people who need the companionship leaves her feeling like she has a purpose and is making a difference.

Most recently, Katherine has been supporting a friend in another city whose spouse with dementia has moved into a care home. She is grateful for the education and experience that she has received, as it has helped her to provide support to her friend in a way that would not have been possible before becoming engaged as part of the team at Broadmead Care.



*"I hope to volunteer here long enough to receive my 10 year certificate!" - Katherine Manning*

## Celebrating A DEDICATED VOLUNTEER

Carmella Cooper's dedication and commitment to our community cannot be stopped. Although she recently retired from her much loved weekly manicure volunteer role at the Lodge, Broadmead Care is still in her heart. Carmela and her husband Mel continue to support Broadmead Care as donors and Carmela plans to volunteer occasionally with special events. Broadmead Care wishes to celebrate the exceptional impact Carmela has made to the lives of residents at the Lodge.

*"Mel and I are very pleased to be supporters of Broadmead Care. We feel proud of the impact we have made." - Carmella Cooper*





## MUSIC AND MEMORY AT BROADMEAD CARE

*"When any program can provide as much joy to the resident as to the volunteer, I believe this to be a huge success. In the Music and Memory program this is definitely the case; both Miss Millie and I especially enjoy the time we share with Nancy."*

**Barb McKerrell, Volunteer**

When LPN Mike Ralph first placed headphones on the ears of a resident at The Veterans Memorial Lodge at Broadmead, he was astonished by the response. "The resident who was once anxious and agitated became calm and her physical appearance completely relaxed. It was an amazing moment for the resident and staff and reinforced for me the power of music."

Music and Memory is a program where residents listen to personalized music playlists, created with input from residents themselves as well as family, friends, volunteers and our staff.

These playlists are loaded onto iPods so residents can connect

with the music they love, with the goal of improving their overall health and well-being. Beloved music often calms chaotic brain activity and enables the listener to focus on the present moment and regain a connection to others.

Music & Memory's work is rooted in extensive neuroscience research and the results can be nothing short of miraculous. Since the program's inception in early 2015, over 50 residents have benefited and there is the hope that one day every resident, as appropriate, at Broadmead Care's three residential facilities will receive their own iPod during the admission process.

Music and Memory is part of a robust activity program at Broadmead Care that focuses on helping our residents live every moment with joy and peace. It is through the generous support of our donors and volunteers that exceptional programming like this can happen.



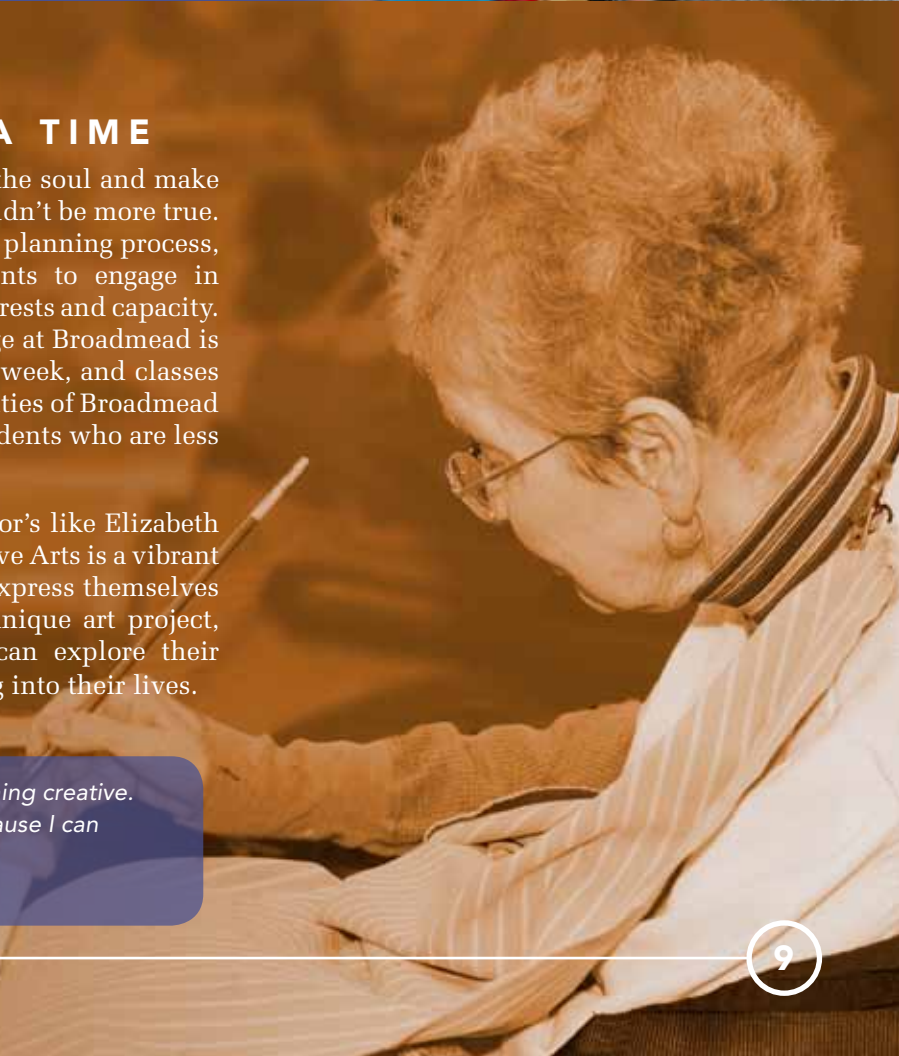
## HEALING THE SOUL - ONE PAINTBRUSH AT A TIME

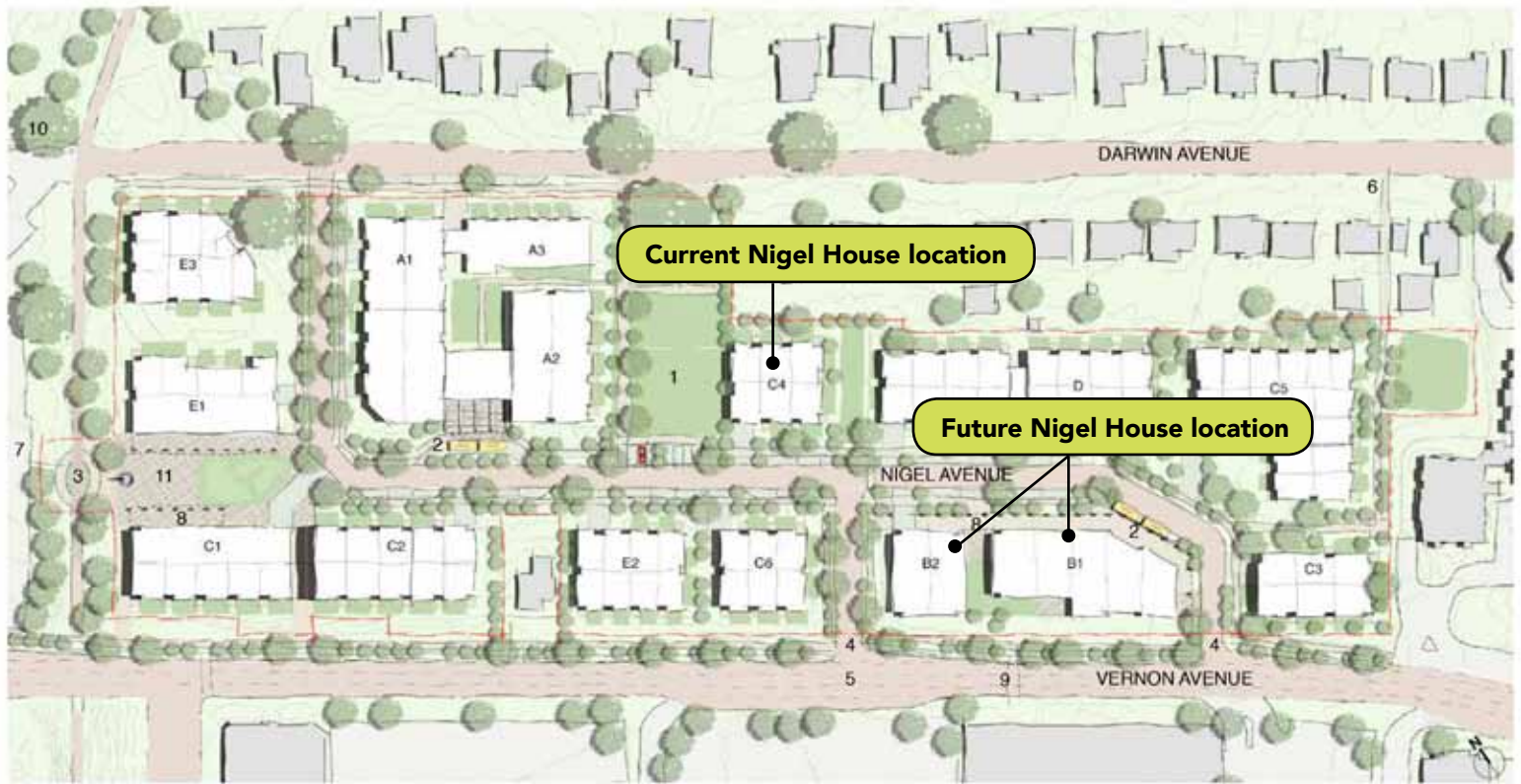
It has been said that creativity and art heal the soul and make you feel alive. At Broadmead Care, this couldn't be more true. As an important part of the care and activity planning process, the Creative Arts program enables residents to engage in meaningful activity that is suited to their interests and capacity. An art studio at the Veterans Memorial Lodge at Broadmead is open to residents 4 hours per day, 5 days a week, and classes are held in individual rooms and other facilities of Broadmead Care, like Nigel House, to accommodate residents who are less mobile or cognitively aware.

Thanks to the extraordinary support of donor's like Elizabeth Spry, a monthly donor to the program, Creative Arts is a vibrant program where residents can utilize art to express themselves and keep their minds active. With every unique art project, residents are given a space where they can explore their limitless abilities and bring joy and meaning into their lives.

*"I like painting. I feel that I am doing something creative. The art studio is quiet. My life is better because I can come to the studio every day."*

**- Veteran who calls The Lodge home**





Room Rejuvenation Project at the Veterans Memorial Lodge at Broadmead

## Nigel House REDEVELOPMENT

More than a year ago, BC Housing approached Broadmead Care and the three other non-profit organizations in the “Nigel Valley” (8 acres along Vernon Avenue between Saanich City Hall and Saanich Road) with the idea of redeveloping the entire valley to create a world class neighbourhood of housing, care and services with beautiful green spaces that would be integrated into the surrounding community. Since then, Broadmead Care has worked closely with BC Housing and other non-profit partners to develop a new Nigel Valley Master Plan.

The Master Plan was completed in January 2016. Next steps include public consultations and preparation for a rezoning submission to the municipality of Saanich this summer. The Master Plan will involve some land swaps within the Nigel Valley area, with Broadmead Care receiving an excellent new building site adjacent to Vernon Avenue in exchange for the current Nigel House site. Given the urgent need to replace Nigel House, Broadmead Care is now in the preliminary planning stages for the project with the intent to complete the redevelopment in about three years. Nigel House residents will be able to remain in the current facility until the building is complete.



The Nigel Valley Master Plan provides an exciting opportunity to redevelop Nigel House in an ideal community and location for the complex hard to house population it serves. Broadmead Care is now working with Island Health to move this critical project forward and are near agreement to build a new \$17 million 41 bed residential care home. Of this \$17 million, Broadmead Care will be working with the community to raise \$2 million.

Broadmead Care is excited to be part of what will become one of the more significant land developments for health and human services currently taking place in the Province of BC.

## ROOM REJUVENATION/ RENOVATION PROJECT

Home is meant to be a private space where you can escape the worries of the world and be surrounded by the people and things that you love. When you are a resident living in a Broadmead Care facility, your home may look a little different, but our staff and volunteers are committed to helping it feel as comfortable as possible.

The Veterans Memorial Lodge at Broadmead has been in existence for over 21 years, caring for approximately 325 veterans and seniors every year from our community. While quality of care continues to be exceptional, the furnishings are now 21 years old and have reached the end of their useful lives. Curtains in the resident rooms have been washed so often they are faded and worn. Bedside tables and dressers are difficult to clean and challenging for residents to use because of peeling laminate and broken hardware.

Keeping resident spaces safe and comfortable is an important part of ensuring that the Lodge feels like home. Over the next 3 years, an extensive fundraising and renovation project valued at approximately \$300,000 will be underway to rejuvenate spaces in the Lodge with the ultimate goal of ensuring our residents have a place with all of the comforts of home.



Broadmead Care had its most exceptional year to date thanks to the tremendous generosity of our donors. We are fortunate to receive support from members of our community including, corporate groups, service clubs, family and private foundations, 3rd party event organizers and individuals. Our gratitude is beyond measure for the heartfelt contributions they made in support of our programs.

## Our Generous Donors

Thank you to our leadership donors who contributed \$5,000 or more between **April 1, 2015 and March 31, 2016.**

- Ian and Kimberly Anderson
- Army Navy & Air Force Veterans in Cdn #302
- Army Navy Airforce Ladies Auxiliary
- Caroline Beck
- Joan Bekius
- Robert Beveridge
- Bornewest DropZone VI (Canadian Airborne Forces Assn.)
- VAdm Nigel D. Brodeur and Anne Brodeur
- Charlton L. Smith Foundation
- Commissionaires Victoria
- Palmer Dahl
- Ruth and Daniel Dempsey
- VAdm (Retd) Jean-Yves Forcier
- Alan Gibson
- Wilfred D. Harper
- Aliya Harris
- Audrey Hughes
- Donna Ing
- Jennifer and Gordon Jasechko
- JS Fund through the Victoria Foundation
- Colleen Kovacs
- Ladies' Auxiliary BC/Yukon Command- Royal Canadian Legion
- Lockheed Martin Canada Inc.
- Tom Martin
- John McKernan
- Helen McMorran
- Cdr (Retd) Michael F. Morres
- Mr. and Mrs. P.A. Woodward's Foundation
- National Association of Federal Retirees Sidney
- Naval Association of Canada - Vancouver Island
- Thomas Pedersen
- Rose Pils
- Reginald Price
- RCL Ladies Auxiliary to BC/Yukon Command of R.C.L.
- Margaret Rolstone
- Rotary Club of Royal Oak Centennial
- Rotary Club of Victoria
- Royal Canadian Legion #10
- Royal Canadian Legion #11 Trail
- Royal Canadian Legion #127 Public Service
- Royal Canadian Legion #237 Port Hardy
- Royal Canadian Legion #239 Pender Island
- Royal Canadian Legion #37
- Royal Canadian Legion #8 Poppy Fund
- Royal Canadian Legion Ladies Auxiliary #76
- Royal Canadian Legion Ladies Auxiliary #17
- Rudi & Sylvia Hoenson Foundation through the Victoria Foundation
- Seaspan International Ltd
- Sinbrina Holdings Ltd
- Mrs. and Mr. Faith Sivertson
- Sovereign Order of St. John
- The Korea Veterans Association of Canada
- United Way
- Victoria Foundation
- Victoria Foundation - Miles Hadham Nicholl Fdn
- Victoria Remembrance Day C'te-Poppy Fund
- Major Stanley G. White
- Ernest Wirtanen
- Frederika Wolff von Wulfig

## Legacy Circle

The Legacy Circle honours those who have generously made provisions for a future gift through their will, life insurance or financial planning as of **March 31, 2016.**

- Beverly Francis
- Aliya Harris
- Lucille Ross

## Tribute / Memorial Giving

Tribute/Memorial Giving acknowledges a special loved one who has touched your life. At Broadmead Care, Memorial Giving often acknowledges gifts that were made in honour of special loved ones that have left us after receiving care in one of our facilities. These exceptional individuals had gifts made in their honour between **April 1, 2015 and March 31, 2016.**

Gifts were made in memory of...

- Mary Ackinclose
- Clifford Oldroyd
- Daryl Anderson
- Ray Boylan
- Cynthia Brewster
- Walter Campbell Thomson
- Kathleen Campbell
- Phyllis Chapman
- Gaspard Chauvin
- Bill Corbett
- John and Ann deBruyn
- Harry Disbrow
- Jesse Drummond
- Hugh Drummond
- Bill Duncan
- Andy Galambos
- Leonora Gardner
- Vincent Giovannetti
- John Glenwright
- John Godfrey
- Peter Graham
- George Green
- Gordon Hall
- Mary Hambley
- Isabelle Hare
- Wilfred Harper
- Desmond Holmes
- Allan Hudson
- Maury Hundleby
- Fred Jasper
- George Lakeman
- John Lawton
- Joan Leonard
- George Mannix
- Nelson and Myrtle Martin
- Eric McFall
- Eric McMorran
- Charles Morton
- Curt W. Nason
- Ken Olsen
- Edward and Eleanor Percival
- Louis Pletz
- John Prediger
- Elsie Price
- John (Jack) Purcell
- Jim Robertson
- Ivan Rolstone
- Keith "Duke" Sherrett
- Harold Simons
- Fay Siversten
- King Smith
- Rein E. Sommerfeld
- James Earl Taylor
- Peter Thomas
- Walter Campbell Thomson
- Barb and Edgar Thorncroft
- George Topp
- Charles Trick
- George Watmough
- Bamford Wells
- Bill Wright

Gifts were made in honour of...

- Edward Clark
- Bruce Donaldson
- W.D.C. Holmes

## Rudi Hoenson -

### CHAMPION FOR BROADMEAD CARE

At Broadmead Care, our donors are our family. We are honoured to have the support of many generous people in our community, but particularly thankful for our close friendship with Rudi Hoenson who is a WWII Veteran and inspiring philanthropic leader. In 2015, Rudi invited the community to join him and invest in the purchase of overhead ceiling lifts for resident rooms at the Veterans Memorial Lodge at Broadmead. Rudi's challenge was an overwhelming success and a fundraising goal of \$1.2 million was met to install 229 lifts! Thank you Rudi for your leadership, kindness and humour. You have given such an extraordinary gift to veterans and seniors in our community and we are so grateful.

## A Year in Review

- In May 2015, the 12th Annual Commissionaires/Broadmead Care Golf Tournament raised over \$100,000 in support of the Overhead Lift Campaign at the Veterans Memorial Lodge at Broadmead.
- A special thank you to the many hard working service clubs that passionately believe in residential care. In particular, we would like to acknowledge all of the Royal Canadian Legion and Poppy Fund organizers who work so diligently every November to support veteran programs and care. They do such an exceptional job of honouring the men and women of service that helped to build Canada.
- Thank you to Thrifty Foods and their customers who supported the Overhead Lift Campaign. Through creative in-store fundraising, over \$7,800 was raised. The Victoria Royals also stepped up to support the campaign and raised over \$2,000 through 50/50 ticket sales during their October 27, 2015 game.

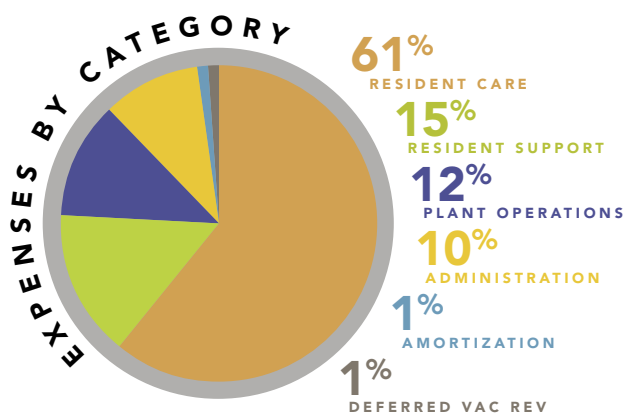
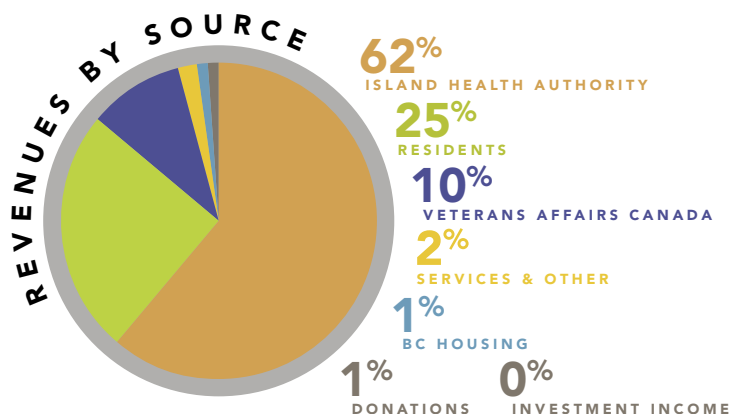


Pictured in front of the Broadmead Care donor wall are **Jessica Bell**, Director of Development, **Rudi Hoenson** and **Shannon Donnelly**, Administrative and Events Assistant

*At Broadmead Care* we are committed to demonstrating the highest levels of financial responsibility to ensure the sustainability of exceptional care for the clients and residents we serve.

## BROADMEAD CARE FISCAL 2015 / 16 REVENUES AND EXPENDITURES

| 2016  |  | (\$000)       |
|---|--|---------------|
| <b>REVENUES BY SOURCE</b>   |  |               |
| Island Health Authority   |  | 14,902        |
| Residents   |  | 5,977         |
| Veterans Affairs Canada   |  | 2,315         |
| Investment Income/(Loss)  |  | (41)          |
| Services & Other  |  | 364           |
| Donations*  |  | 229           |
| BC Housing  |  | 201           |
| <b>TOTAL</b>  |  | <b>23,947</b> |
| <b>EXPENSES BY CATEGORY</b>   |  |               |
| Resident Care   |  | 14,721        |
| Resident Support  |  | 3,570         |
| Plant Operations  |  | 2,963         |
| Administration  |  | 2,418         |
| Deferred VAC Revenue  |  | 201           |
| Amortization of Property & Equipment  |  | 294           |
| (Net)   |  | <b>24,167</b> |
| <b>TOTAL</b>  |  | <b>(220)</b>  |
| <b>NET INCOME</b>   |  |               |
| Donations used for resident care & support; total cash and in-kind donations received were \$787,427 with \$621,830 deferred for future expenditures. |  |               |



# Honouring... THE ENVIRONMENT

Broadmead Care was recognized for its outstanding environment achievement in 2015 by Cascades Recovery. Through energy conservation and recycling program efforts, Broadmead Care saved:



- **278 MATURE TREES**
- **462,250 LITRES OF WATER**
- **86.5 TONNES OF CO2**
- **247,610 KWH OF ENERGY**
- **129 CUBIC YARDS OF GARBAGE WAS DIVERTED FROM LANDFILLS**



# Honouring...

## Years ago

our staff came up with the motto **'every moment matters'** to describe their interactions with residents, clients and each other. This motto is the guiding principle behind Broadmead Care's philosophy of care and service. We are proud of our staff and the exceptional way they come to work and passionately create a caring society of people where we can celebrate the lives of seniors, honour the service of veterans, and embrace the life ambitions of adults living with disabilities.

*"I'm proud to work at Broadmead Care because our staff truly care about each and every resident. Every day I witness staff demonstrate acts of kindness that make a huge impact. It may not necessarily be in the job description, but staff at Broadmead Care go above and beyond and I am proud to be a part of that team."*

**Katie McIlldoon**, Administrative  
Assistant Residential and Community Programs





# Every Moment Matters

Many years ago our staff came up with the motto "Every Moment Matters" to guide the way we care for residents, clients and each other. Stay tuned this September to find out how you can join our exciting Every Moment Matters Movement!

## OUR PARTNERS

We are proud to partner with the following care delivery leaders to ensure the best for our residents and clients.

- **Island Health**
- **Veterans Affairs Canada**
- **BC Housing**
- **Capital Regional Hospital District**
- **United Way of the Lower Mainland**
- **Saanich Volunteer Services Society**
- **Beacon Community Services**
- **We Care Home Health Services**



Broadmead Care has been fully accredited by Accreditation Canada since 1989. In September 2012, our society once again received a four-year Accreditation with Exemplary Standing (2012-2016) and we will seek renewal of our accreditation in September 2016. Exceptional Care, Exceptional People is the phrase that embodies Broadmead Care's commitment to excellence. Maintaining accredited status is one key strategy our organization uses to ensure we maintain this commitment in a consistent and evidence-based manner.

## 2015-2016 BOARD OF DIRECTORS

The Board of Directors thanks everyone who supported Broadmead Care in its efforts to provide exceptional care this past year. We thank the residents, clients and their families who have entrusted us with their care.

- **Paul Morgan, *Chair***
- **Robert (Bob) Cronin, *Vice-Chair***
- **Chris Carter, *Treasurer***
- **Wendy Clay**
- **Daphne Goode**
- **Rebecca Johnson**
- **Russell Moore**
- **Michael Morres**
- **Bob Pearce**
- **Robyn Quinn**
- **Judith Vestrup**

## MANAGEMENT TEAM

David Cheperdak, Chief Executive Officer  
Merv Dutchak, Director of Support Services  
Rick Nelson, Director of Finance and  
Information systems

Jim Oldnall, Director of Care  
Cheryl Lowther, Director of Human Resources  
Jessica Bell, Director of Development



**BROADMEAD CARE**

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Join us in honouring the veterans, seniors and adults with complex disabilities in our community.  
For more information about how you can make a difference, reach us at:

4579 Chatterton Way Victoria, BC V8X 4Y7

Phone: 250-658-3220 Fax: 250-658-0948

[www.broadmeadcare.com](http://www.broadmeadcare.com)