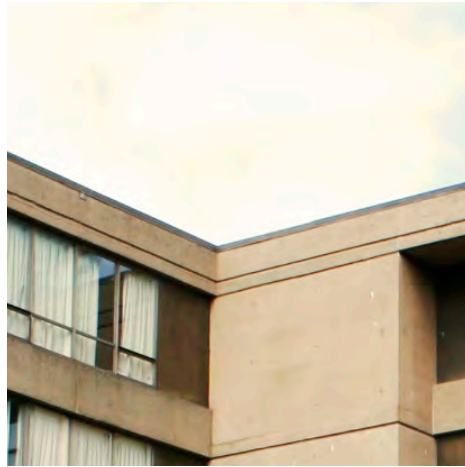




Haro Park Centre Society

2010 – 2011 Annual Report

“Your kindness and caring of Uncle..will never be forgotten.”



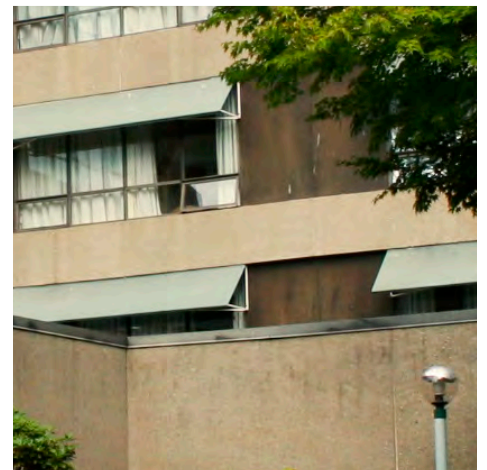
Vision

Leaders in enhancing the lives of elders and staff

Mission

Haro Park Centre is a Campus of Care committed to enhancing the lives of elders. Our board, staff and volunteers partner with other agencies and the community to provide independent living, assisted living and complex care in Vancouver’s West End.

Haro Park Centre provides an environment that supports choice to age in place through the later stages of life



Values

Innovation

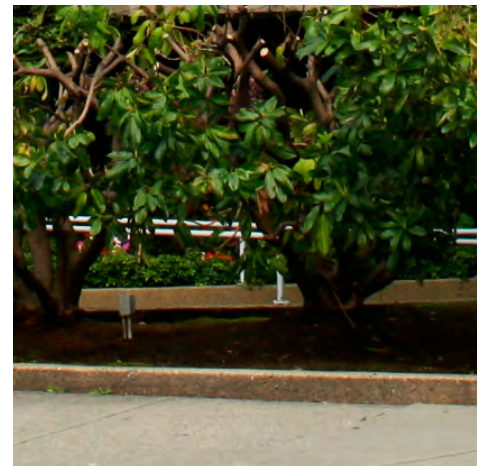
Integrity

Compassion

Accountability

Respect

Ethics



A Message from the Board Chair and Executive Director

2010-2011 was an eventful year that began with our survey by Accreditation Canada in February. Haro Park Board members, staff, volunteers and community partners spent two days with the surveyors. We are pleased to report that we met 420 of 423 standards. This is an ongoing process for our home that enables us to focus on quality in all areas of life at Haro Park Centre. Congratulations all!

Our Board and Senior Leadership Team spent time in a retreat developing strategic directions.

- * Resident and Family Safety & Satisfaction,
- * Staff safety & Succession Planning,
- * Fiscal Stability & Sustainability,
- * Physical Plant
- * Community Outreach

These directions drive our operational plan and individual goals for our staff. As a direct result of this retreat a Strategic Planning Committee of the Board was struck in order to focus on future planning.

At the conclusion of today's meeting Leah Deslaurier will be stepping down from our Board after eight years of exceptional work. We thank Leah on behalf of all of us for her dedication to our home.

Our appreciation goes to our Foundation and donors who helped us purchase much needed equipment and cover some of our walls with fresh paint. Thank you to our elders, staff, board members, volunteers, contracted workers, families, friends and partners for making 2011 such a productive and rewarding year.

Congratulations on your organization's leadership, staff commitment, and organization-wide quest for improvement! By participating in the accreditation process, you are demonstrating a commitment to providing quality care and service, and this should be celebrated!



A handwritten signature in black ink that reads "Gord Kushner".

Gord Kushner
Chair of the Board



A handwritten signature in black ink that reads "Catherine Kohm".

Catherine Kohm
Executive Director

Resident & Family Safety & Satisfaction

Thank you for remembering our ...with your Celebration of Life Service

In striving to achieve our vision and realize our mission all of us who enter our home ask ourselves:

- * does this initiative meet the need of the resident and family?
- * is there a choice involved?
- * have we allowed for input?
- * is the activity fulfilling but safe?



Some of the initiatives that we have implemented in 2010/2011 include:

- * A redeveloped Elder Council
- * Emergency signage for all Tower rooms with special help from Mott Electric and Bowers Medical Supplies
- * Move in package for new residents and families
- * Developed policies and processes to address the changing requirements of our residents
- * Reworking the dining experience on the main floor
- * Stopping of overhead announcements to create a quieter environment
- * Development of meaningful moments for residents, documented by Joanne reimer
- * A facility wide “evacuation” practice using our local high school students to assist us in this drill
- * Implementation of Best Practice, Bowel Program
- * Linkage with Medichair to manage mobility aides for residents
- * 97% compliance with our reprocessing audit, conducted by Vancouver Coastal
- * Excellent results on our dietary audit
- * Purchase of a new bath tub for Amber Lane with the assistance of the Foundation
- * Implementation of a Tenant’s Advisory Committee for Independent Living
- * Supplementary music, art and horticultural therapy with the help of First Baptist Foundation and a Community Gaming Grant
- * Ongoing support from Elizabeth Kelson a Phd student who continues to advise us in “best practice dementia care”
- * The redesign of our web site designed by our very own Board member Anton Kuipers

STRATEGIC OBJECTIVE 2

Staffing, Safety & Succession Planning



Our staff continues to be one of our best assets at Haro Park. We have been working diligently this year at our retreats to create meaningful moments for each of our residents since we know that “even 90 seconds of interaction, can give long-lasting feelings of well-being” (Dr. Graham Stokes)

Each of our neighbourhoods focused on team building with a half day retreat that involved all disciplines as well as invited family members. Staff committed to develop meaningful moments that enhance our resident’s lives.

Other issues included:

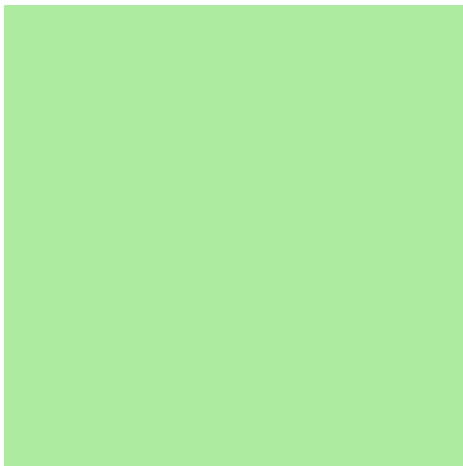
- * Focus on emergency codes
- * Creation of a Building Services Manager position
- * Hired Sean McBeth, a Disability Manager in collaboration with seven other long term care facilities
- * Developed a staff recognition program
- * Developed a new model of leadership for Haro Park to carry us into the future under the able direction of Neil McRae from Holly Park Management Consultants
- * Development of on line communication for Assisted Living staff
- * A continuing thank you to Starbucks Coffee at Jervais and Robson who supply our staff with their morning “java”



Fiscal Stability & Sustainability

*I don't know
what my
Mom and
I would do
without the
Amber Lane
team*

Our two main sources of funding are Vancouver Coastal Health Authority & B C Housing as well as fees paid by the residents and tenants. We are grateful to have been successful in receiving a Gaming Grant that has allowed us to maintain our horticultural, music and walking programs. Capital Funds remain a challenge



Some of our 2011 achievements include:

- * Grant from Vancouver Coastal to replace one of our leaking pipes
- * Donation from the Haro Park Foundation that enabled us to purchase electric beds, slings and partially paint our main dining room
- * Grant from First Baptist which has enhanced our music program for residents
- * Designated donations from donors specifically to assist us in caring for our residents near end of life
- * Donations from Mott Electric and Bowers, two of our suppliers that allowed us to purchase safety signage for our residents
- * Pro Bono work provided by Jessica Sisk Roehel and Ross MacDonald of Stikeman Elliot in reviewing one of our more complex contracts
- * Thanks to Ben Zhibin for implementing an inventory control system for our assets and another thanks to Guido Biemold from Deloitte who organized his colleagues to assist us in implementing this new system
- * Grant from Vancouver Coastal and use of Replacement Reserve funds to replace the emergency generator.
- * Regular contributions to the Serverance Fund in accordance with an actuarial report to prepare for future retirements.
- * Use of funds from rental of antenna space to upgrade boiler to a condensing hot water tank
- * Completed Phase 1 of Amber Lane renovations with donated funds.

STRATEGIC OBJECTIVE 4

Physical Plant

Our physical plant is a solid structure but does require constant maintenance. BC Housing completed a study of our water pipes and strongly recommended that all our domestic potable water and fire protection sprinkler pipes need to be replaced.

Since our last Annual General Meeting we have realized the following improvements:

- * Linkage with UBC Department of Engineering & Physics where students studied systems in our home and recommended changes
- * An analysis of our home's efficiencies from the plant perspective by BC Hydro
- * Recognition of Haro Park Centre by the City of Vancouver in the "One Day October" publication as an organization with very great success in energy conservation and reduction of consumption water, gas and electricity
- * Creation of an office for Assisted Living Staff in the Tower complex
- * Created a storage area for leisure supplies on the main floor
- * Creation of a renewable source of energy, reusing heat from our kitchen waste hot water and dishwasher, thereby saving hot water
- * We installed a condensing hot water tank which is high efficiency in collaboration with Fortic Gas
- * New generator has been installed and accepted by city of Vancouver



Community Outreach

I really enjoyed the opportunity to attend your Amber Lane Retreat a couple weeks back.

Haro Park is an important part of the West End Community and the West End Community is an important part of Haro Park. This year we were pleased to have Maxine Dubec, conducting a demographic analysis of the local community which will assist us as we move forward with our strategic planning. Thanks to our community colleagues who assisted us with the following projects:



- * Vantage Point Vancouver with whom we have engaged in a pilot project using “external talent” and who continues to be a strong friend of Haro Park Centre
- * Sun Yat Sen Classical Chinese Gardens who sold Haro Park gift cards
- * SFU and UBC Departments of Gerontology students and staff who have contributed to our learnings, particularly related to dementia
- * Delivered a podcast on “emergency communication” in collaboration with OSAH
- * Creation of a balanced scorecard with Buckshon our pharmacy which has led to a decrease of errors.
- * Provide mentoring for new Executive Directors and educate on board development and strategic planning
- * Involved in the review of Accreditation Canada’s long term care standards
- * On the Board of the Health Employers Association of British Columbia (HEABC)
- * Our “Food for Flowers” program where our residents make beautiful arrangements of donated flowers that are then sold to assist the homeless. Thanks to Hilary and the IGA crew for our flower supply
- * Our knitting program which donates knitted goods directly to the homeless community
- * Our wonderful students from CADIP who live with us for three months every summer providing enriched programming for residents



The staff are very helpful, compassionate and understanding.

Statement of Revenue + Expenses

For the year ended March 31, 2011

	General Fund	Sp Purp Fund	Total 2011	Total 2010
REVENUE				
Rental income	364,384	-	364,384	350,218
Fees-BC Housing Mgmt				
Commission	143,912	-	143,912	152,676
Long term care fees				
Government	7,776,344	-	7,776,344	7,671,039
Self-paid portion	2,454,661	-	2,454,661	2,193,462
Dietary recoveries	15,821	-	15,821	17,143
Interest and other income	23,884	45,665	69,549	48,987
Proceeds from activities	-	14,527	14,527	1,909
Proceeds from gaming (Note 7)	-	53,842	53,842	50,734
Parking charges	30,713	-	30,713	23,611
Haro Park Foundation grant	-	60,542	60,542	37,685
Supportive living grant	460,966	-	460,966	449,313
	<u>11,270,685</u>	<u>174,576</u>	<u>11,445,261</u>	<u>10,996,777</u>
EXPENSES				
Salaries and Wages				
Housekeeping	553,210	-	553,210	577,646
Administrative and clerical	521,867	16,261	538,128	514,668
Nursing, care aides and recreation	4,961,008	-	4,961,008	4,794,437
Food services	752,830	-	752,830	760,910
Maintenance	149,021	-	149,021	143,137
	<u>6,937,936</u>	<u>16,261</u>	<u>6,954,197</u>	<u>6,790,798</u>
Employee benefits	2,115,623	-	2,115,623	1,978,326
	<u>9,053,559</u>	<u>16,261</u>	<u>9,069,820</u>	<u>8,769,124</u>
Property charges				
Mortgage and loan interest	383,788	-	383,788	391,632
Utilities	168,314	-	168,314	146,172
Taxes	123,622	-	123,622	112,918
Amortization	44,171	19,410	63,581	60,111
Repairs and improvements	-	11,343	11,343	35,749
Replacement provision	77,314	-	77,314	77,314
	<u>797,209</u>	<u>30,753</u>	<u>827,962</u>	<u>823,896</u>
Supplies and other expenses				
Food	347,538	-	347,538	343,008
Janitorial, cleaning and laundry	124,579	-	124,579	119,653
Dining room and kitchen supplies	52,551	-	52,551	60,338
Resident care supplies	185,160	-	185,160	197,123
Leisure and other services	66,388	64,279	130,667	126,906
	<u>776,216</u>	<u>64,279</u>	<u>840,495</u>	<u>847,028</u>

	General Fund	Sp Purp Fund	Total 2011	Total 2010
Maintenance, repairs and replacement				
Building, equipment + grounds maintenance	229,883	-	229,883	300,546
Equipment amortization	63,103	-	63,103	72,165
	<u>292,986</u>		<u>292,986</u>	<u>372,711</u>
Administrative				
Association dues	149	-	149	149
Audit	11,155	-	11,155	11,112
Bad debt	412	-	412	-
Recruitment + courses	1,858	-	1,858	1,623
Insurance	42,159	-	42,159	40,491
Telephone and communications	23,078	-	23,078	26,489
Office, postage and stationary	38,162	-	38,162	38,820
Bank charges and interest	2,482	-	2,482	2,746
Travel	3,075	-	3,075	3,646
Special events	261	-	261	325
Administration + other	160,791	-	160,791	140,115
	<u>283,582</u>	<u>-</u>	<u>283,582</u>	<u>265,516</u>
Bus				
Amortization		2,032	2,032	2,903
Total expenses for the year	<u>11,203,552</u>	<u>113,325</u>	<u>11,316,877</u>	<u>11,081,178</u>
DEFICIENCY OF REVENUE OVER EXPENSES				
(Note 10)	<u>67,133</u>	<u>61,251</u>	<u>128,384</u>	<u>(84,401)</u>

Balance Sheet

as of March 31, 2011

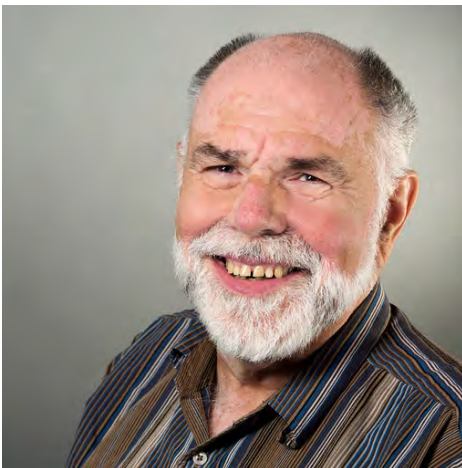
ASSETS				
	General Fund	Sp Purp Fund	Total 2011	Total 2010
CURRENT				
Cash and cash equivalents	509,671	239,901	749,572	479,384
Accounts receivable	135,669	-	135,669	97,910
Supplies	85,859	-	85,859	93,593
Prepaid expenses	49,572	-	49,572	42,387
	78,771	239,901	1,020,672	713,274
RESTRICTED INVESTMENTS-SEVERENCE				
RESERVE (Note 5)	100,639	-	100,639	86,296
RESTRICTED INVESTMENTS-REPLACEMTN				
RESERVE (Note 3)	467,585	-	467,585	471,267
PROPERTY AND EQUIPMENT (Note 4)	6,316,441	89,764	6,406,205	6,572,559
	7,665,436	329,665	7,995,101	7,843,396
LIABILITIES AND FUND BALANCES				
CURRENT				
Accounts payable and accrued liabilities	839,253	14,088	853,341	674,967
Sick leave and severance benefits (Note 5)	103,103	-	103,103	95,577
Current portion of long term debt (Note 6)	111,726	-	111,726	103,297
Deferred revenue (Note 7)	19,512	45,500	65,012	159,864
	1,073,594	59,588	1,133,182	1,033,705
LONG-TERM				
Sick leave and severance benefits (Note 5)	704,758	-	704,758	665,506
Long term debt (Note 6)	4,716,958	-	4,716,958	4,828,684
	6,495,310	59,588	6,554,898	6,527,895
CONTINGENCIES (Note 8)				
FUND BALANCES				
Invested in property and equipment	1,540,114	89,763	1,629,877	1,640,576
Externally restricted (Note 3)	467,585	6,821	474,406	484,709
Unrestricted	(837,573)	173,493	(664,080)	(809,784)
	1,170,126	270,077	1,440,203	1,315,501
	7,665,436	329,665	7,995,101	7,843,396



I just wanted to write and thank you and your staff for the amazing service they gave my mom on her final days. She was very well taken care of and made very comfortable on her last days

HARO PARK CENTRE

Board of Directors 2011



Board Members (left to right, top to bottom): Joost Blom; Gord Kushner; Hans Steen; Doreen Grossman; Leah Deslauriers; Samuel Hyman; Johan Janzen; Peter Bodifée

Other members: Len Heerema; Aida Davis; Anton Kuipers; Brenda Menkis

Haro Park Centre is a registered non-profit charity. We are committed to enhancing the lives of Elders. Learn more at www.haropark.org or email Sandra Cant at scant@haropark.org to donate today.



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