



Two significant facets reflect our productive year at Villa Cathay Care Home: one, visually apparent from the outdoors and, two, experienced by those within our walls. Not only did we lay the groundwork for the construction of the East Tower, but we also wholeheartedly strengthened the service of our team and the organization. Villa Cathay continues to be committed to providing person-centered and culturally focused care for our residents. Recognizing the increased number of residents

affected by dementia, we have now integrated the 'Vancouver Coastal Health Dementia Care Enhancement Initiative', which incorporates the most advanced dementia care practices. And we are integrating the P.I.E.C.E.S. model[™] (Physical, Intellectual, and Emotional health, supportive strategies to maximize Capabilities, the individual's social and physical Environment, and his/her Social self) and the

GPA* (Gentle Persuasive Approach) in our practice. Through these improvements, we aim to provide a level of care that allows us to respond to the unique needs of each residents and support family members more effectively. In addition,

we are embracing technology in our day-today work in order to improve the care of our seniors and increase operational efficiencies.

Building leadership capacity is a priority for Villa Cathay - this year we used a fourprong approach. One, we welcomed two new members from the community to join the Board of Directors. Two, we recruited new talent to join our team, with new staff taking a variety of roles, from enhancing the quality of care to overseeing our Rejuvenation Project. Three, to address the industry-wide care labour shortage for care homes, we established partnerships with various educational institutes, including Vancouver Community College and UBC's School of Social Work, for Villa Cathay to be a practicum site for the next generation of health care providers. And four, we broadened our volunteer base. Volunteers play a vital role in bringing joy and valued social contact with residents. We are truly thankful to all the volunteers who came to create enjoyable and fulfilling moments for the seniors!

From the initial inspiration of pursuing a rejuvenation project in 2008, to breaking ground for the construction of Phase I in May 2018, to the progress to date, Villa Cathay has been the recipient of countless hours of volunteer time, wise counsel, and staff support.

We are blessed with numerous generous donors and many supportive Villa Cathay family members. With their help we reached the first million of our \$5 million capital campaign goal. This fundraising milestone could not have been accomplished without the efforts of the dedicated Villa Cathay Fundraising Committee. We want to thank you all for sharing our vision to increase the accessibility of culturally-focused, long-term care and to enhance care for seniors.

We look forward to continuing to work with members of the community to realize our fundraising goal and complete a home that can provide 224 long-term care beds by 2021. As for the future, the goals of Villa Cathay are two-fold: to enhance our quality of care and services and to continue to develop as an

Inspiring People bring great Passion, Optimism & Enthusiasm

organization to better serve our community. However, building a new care home and renewing our care approach are only part of our plan for continuous service improvement. We will move forward to attain accreditation with the

Commission on Accreditation of Rehabilitation Facilities (CARF) by 2022. Villa Cathay will also proactively collaborate with community partners to incorporate innovation in our care home to enhance the quality of life for our residents and to transform senior care.

The support from donors, family members and volunteers in the community; the dedication of the staff team; and the leadership of the Board of Directors all make invaluable contributions to the success of Villa Cathay. We are indebted to each of you for the passion, optimism, and enthusiasm that you bring to Villa Cathay. Please accept our deepest appreciation for your contribution to all of the seniors in our care. We look forward to continuing this journey with you to create a better home for seniors for generations to come.

Lisa Donovan, Board Chair Szuchi Lee, Executive Director & Executive Director Lisa Fan Donovan, Chair Dr. Joyce Ling, Vice Chair Andrew Cheung, Treasurer Anthony Fan, Secretary Dr. David Hsu Dr. Vivian Lo Dr. Robert Loh Kuo Wong

Board of Directors



On August 21, 2019 we gathered at the construction site of Phase 1 - the new tower. This fall our residents will move into their new home.

Villa Cathay's Mission

To provide the highest quality of professional service and deliver person-centered care for seniors.

To serve our seniors, families, and community by sustaining a nurturing, comforting, and culturallyfocused home and by continuing to enhance senior care for generations.

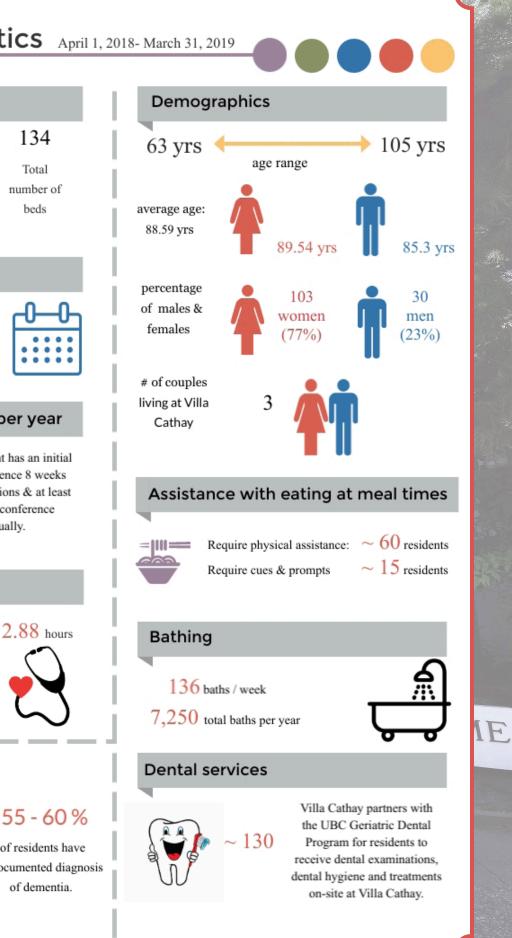
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Resident Statistics April 1, 2018- March 31, 2019

Bed capacity			
130	4	134	
Vancouver	Private	Total	
Coastal Health	Pay	number of	
funded beds	beds	beds	

Average length of stay

1,681 days



Care conferences hosted per year



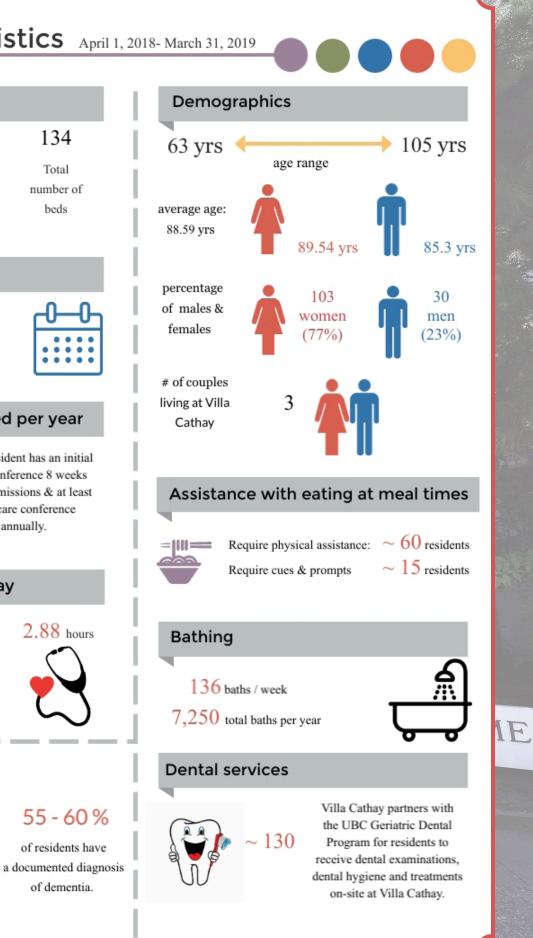
Each resident has an initial care conference 8 weeks after admissions & at least one care conference annually.

Direct care hours per day

Nursing HPRD (hours/resident day)

- a positive increase from last fiscal

year's Nursing HPDR of 2.79.





ALSO

Villa Cathay's Vision To realize the full potential of every senior in our care.

Villa Cathay's Values

Love, Respect, Dignity, Wellness, and Innovation are the values that guide Villa Cathay's work and organizational culture.

Love - We foster a caring atmosphere and provide a safe haven to support seniors entering a new chapter in their lives with compassion and kindness.

Respect - We value each resident and honor his or her unique wisdom and experiences. We promote honest and open dialogue with residents and families with courtesy and professionalism.

Dignity - We value quality of life and support our residents in maintaining their abilities and cultivating their potentials.

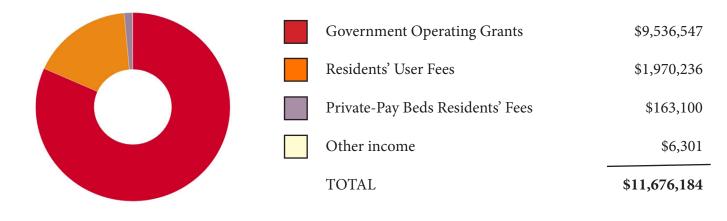
Wellness - We promote holistic wellness, providing the highest caliber of care to our seniors in all facets of health.

Innovation - We strive to provide innovative services to meet new and emerging professional standards in health care.

Financial Statement Summary

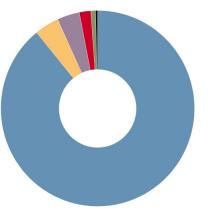
Fiscal year April 1, 2018 - March 31, 2019

REVENUE



EXPENSES

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TOTAL	\$11,487,456
Training and Development	\$39,502
Property Taxes	\$91,512
Insurance, Professional Fees and Office Expenses \$219,609	
Building and Maintenance	\$430,472
Food Costs and Meal Supplies	\$468,547
Care and Support Programs	\$10,237,814

Audited Financial Statements are available upon request.

Our Comunity An Inspiring Story of Do and his resilient mom, Chow Po King

Chow Po King (Mrs. Chow) was born and raised in care home was a better option for his mom to receive China, during the difficult period of World War II. the care she needs. Po began researching many senior Although she came from a wealthy family, she was care homes in the Lower Mainland. Initially, Mrs. always going into hiding because of the war. Thus, she Chow stayed at some English-speaking care homes, never received formal education. Mrs. Chow moved to where she could not communicate with the staff what

Hong Kong at the age of 20. She later married her husband, who unfortunately passed away during a typhoon boating accident before their first son, Po Shan Chow (Po), was born.

Raising Po as a single mother was tough, but Mrs. Chow was resilient. She worked in factories making shoes and gloves to support Po and the family. Her son soon realized her hardships in high school and was determined to make life better for her. He graduated from university and got an engineering job at an international airline company, maintaining and repairing aircraft.

In the 1970's, Mrs. Chow immigrated to Canada with Po and his family. Mrs. Chow helped take care of her two grandchildren and had a part-time job on the

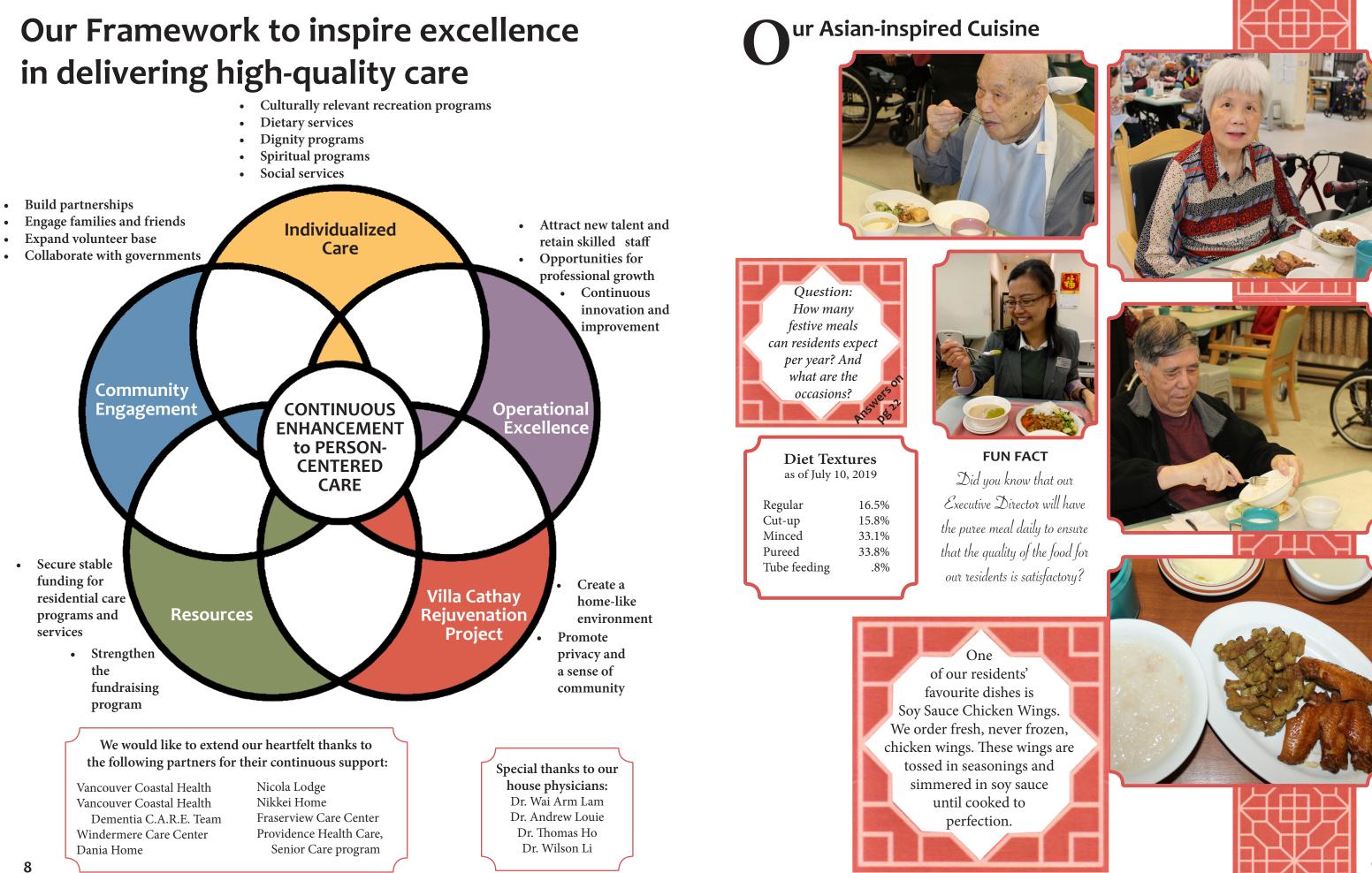
side. She was busy, but she was enjoying a fulfilled life. He has made Mrs. Chow's life better, and also positively Her son reached his goal to make life better for Mrs. enriched the lives of many more residents! They are both excited for the move to the new tower and to see what this Chow. However, Mrs. Chow later developed mild Alzheimer's and Parkinson's Disease so Po became her new home will be like for the residents of Villa Cathay and primary caregiver. Two years later, Po realized that a the community at large.





she wanted, or adjust to the Western cuisine that they served. Mrs. Chow needed a home where the care staff could communicate with her in her native tongue and understand her needs in a culturally specific way. "That (choosing Villa Cathay) was the best thing I could have done for her in that condition," said Po. He is most impressed about the staff at Villa Cathay. They go beyond their job duties to make Villa Cathay a home for Mrs. Chow by taking the initiative to get to know her. After staff learned that she likes to keep busy, they suggested puzzles as a hobby. Working on puzzles not only captivates her attention, but also gives her a sense of accomplishment. She has found a new life here at Villa Cathay.

Po visits his mom frequently and volunteers for the resident programs.



ctivities to engage, stimulate and inspire



Doris was a secretary for a publicly traded company and her husband, Tim, was a customs superintendent in Hong Kong before they retired. Due to illnesses, they subsequently found Villa Cathay as their new home. One of their favourite activities is taking the Villa Cathay bus for outdoor picnics and excursions. Our bus is also used to take residents to restaurants for dim sum or for special events!



Mr. Shum was a cook for a well-known restaurant in Vancouver before he came to Villa Cathay and he loves playing Chinese Chess. Our volunteer, Matt, has been Mr. Shum's Chinese Chess buddy for two years. He and Mr. Shum challenge each other twice a week. Playing strategic board games can greatly improve the cognitive performance of seniors and maintain their coordination skills.



Margaret, a former midwife from Malaysia, remembers many things from the earlier days of her life, such as bringing 68 babies into this world. She enjoys mahjong and plays every day since the program was introduced in Villa Cathay.

We celebrate residents' birthdays through monthly birthday parties. It is one of the ways to show our seniors that they are valued and appreciated. Happy Birthday signs are posted on the doors of the birthday stars so that everyone knows it is their birthday and can give them well wishes throughout the day!

42 hrs

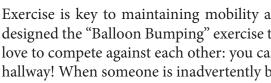
Average activity

time available

for residents to

participate per

week



Cultural celebrations are unique to the identity of the residents and honouring their traditions can enhance a sense of belonging. Our appreciation goes to VGH and the UBC Hospital Foundation Youth Leadership Team volunteers for making dumplings with our residents to celebrate Chinese New Year!



Exercise is key to maintaining mobility and staying healthy. Our Rehabilitation Assistant, Angel, designed the "Balloon Bumping" exercise to keep our residents interested and active. Many residents love to compete against each other: you can often hear them announcing their current tally from the hallway! When someone is inadvertently bumped with a stray balloon, our residents simply chuckle.

ur Inspiring Rejuvenation Project

Our journey began April 2008 with a dream to improve our facilities - to provide our seniors with the best possible home.

Upon completion, Villa Cathay will provide 224 long-term care beds for the community.



Dr. Harry Fan, Chair of the founding Board of Directors (which included Dr. S.H. Hsu, Mr. Lam Fong, Dr. Edward Yeung, and Mr. Henry Loh), met with Architect Joe Wai (shown above, third from the left) and began the extensive planning process of construction.

Dr. Fan examining the first detailed architectural model in 2013.

The Villa Cathay Rejuvenation Project will consist of a 10-storey East Tower with an attached 3-storey West Pavilion.

Dr. Edward Yeung, one of the founding Board members, joined Dr. Joyce Ling, current Vice Chair of the Board, at the Ground Breaking Event.



VanMar Constructors Inc. and their team work hard, rain or shine, to bring our new Home to fruition.

The framing of the 10 floors is completed, allowing the roof to be installed.



Traditional Chinese architectural elements appear on the exterior of our new Home.





Our Ground Breaking Event on May 24, 2018 marked a milestone of our Rejuvenation Project. After years of planning, our 10-storey building is now under construction and on its way to completion this fall.



Ceiling lift-ready resident suites allow for seniors to age in place.





A 3 -piece, wheelchairaccessible ensuite bathroom enhances privacy and comfort.

A neighbourhood lounge encourages recreation and socialization.



A professional, commercial kitchen will inspire the creation of delicious homemade, cultural cuisine.



Thank you to all of our amazing Rejuvenation Project partners for your help in bringing our new building from concept to reality:

BC Housing JYW Architecture Inc. VanMar Constructors Inc. Terra Housing Consultant Aliki Gladwin & Associates Inc.

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Tantilizing aromas flowing from open serveries can awaken memories and stimulate appetites while residents are being served.

Jade West Engineering Co. Ltd. Jarvis Engineering Consultants Ltd. HY Engineering Ltd. Prospect & Refuge Landscape Architects Weiler Smith Bowers Consulting Colwin Electrical Groups

A bright and inviting dining room adds to the enjoyment of the dining experience.

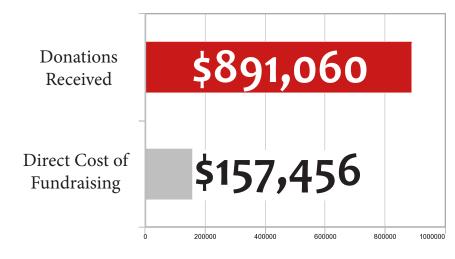
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A hallway connects all residents into one community. A memory box at each door can feature their cherishable keepsakes and photos. This is an opportunity to personalize the entrance to each home.

> With coordinated interior design elements, each Care Centre naturally blends into its neighbourhood, and will be an anchor for the care and wellness of our residents.

Villa Cathay Rejuvenation Project

Capital Campaign Financials Fiscal year April 1, 2018 - March 31, 2019



Villa Cathay **Rejuvenation Project**

Capital Campaign Funds Raised December 1, 2016 - March 31, 2019

Thank you to the Villa Cathay Fundraising Committee for its invaluable contributions. We are indebted to each committee member for his/her efforts, time and commitment in supporting the Villa Cathay Rejuvenation Project Capital Campaign.

> **Committee Member List** (as of March 31, 2019)

> > **Co-Chairs:** Dr. Robert Loh, Dr. Vivian Lo

Members: Martin Addison Peter Lee Sidney Ng Ilen Toy Kuo Wong Philip Yeung

\$5,000,000 **Campaign Goal**

\$1,341,886

Thank you for your support!

Our Community n Inspiring Story of Ms. Carol Lai

Carol was deeply impressed by the level of care that her mother received at a care facility in Australia. After settling in Vancouver, she wanted local seniors to also receive the highest level of care. "Caring for elders is rooted in the Chinese Culture. It's only basic requirement to look after your own parents, but we should also care for other seniors."

Carol was a frequent visitor to Villa Cathay. She commented that, "Elder generations were the pioneers who suffered the most hardships as they helped build our society. They deserve the best and to enjoy the rest of their lives. We should also do our best to ensure seniors can receive the best care possible."

Carol vividly remembers an elderly lady who was a Villa Cathay resident. She enjoyed attending the Community Dinner for Seniors, an annual event that Carol sponsored. She would dress up and prepare for the event early on in the day! One year she was looking forward to the dinner as she would receive a gold medal for being a centenarian. Unfortunately she fell ill Lai'. and was unable to attend the event.

"After the Dinner, I delivered the medal to her in person and brought her favourite drink, a bottle of Sprite, to celebrate at Villa Cathay!"

Carol has witnessed the care and love that Villa Cathay staff shows to the residents and appreciates the work that Villa Cathay does for the community.

She generously donated to the Villa Cathay Rejuvenation Project to rebuild a new care home that can provide a much more comfortable experience for

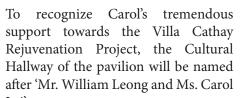
Cathay," said Carol.



Thank you, Carol, for your compassion towards seniors and passion your to enhance the quality of life for our residents. Villa Cathay will strive to optimize our facilities and continue to provide quality services to residents with the dedication seniors deserve.

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the residents. "I hope every senior can live long and enjoy life. Seniors are really blessed to be cared for by Villa



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Our Community





An Inspiring Story of a

Villa Cathay has long tenured employees - some have been with us since the day we opened, almost 41 years ago. To them, Villa Cathay is their 2nd family.

Cathy Tong retired from Villa Cathay in March 2019 as the Assistant Director of Care after 24 years of service. Every day, Cathy oversaw the well-being of residents and ensured that her nursing team was providing care to the residents with love, respect and dignity. She had a central role in liaising with and getting to know the family members so that she could clearly understand the preferences and the personalities of each resident. When she walked down the hallways, you would often see her stopping to speak with many of the residents because they were like family to her.

One of the things that Cathy misses most about Villa Cathay is the teamwork and friendships she developed with her staff team.

Cathy recalls the intake process of one of the residents and how the team worked together to make her feel at home. The staff discovered that she enjoyed dancing and singing, so the team asked her to teach them how to dance. The new resident happliy accepted and the warm relationship began. She soon settled comfortably into her new home.

Since retirement, Cathy's schedule is now filled with hikes, singing, and volunteering. She returns on a regular basis to Villa Cathay as a volunteer to sing to our residents and visit our staff. Thank you for your contribution over the years to the residents, staff, and the development of Villa Cathay. We wish you the best and happy retirement.



Our inspiring **Camily Council**

The Family Council is comprised of family members (and alternate decision-makers) of current and former residents. This Council advocates for the residents. Led by a democratically elected Executive Committee, it works collaboratively with the staff of Villa Cathay by raising topics for discussion to continuously improve the care of loved ones.

The Family Council also organizes numerous events to engage the residents and to build a sense of community throughout the year. In 2018, Family Council organized a Family Fun Day for over 50 residents to enjoy carnival style games and win prizes at Villa Cathay.

The Family Council also hosted a very successful BBQ to give thanks to staff, volunteers, family members, and Board Members. From sourcing and preparing the food, to organizing prizes to give away, the Family Council ensured that everyone had a great time. Rumour has it that they served over 150 attendees and they are set to have another BBQ in the Fall of 2019!



All designated representatives of the residents are members of the Villa Cathay Family Council. The Family Council collaborates closely with staff to promote our seniors' quality of life at Villa Cathay.







Villa Cathay is different. They treat my mom like a part of the family and this is her home. It's like you are connected with all the workers here. When she gets depressed and she's sitting there, they will come up and make her laugh. Ms. Ilen Toy, eldest daughter of Sui Sun Toy, our resident for 6 years



Villa Cathay hosted an Open House to give over 100 attendees an idea of what to expect in our new 10-storey building incorporating modern technology with seniors in mind.

> Grilling up tasty food at the Family Council BBQ.

Our Community

Our inspiring **7**olunteers bring JOY Our 2018-2019 Volunteer Stats 1:1 Activity Crafts & Social Connections Hobbies Friendship 191 823.5 hours hours Karaoke & Dance 12 Companions Conversation Senior Religious **Festival Performances** Religious Activities Groups & other activities 250 32 hours hours Singing Musical Cultural

Thank you to the following individual and group volunteers who dedicated their time to enrich the lives of Villa Cathay residents. From 1:1 companionship, to leading activity programs and organizing special events, volunteers play a key role in promoting the emotional and physical health for residents. Thank you to all our inspiring and amazing volunteers!

VOLUNTEERS Ruth Au Sidney Ng Sophy Chan Helen Su

Lisa Ho Francine Su Jacqueline Li Shirley Wong Wing On Lau Samantha Yao Xiao Wen Zhou Anthony Moy

GROUPS

Burnaby Christ Church of China Do Ra Me Singing Group Gift and Serve Foundation **Global Chinese Press** Gospel Cantonese Opera Happy Group Joy+Sing Group Mable Elmore Volunteer Group Mason's Group Orchid Chinese Opera Group Pentecostal Tabernacle Vancouver Sacrificium Society of Production and Truman Chiu Sincerity Ensemble Skyline Church Superfun Singing Group Tzuchi Foundation Vancouver Cambie Lions Club Vancouver Chinatown Lions Club Vancouver Chinese Baptist Church Vancouver Chinese Lutheran Church Vancouver Diamond Lions Club Vancouver Northern Star Lions Club Vancouver Short Term Mission VGH & UBC Hospital Foundation Youth Leadership Team, Kitty Cheung and Nicole Poon Walina Singing & Dancing Group Wednesday Karaoke Singing Group Windermere Secondary School -Hand in Hand Club

An Inspiring story of our **7** indermere Student Volunteers

A teacher from Windermere Secondary School visited Villa Cathay frequently when her mom was a resident here and saw all of the great things that the staff team did for the residents. She wanted to give back in a meaningful way; thus, she started the Winderemere Hand in Hand program. This program is a non-profit, student-run organization that focuses on providing Windermere students the opportunity to volunteer in meaningful events that connect them with the outside community.

The program is structured so that students gain real life experiences throughout their project. The students design the workshops / activities with input about the needs of the residents from the Family Council and staff. After implementing their project with the seniors, they write a concluding report on the experience of teamwork, planning, collaboration and senior interaction.

Some of this year's activity highlights include: Family Fun Day, Chinese New Year Craft Day, Pumpkin Carving and Christmas Craft Day. The residents always enjoy the energy of these Intergenerational programs such as students, while the students are keen to use their creativity to design activities that put a smile on the residents' faces.

one Bubble Tea sale.

these bridge together the youth and older generations. These opportunities not only help seniors feel cared for and valued, but also build friendships, which ultimately enrich and strengthen the community.

Thank you to the Windermere students for bringing joy to our seniors and your endless contributions to Villa Cathay.





This year, on top of these activities, the Windermere students raised \$500 through two Krispy Kreme sales and

Volunteers are an invaluable part of our team at Villa Cathay. Volunteers help to fill the void for seniors who may feel lonely due to a separation from their family after entering a care home. Volunteers bring a vast array of experiences to be shared with the organization and also the seniors. Without volunteers, many of our programs would not have been continued because we simply do not have the manpower to run them on a consistent basis. The lives of our residents become so much brighter because of your help.

Our Community

7illa Cathay's Inspiring Staff









In February we placed 2nd in Singtao's True Hero Award through the inspirational story and recovery of Mr. Cheng.



Answers to question on page 8: nine festive meals per year - Christmas, New Year's Day, Chinese New Year's Day, Tuen Wu Festival, Mother's Day, Father's Day, Mid-Autumn Festival, Spring 22 Fiesta, and Summer Fiesta



ur Donors

We would like to thank the individuals, corporations and foundations whose generosity has made it possible for us to build the new Villa Cathay Care Home for seniors today and in the future.

We are pleased to recognize the following donors whose cumulative contributions have reached or exceeded \$5,000 between December 1, 2016 and July 31, 2019.

We are profoundly grateful for your support. We also want to thank those donors who have chosen to remain anonymous.

\$300,000+ Carol Man Shun Lai

\$100,000+

Wai Sim Au Yeung and Po Kay Tse Lai Yin Sheung Vancouver Cambie Lions Club

\$10,000+

Peter Lee Park C. Mar Thorne Wong Foundation Dr. Menjou and Mrs. May Lo Hui Jetavana Buddhist Society Szuchi Lee and Dr. Tigerson Young Colin Wong Estella Lang

\$5,000+

Peter Chan Elaine Chang George Huaijun Chen and Family Michael Eng Lisa Fan Donovan, Anthony and Stella Fan Johnny Fong Justin Hui Cynthia Ip Rui Ting Jiang Kum Kuai Ho Kong

Community Event Organizers:

Chinese Canadian Dental Society of BC Vancouver Cambie Lions Club

In Honour: Rose Yeung 90th Birthday

Dr. Edward and Mrs. Eugenie Yeung

\$50,000+

Andrew Cheung Hsu & Hsieh Foundation Dr. Joyce Ling and Dr. Donald Shuen Dr. Jones Young

Joseph Lau Lung Kong Tien Yee Association Kwan Ho Tang Sincere Care Society for the Elderly Sing Tao (Canada) Foundation Vancouver Fong Leun Tong Society, Sit, Seto Clans Association Dr. Miriam Yu

Lawrence Lau Jennifer Lee Cheung Chun Lin Yu Chun Lin Dr. Vivian Lo Moses Lo Scotiabank, Cambie & King Edward Nancy Toy VanMar Constructors Inc. Gilbert Wong

In Memory: We would like to thank the following tributes made in remembrance of a loved one with contributions of \$1,000 or more between December 1, 2016, to July 31, 2019: Dr. Harry Earl Sharp Fan Dr. Shou Hsin Hsu Carol Man Shun Lai Sau Yin Ma Yung Hing Cheung Yip Yun Lan Zhu



Thank you for perusing this document. As you have likely deduced, it takes all of us to move this mountain. Our goal is to achieve excellence in our services, which includes providing seniors with a brand new facility. We deeply acknowledge the generosity of donors who share our vision of building a new home for Villa Cathay where our seniors can thrive. We recognize and celebrate the achievements of each and every staff member and volunteer who engage with our seniors on the front line. We also applaud the efforts of those people who remain behind the scenes, as you continue to make a difference for the organization as a whole. Thank you all for your enthusiasm, optimism and passion. You are making this project a reality. We look forward to continuing this journey with you to transform senior care for generations to come.

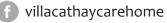


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@VillaCathayCH



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