

# Villa Cathay Care Home



Annual Report  
2017-2018

Caring with Love, Respect and Dignity



## Villa Cathay Annual Report

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## Our Caring at Work

### *Love, Respect and Dignity in Action*

We are a non-profit care home located in the Strathcona neighbourhood of Vancouver where we provide complex care for Chinese seniors in our community.

We strive to create a home-like environment where elderly residents can find *love, respect and dignity*. A home where quality individualized professional care is a priority.

We build a home away from home where seniors can continue to enjoy the sense of warmth and belonging. For each senior, the experience we want to create is an expansion of kinship and a sense of connections with families, fellow residents, our volunteers and staff team.

We put your support, your time and your gifts into action through our resident centered care. Through our common belief in *love, respect and dignity*, we, together, positively transform the lives of our seniors.

## Our Mission

Villa Cathay Care Home Society is committed to providing the highest quality individualized professional care to our seniors. We are dedicated to creating a culturally focused home where seniors can live their lives with *love, respect, and dignity*.

## Our Vision

We will be the care partner of our seniors and families and help seniors realize the life worth living.



## Together, We Make a Difference

### - A Story of Real Success -

You know that we have made an impact on the lives of seniors when you see our success stories:

*Mr. Cheng joined Villa Cathay after being discharged from hospital. He was frail, under-weight, stressed and emotional. In addition, he had no one to help him at home. We made him comfortable in our home where he expected to be a permanent resident.*

*However, after two years of loving care from our staff he regained his strength. He gained 40 pounds and started to regain the ability to care for himself. He also began some new hobbies. His mood greatly improved. His doctor then gave him the green-light to move to assisted living.*

*He comes back to visit his friends at Villa Cathay every week and has become one of our star volunteers - we are truly happy to see him. Now he inspires us: because he too believes in love, respect and dignity!*

## Our Values

We provide a nurturing, comforting, happy environment. We respect, value and learn from the unique wisdom, experiences and potential of every resident in our home. We continually strive to provide:

- The highest caliber of care in meeting the daily needs and wellness of our seniors.
- Professional services that exceed the expectations of residents and their families.
- Positive encouragement and nurturing to enrich our seniors' quality of life.
- Respectful and dignified professional care for our residents.
- An environment of serenity through culturally focused recreational programs, language and meal programs.
- Frank and open dialogue with residents, families and staff.
- Innovative services to meet new and emerging professional standards.

## Our Strategic Goals

In order to deliver on our promise to residents and their families, the Board and staff have agreed to focus on six goals.

- Deliver resident services excellence
- Maintain a healthy workforce
- Ensure operational excellence
- Strengthen our financial picture through fundraising
- Provide a modern care environment through the completion of our rejuvenation project
- Engage with our community partners

By accomplishing these goals, we will ensure the long-term future of Villa Cathay and enhance quality seniors care for generations.





## A Message from the Board Chair

Lisa Donovan

Fiscal 2017/2018 has been the most exciting year in the history of Villa Cathay. After years of planning and community consultation, we began our biggest project to date: rebuild our care home to continue serving our seniors in a culturally sensitive environment.

Our new 10-storey tower is scheduled to be completed by summer 2019. It will meet the latest health standards for quality residential care. Phase II, a 3-storey Pavilion is scheduled for completion in late 2020.

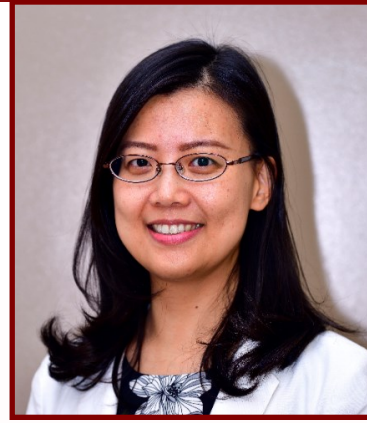
To help meet our financial goals for this transformation, we embarked on our first Capital Campaign. Community support has already surpassed our expectations. We have raised over \$440,000 this fiscal year, over \$500,000 to date. A number of groups, including the Vancouver Cambie Lions Club, came on board early to support our efforts.

Our valued donors and volunteers have formed the backbone of our successes. The Board are grateful for both the generous financial support and the expertise you all bring to our Campaign. Thank you all for your commitment to seniors care.

As Chair of the Board, I plan to continue to focus on strong governance at the Board level. We recognize that the seniors' population in Metro Vancouver is growing and that both the public funding and beds will generally lag behind this trend. We are redeveloping our strategic plan to ensure we continue to have inclusive and diverse leadership to fulfill our community mandate: excellence in seniors care with full transparency and accountability to all our stakeholders.

When our transformation is complete in 2020, we will be able to provide quality residential care to 224 seniors. This is an increase of almost 50% over our current capacity.

Heraclitus said, "Change is the only constant in life". Let us all embrace CHANGE in order to realize our dream of delivering the kind of care at Villa Cathay which we would want for ourselves one day.



## A Message from the Executive Director

Szuchi Lee

2018 is my seventh anniversary of joining Villa Cathay Care Home Society as Executive Director; and this year has been the most astonishing in terms of accomplishments and changes. Our new home is underway and will soon become a landmark in the neighborhood. This past year, we formally announced this endeavor to the community, and will soon reach the first million of our capital campaign to raise \$5 million for this exciting rejuvenation project. We are also planning to re-affirm the role that Villa Cathay needs to play in serving the community.

Residents and their families are excited about our plans for the new building. We continue to engage residents, families, and staff in the consultative process surrounding project decisions that will impact residents and their care. The enthusiastic participation from residents, families and staff convince me that we are moving in the right direction for our community. This also inspires in us the leadership responsibility needed to complete this project and secure the future of Villa Cathay. In the winter of 2018, the Villa Cathay team will be presenting the detailed transition plan. Before the next summer comes, our residents will have a modern new home!

We have been blessed with the support of our volunteers and our staff team. This year, not only do staff continue to work closely together with volunteers, the collaboration amongst individuals and groups marks a new community support milestone. I want to thank all our volunteers for their commitment. I also want to thank families for their love and support, and our staff team for their unwavering support of our mission: to serve with *love, respect and dignity*.

Thank you all. I know that with your help, we will mark the next era of quality seniors care for future generations.

## OUR MAJOR PROGRAMS

### CONSTRUCTION AND REJUVENTATION

The construction of our new home is well underway. We are delighted to report that we are already at the 5th of 10 floors of Phase 1. Our residents will start to move in during 2019.

Villa Cathay is fortunate to have a terrific project team that includes JYW Architecture, Terra Housing Consultants, Aliko Glawin and Associates, and VanMar Constructors. The project team are committed to realizing a modern, well-designed, home-like environment for our seniors. Even though construction and the active use of heavy equipment abuts our existing facilities the builders have been very considerate with respect to noise, dust and other factors that might affect the living environment of our residents and their families. A special thanks to VanMar Constructors.



### RESIDENTIAL CARE

Villa Cathay continues to provide high quality, culturally focused services to seniors from the Chinese community in Metro Vancouver. The number of residents this year has decreased slightly. This results from the fact that half of our facility has been demolished in order to commence construction of our new ten-story home. Our current residents will move in when completed. The second part of our old building will then be demolished to make way for the three-story final phase. While our current residents' number is 134, decreased from 154, we will be able to serve 224 residents in our completed home.

This year, we continue to be successful delivering care that reflects our philosophy of *love, respect and dignity*. Meanwhile, we are preparing for the "small neighbourhood model" of care as a part of the transition plan. We are truly excited as we prepare for the move to our new building. We know our residents and families will love it!

Our primary goal continues to be care focussed on our residents and their families through operational excellence and a healthy workplace.



## OUR MAJOR PROGRAMS

### FUND RAISING

Up until the time we decided to rebuild our home, Villa Cathay relied almost exclusively on a combination of government grants and user fees as sources of revenue. Even with a mortgage and a commitment of Villa Cathay's own capital reserves, it became clear that we needed to raise funds from the community. The Board made the decision, in 2017, to reach out to our community to raise \$5 million in additional funds.

We are excited to report that after just 18 months we are already approaching the first million. This is truly incredible given that this is the first time Villa Cathay has run a Capital Campaign. We still have a long way to go. If you would like to contribute to our project, please see our website at [www.villacathay.ca](http://www.villacathay.ca) for details or contact our Director of Philanthropy directly at [fundraising@villacathay.ca](mailto:fundraising@villacathay.ca).

### VOLUNTEER PROGRAM

Villa Cathay has always valued the commitment of our families as volunteer members of our community. This year the number of volunteer hours increased significantly over prior years. This results from work by the Family Council, and through our overall fund raising efforts. We are in the process of creating a Volunteer Committee whose sole task will be to recruit, train and supervise volunteers as we augment the services of families and staff in diverse ways.



### WELLNESS CENTRE

Villa Cathay has a very successful partnership with the UBC Faculty of Dentistry. We know that our residents continue to need high quality dental care; but we also know that it is stressful for our seniors to take them off-site to an external dental practitioner. The UBC Geriatric Dentistry Program has brought these services to Villa Cathay for over 15 years. In 2017, they raised funds for a new dental chair. They also provided professional services at no cost to our residents. This greatly promotes our residents' general health through quality, accessible oral care.

Given the success of this program in providing rapid access to professional services in a low stress manner, the Board and staff leadership are considering working with other professional bodies. In the future, Villa Cathay would like to offer a variety of health services onsite, such as geriatric medicine, psychiatric, therapeutic, traditional Chinese medicines, podiatry and other services. We believe onsite health care will promote overall health and relieve stress for residents and their families.

### STRATEGIC PLANNING

The Board and staff leadership team, along with our key stakeholders have embarked on a process of developing a new and more tightly focussed Strategic Plan. This is more important today than it has ever been for the simple reason that our external environment is changing, demands for our services continue to rise, and we must be ready to accommodate the increasingly complex needs of our residents and their families.

In addition, there is a strong recognition that we must maintain our high professional standards through formal accreditation and that we must work more closely with our community partners. Plans are being forged to formalize our relationships with values-aligned stakeholders.





# OUR SUPPORTERS

## Board Members

The Villa Cathay Care Home Society is grateful for the ongoing service and support of our Board members in providing overall direction and oversight to our entire operation.

Lisa Donovan, Chair

Andrew Cheung, Treasurer

Anthony Fan, Secretary

Joyce Ling, Vice Chair

Peter Yu, Director

Robert Loh, Director

David Hsu, Director

## Family Council

Our Family Council is comprised of, and led by, Family members. The primary role of this important committee is to act as a liaison and advocate for families and their loved-ones with staff and the Board of Directors. Staff and the Board are indebted to all Council members for their tireless advocacy work for Families.

Paul Lu, Chair

Kuo Wong

Philip Yeung

Sidney Ng, Vice Chair

Peter Lee

Ilen Toy

Ivan Chow

May Yip

Francis Yee

Judy Yee

Shui Zhen Min

Kin Mah

Linda Mah

Mary Chen

Fleetwood Ma

Jean Lam

## Fund Raising Committee

We thank all the volunteers on the committee for all your effort supporting the Capital Campaign.

Robert Loh, Chair

Kuo Wong

Philip Yeung

Ilen Toy

Peter Lee

Sidney Ng

Vivian Lo

Mary Prodanovic

Martin Addison

We are indebted to the contribution of Joyce Ling who co-chaired the Fund Raising Committee for over 18 months.

# OUR SUPPORTERS

## Our Volunteers

A special thank you to those individuals who volunteer their time regularly. You truly live our values of *Love, Respect and Dignity*!

Lisa Ho	Sophie Chan	Tony Moy
Helen Su	Francine Su	Matthew Lau
Ruth Au	Shirley Wong	Jacqueline Li
Sidney Ng		

We are also very grateful to the many volunteer groups who engage our residents in a variety of activities.

Lotus Light	Vancouver Chinese Baptist Church	Joy and Sing Club
Gift & Serve Foundation	Mable Elmore, MLA Volunteer Group	Tzu Chi Foundation
Happy Group	Leeva Dancing Group	Super Fun Singing Group
Singing Group	Vancouver Short Term Mission	Sincerity Association

## Our Donors

Villa Cathay Care Home Society is grateful for all the charitable support we have received to date. From the contributions of over 775 individual donors, a number of third party fundraising events by the Vancouver Cambie Lions Club and the work of the family of Mrs. Rose Yeung, we are almost at our first Million bench mark. With these generous gifts, we will responsibly create a new home for our seniors, with *love, respect, and dignity*.

## Our Partners

Villa Cathay Care Home Society is grateful for the ongoing partnership with Vancouver Coastal Health Authority and the British Columbia Ministry of Health.





# FINANCIAL SUMMARY 2017/2018

Source: Audited Statements

For the year ended 31 March 2018.

## A Message from the Treasurer

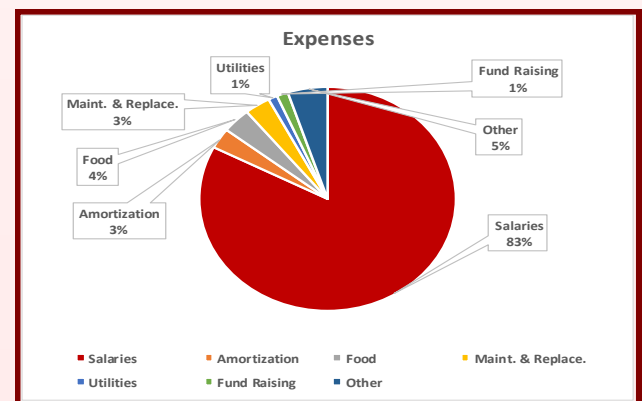
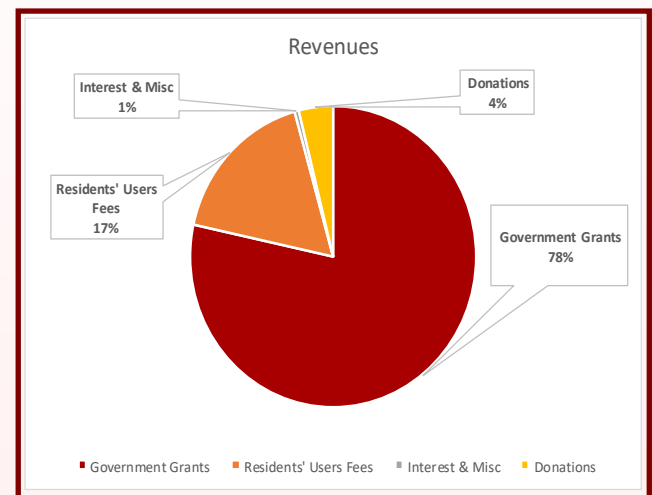
### Andrew Cheung

During fiscal year 2017/2018, Villa Cathay saw a modest increase in our Government operating grant. This was related to an increase in staffing and a cost of living adjustment. Villa Cathay has successfully absorbed the financial and operational impact of the construction project. Our fiscal health remains strong.

Funds raised during the year, thanks to our supporters in the community and families of our residents, also increased. This year we raised \$443,141, bringing the cumulative total raised to \$506,126 towards our goal of \$5 million for our Capital Campaign. It is important that we continue to diversify our revenue streams as financial sustainability remains a crucial component of Villa Cathay's long term strategy for care delivery.

The Finance Committee of the Board continues to oversee all financial functions of Villa Cathay to ensure complete fiscal transparency and accountability. We engaged AY Au-Yeung & Company LLP as our auditors again this year. We are pleased to have received an unqualified audit opinion for the year.

Let me take this opportunity to thank all our staff and volunteers for their tireless efforts and commitment for improving the financial well-being of Villa Cathay. It is their *going above and beyond* spirit that allowed us to accomplish so much while maintaining full and uninterrupted operations throughout the year."



Complete audited financial statements are available on request by contacting the Executive Director.

**With your support, we  
make great things happen  
for the seniors in our  
Community!**



Love, Respect and Dignity

## VILLA CATHAY CARE HOME

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