

Wing Kei
Report to the
Community
2019



Nothing is Impossible

*When you put your
trust in God*



Wing Kei

健身操



Keep Fit Class



Our Vision

To preserve and improve the quality of life for seniors with Christian love.

Our Mission

To provide extended care services and facilities to meet the physical, spiritual, social, and emotional needs of seniors in a Christian environment.

Our Values

Fairness

We are generous with each other; we are candid in our decisions; everyone in our Wing Kei family is treated equitably

Integrity

We trust each other to do what is right; we live our mission in our words and actions

Respect

We seek out, listen, and value each other's diverse ideas and opinions

Service

We are compassionate with each other; we serve everyone

Teamwork

We are accountable to one another; we work as an integrated team for the greater good

When you trust in God... ***nothing is impossible***

Message from the Board Chair

Challenges continue...

As I read the 2020 Provincial Budget Summary published by Alberta Seniors Communities & Housing Association (ASCHA), several key points in the summary drew my attention:

- Reduction of public sector employees of up to 2.1%.
- The continuing care budget shows a 1.6% increase over last year but will reduce slightly in 2021 and 2022.
- Acute Care shows a reduction of 4% from last year.
- Home Care budget increases by 4% with minor increases in subsequent years.
- Capital fund over three years under a new Alberta Supportive Living Initiative (ASLI) is \$164 million.

There will be a call for contracted space with no capital funding requirement as the first step to be followed by a second call for proposal that require capital fund including refurbishing some existing building to meet continuing needs for long term care.

From the Budget summary, the message is clear that our Government will hold the line in spending over the next number of years and at the same time it recognizes the need for more long term care beds for seniors walking a fine line to balance the needs for beds and fiscal budget.

Wing Kei as a regulated care provider for seniors depends on public funding for its capital programs and on-going operations. The restraint in health care spending in the Budget in coming years tells us that we need to be ready to cope with such challenge when the baby boomer population continue to increase. In 2020 the first of Canada's baby boomers turns 75.

The Board and senior management of Wing Kei are fully aware of such a challenge in the coming years. We discussed in our meetings by looking back and also looking forward. We are confident that we can work with our Government in growing the number of beds to serve a broader community at a time to increase our scope of services with the following strategic plan in the near future:

- Wing Kei will commit its financial resource and human capital in the continuing care section and will broaden our scope of services to all ethnic groups including seniors in the mainstream.
- Wing Kei will continue to look for community partners in its capital program and operating activities to enhance our services to the seniors.
- Wing Kei will look into the opening of a Children Day Care Centre as a social enterprise to meet the need of the community around us because we have a church building on Wing Kei Village site.
- Wing Kei will collaborate with university and colleges to find innovative way in the delivery of care and in providing safety to seniors.
- Wing Kei will continue to work on our fund development program.

In all, we believe in our mission and will continue to strive for it.

Vincent Leung
Board Chair



Message from the CEO

Wing Kei emerged from a conversation among our founders that explored possibility: the possibility of creating a community, a haven, for seniors to continue to find purpose, fulfilment, and satisfaction as they aged and regardless of any physical, social, or mental ailments. It is this possibility that we celebrate in this year's report to the community.

Possibility can only be realized when we put our trust in God, when we live in the light of Christ. Nothing is impossible when you put your trust in God. The work our dedicated, competent team does each day at Wing Kei is both hard and wonderful. Our day-to-day tasks are lightened because we know that the residents we care for are our treasures. They are the heartbeat of Wing Kei in the same way that our staff are the spirit of Wing Kei. They lift and balance one another so that possibility can be found and nurtured.

As society has turmoilled these past many months, we find our peace and belonging in this family, our Wing Kei community. We are proud to offer safe, quality, loving care to seniors, be responsive to funders and partners, and adapt

and innovate to meet changing needs. As we grow our programs and explore exciting ventures our focus remains steadfastly the same: to exemplify a community that cares for one another, that brims with possibility, and that trusts wholeheartedly in the path God offers.

There is much to look forward to: 2020 marks the 20th anniversary of our Walkathon—a signature event that symbolizes the incredible community support we have enjoyed since the very beginning. We will celebrate the 15th anniversary of the opening of Wing Kei Crescent Heights and the grand opening of Wing Kei Montessori School. The possibilities really are endless.

With love, light, and gratitude,

Kathy Tam

Chief Executive Officer



*Trust in Him at all times, you people, pour out
your hearts to Him for God is our refuge.*

PSALM 62:8

When you trust in God...

the possibility of healing

kind

resilient



Commitment to caring

Mrs. Hao Luu, at the age of 98, was admitted to Wing Kei Crescent Heights in April 2018. On June 25 of that same year, she was sent to Peter Lougheed Hospital for pneumonia emergency. After staying in hospital for about two weeks, doctors explained that her chance of recovery was very low and suggested she move back to Wing Kei for palliative care. Her children and grandchildren prepared for the worst. However, after coming back to Wing Kei, under the dedicated care of Wing Kei's nursing, therapeutics, nutrition, recreation, and food services team, Hao miraculously regained her appetite and her health. Now, at 100 years old, her health is quite good! Our family has been so impressed by Wing Kei's commitment of caring for all the residents. In addition to donating a plaque to express our gratitude to Wing Kei staff for their hard work and dedication, a couple of us have begun to join Wing Kei's volunteer team to share some of the staff's work.

**KANE AND MONA NG
FAMILY MEMBERS**



disciplined

We meet with families monthly to provide updates, hear observations, and talk through decisions that need to be made. We know Mrs. Luu very well. She teases staff and always says thank you when anyone helps her. If we see these behaviours change, we know something must be bothering her and we respond quickly.

**LILY AND ALICE
CARE TEAM**

delightful



contented
inspiring

Spirit and love

"Miracles happen, right?" says Abner, one of Mrs. Luu's physiotherapy assistants. A miracle: that's how he and colleague Cindy, refer to Mrs. Luu. "If you see her now, you'd never know she was in palliative care." When Mrs. Luu returned to Wing Kei after being in hospital, there didn't seem to be much hope of recovery. Yet, when the therapeutic team visited her to offer comfort care, they found a smiling resident who was keen to get out of bed. Over the course of several weeks, Mrs. Luu moved from doing passive exercises to resting in a reclining chair in the sunshine outdoors to standing up with the assistance of a wall bar to participating in outings in her wheelchair. "Her own spirit and the love of her family has inspired our whole interdisciplinary team," says Cindy.

ABNER AND CINDY
REHAB TEAM

eager

Mrs. Luu is a magnet for staff and visitors. She loves singing and playing the tambourine. The family treasures her and so do we.

BETTY
RECREATION
THERAPY TEAM

blessed

Food is so important for people's well-being. It nourishes our bodies and our spirits. It makes us so happy that Mrs. Luu finishes everything on her plate—rice, vegetables, meat, soup, and even dessert! It tells us that she is content and satisfied.

BRENDA
FOOD SERVICES
TEAM

happy

Passion is contagious

Peggy Chan recognizes that the success of Wing Kei is inherently tied to the experience residents and families have with staff. As lead for Wing Kei's fund development initiatives, Peggy sees the ripple effect of an engaged, collaborative team. "Families witness us living our mission to serve seniors with love. That is what encourages them to trust Wing Kei," she says. Contributing time and resources to Wing Kei is one way families show their appreciation and support the growth of the mission. She points to the Ng family as amazing supporters of Wing Kei. They volunteer their time to enhance the experiences of residents and they offered a monetary donation. The plaque recognizing their contribution rests on the donor wall at Wing Kei Crescent Heights. The Ng family chose to recognize staff in their plaque, crediting them for their mother's comfort and sense of community. "Passion is contagious," Peggy says. "And we are all passionate about being loved and cared for with respect and dignity."

PEGGY CHAN
FUND DEVELOPMENT TEAM

appreciative

When you trust in God...
the possibility of community





Nothing is impossible when you put your trust in God

Our first grand event at Wing Kei Village brought 650 supporters together to celebrate music and revel in the power of community. Called "Nothing is impossible when you put your trust in God," the event featured breathtaking individual and choral performances, raising goosebumps and leaving a lasting sense of joy. The evening honoured those whose vision and fortitude gave rise to Wing Kei and reflected the energy, passion, and determination of the path we continue to forge with Wing Kei Village. We are incredibly grateful to be lifted by a community who supports us, who believes in us, who trusts us—and who are graciously willing to explore possibilities with us. Most certainly, without you, our path would be bare. With you, it is full, it is joyful, it is generous.

Performers

Simon Chu

Jason Erhardt

Belinda Lam

Becky Timmons

Han Friesen

Celia Raven Lee

Lauren Woods

Sharon Chu

Jacqueline Law

Calgary Chinese
Oratorio Society

Centre Street Church

Mandarin Chorale

Wing Kei
Praise Team

Centre Street Church
Chamber Choir and
Orchestra

When you trust in God...

the possibility of love and celebra

Wing Kei started as a dream with a conversation on an airplane heading east from Calgary to Toronto. A conversation that seeded the vision to provide loving, culturally appropriate care for seniors in Calgary. Through strong relationships, the incredible generosity of donors, the trust of Alberta Health and Alberta Health Services and the countless support of many individuals, families and organizations, Wing Kei has been flourishing. We continually achieve top marks from Accreditation Canada—most recently scoring a perfect 100%. We have among the lowest staff turnover and sick rates in the province and receive high praise in our staff and resident satisfaction surveys. In total, 320 seniors reside at Wing Kei and another 64 people attend day programming that supports their wellness and offers dementia care.

Our philosophy is to enrich the lives of residents, supporting them to thrive in a society that often forgets or distances people who are elderly and frail. We have witnessed remarkable shifts in the seniors who call Wing

Kei home including greater physical, social and emotional wellbeing. Culturally appropriate care is one of our strengths. We have learned through our experience, expertise and successes, that culturally sensitive programming is critical to the wellbeing of seniors. Familiarity evokes a visceral response; food, language and customs nurture people and offer a sense of safety. We will take what we know and adapt it to serve diverse populations based on their needs, interests and preferences. Diversity is strength; we appreciate our differences and use them to build a community that places priority on respect, understanding and common values.

We pride ourselves on being flexible and resourceful in responding to community needs. We impact health services in Calgary by providing a growing number of care spaces for seniors. And, we model the best of seniors care with a love-first approach that translates to safe, quality, joyful care. We are excited about our potential and continued growth.

Nationality based on birthplace



95.28%	Chinese
3.27%	Vietnamese
1.07%	Malaysian
0.19%	Taiwanese
0.19%	Laos

Age of Residents



0.32%	60 or below
3.15%	61-70
10.96%	71-80
42.70%	81-90
40.72%	91-100
2.15%	101+

tion



Flu immunization

Wing Kei Crescent Heights
and Wing Kei Greenview
(Long Term Care and
Supportive Living average)

Staff
98.3%

Residents
97.2%

\$536,153
2019 total donations

\$95,844
donated by the
Calgary Foundation



14
Long Service
Employees
(5 year)

13
Long Service
Employees
(10 year)

5
Long Service
Employees
(15 year)

1.17%
Staff
sick
rate



29

Mental health
first aid trained
staff, family
members,
volunteers



\$195,989 Raised from Walkathon



1,600 Walkathon Participants



\$96,530
Raised from
Charity Golf

28
Charity Golf
teams

2019 in review

Unwavering quality and safety



We achieved Exemplary Standing in the December 2018 Accreditation Canada survey, receiving a score of 100%

We received no recommendations and a three-year certification from the Accommodation Standards audit at our Crescent Heights long term care centre

Continuing Care Safety Association

100%
Internal Certificate of Recognition

96%
Quality Assurance

Welcoming residents to our new centre

Our official opening of Greenview Long Term Care, in December 2018, was attended by the Minister of Health, the Consul-General of the People's Republic of China, City Councillors and representatives from Alberta Health Services

All 80 suites were fully occupied within three months of opening



We were honoured to receive the Community Partnership Award from Chrysalis, an organization that supports people with special needs. We welcome Chrysalis volunteers and are grateful for their commitment, reliability, imagination and quality of work.



Moving ahead with Wing Kei Village

Leaders in care

Four staff represented Wing Kei at the “Embedding a Palliative Approach in Care” National Workshop in Ottawa in March 2019. The Institute for Continuing Care Education and Research sponsored the costs for staff to attend

Vincent Leung (Board Chair) and Kathy Tam (CEO) attended Hong Kong University’s “International Conference on Change and Innovation for a Better World” in June 2019 and presented a case study on the experience of a faith-based organization creating an integrated culturally-specific seniors home; they visited seven seniors agencies while in Hong Kong

We hosted Mental Health First Aid training for our community. Twenty-nine staff, volunteers, and family members graduated and were recommended to the Mental Health Commission of Canada as certified mental health first-aid responders for seniors



The City of Calgary unanimously voted to approve our request for a land use change at Wing Kei Village, on September 9, 2019. We can now move ahead with planning Wing Kei Village and expand our seniors programs and services.

Joanna Chan, Dietitian, made a presentation on the interdisciplinary team approach to enhancing resident meal time experiences using a person and family centred care model at the Alberta Continuing Care Association 2019 IQ Conference in October 2019

Our three Adult Day Program staff attended a best practice day organized by Alberta Health Services Integrated Home Care and Respite Team, sharing Wing Kei’s experiences through a display

Welcoming visitors

Josephine Pon, Minister of Seniors and Housing celebrated Seniors Week with us in June 2019



MLA Kathleen Ganley visited Wing Kei in November 2019



When you trust in God... *the possibility of growth*

We are very excited that our plans for Wing Kei Village, our new centre in Highland Park, are coming along.

Thanks to the incredible support of the neighbourhood community league, Calgary City Council voted unanimously to grant us a Land Use amendment for the land.

This means we can proceed with planning knowing that we will be able to build a diverse, intergenerational community that offers a full spectrum of seniors services and care including residential apartments, complex continuing care with specialty dementia care and palliative care programs, and a variety of adult day programs. Wing Kei Village will be built in three phases.

Already, some of our corporate services have moved on-site and, in September 2020, we will be opening a Montessori school for children who are between 19 months and six years old. The daycare is one component of creating a financially viable social enterprise model to support our growth so we can be of greater service in Calgary. With the social enterprise model, Wing Kei will continue to be a not-for-profit organization; any

profits realized through the daycare and other ventures will be redirected into capital expenses, programs, and services.

Over the last year, we have focused our efforts on preparing to present to City Council and engaging the community, including young families, professionals, and those nearing their senior years, to:

- better understand their aspirations for creating a diverse, vibrant community
- providing holistic programs and services
- integrating useful and leading-edge innovation and technology solutions
- decreasing isolation amongst seniors, especially those with dementia or at the end of life, and
- demonstrating person and family centred care.

Since 2005, we have commissioned and opened three centres which, combined, is home to 320 seniors.



We are blessed to have achieved our vision to care for Chinese seniors, offering high quality, safe, and culturally appropriate care. We have witnessed first-hand that the impact of culturally appropriate care is profound: the sense of familiarity brings comfort, ease, and contentment. Having learned and experienced what we have, we are confident that now is the time to expand our reach. At Wing Kei Village, we will offer our exemplary care to culturally diverse populations as a true reflection of our city.

Confident, empathetic, and happy children grow up to be thoughtful, active citizens.



Our programs for children 19 months to 6 years embrace the individuality of each child, encouraging them to indulge their curiosity and be self-directed learners, flexible thinkers, and creative problem solvers.

- True Montessori approach with collaborative interactions and hands-on learning
- Intergenerational, high quality programs with passionate, experienced teachers
- Family oriented, Christian, not-for-profit



Accepting registrations now • Virtual tour available online – wingkeimontessori.org • 4120 Centre Street NE, Calgary

Join our Wing Kei family

financial statements

Chinese Christian Wing Kei Nursing Home Association Summary Statement Of Financial Position

As at December 31, 2019 and December 31, 2018

華人基督教榮基護老會 財務狀況簡報

二零一九及二零一八年十二月三十一日

	December 31, 2019	December 31, 2018
Assets 資產		
Current assets 流動資產	\$8,156,563	\$5,846,974
Other long-term assets 其他流動資產	187,209	178,117
Tangible capital assets 固定資產	80,841,304	82,260,000
Total assets 總資產	\$89,185,076	\$88,285,091
Liabilities and Fund Balances 負債及基金結餘		
Current liabilities 短期負債	\$4,486,136	\$18,631,234
Long-term liabilities 長期負債	27,036,236	14,350,954
Other long-term liabilities 其他長期負債	19,703,875	19,594,783
Fund balances 基金結餘	35,647,829	33,717,120
Reserve for capital maintenance expenditures 維修開支儲備資金	2,311,000	1,991,000
Total liabilities and fund balances 總負債及基金結餘	\$89,185,076	\$88,285,091

Note 註釋 A copy of the complete audited financial statements is available by writing to Chris Yu, Chief Financial Officer, Wing Kei Crescent Heights, 1212 Centre Street NE, Calgary, AB T2E 2R4. This summarized financial information has been prepared in accordance with criteria developed by management. These criteria require management to ensure the summarized financial information 1) correctly reflects the content of the audited financial statements, 2) contains the necessary information and is at an appropriate level of aggregation, so as not to be misleading to the users of this information, and 3) adequately discloses these criteria.

如欲取得完整的財務報告，請書面聯絡財務總監俞征先生(1212 Centre Street NE, Calgary, AB T2E 2R4)。此財務簡報是根據護老會管理層所定的準則預備。準則要求管理層確保財務簡報 1) 正確反映經審核財務報告的內容, 2) 提供合適及非誤導性的財務信息, 及 3) 適當地公開所定的準則。

Chinese Christian Wing Kei
Nursing Home Association
Summary Statement Of Operations
And Changes In Fund Balances

For the years ended December 31, 2019 and December 31, 2018

華人基督教榮基護老會
營運簡報與基金結餘變動簡報
二零一九及二零一八年十二月三十一日

	December 31, 2019	December 31, 2018
Revenue 收入		
Government operating grants 政府營運資助	\$20,740,554	\$16,277,794
Resident fees 住客租金	7,430,858	5,591,050
Donations & fundraising events (net) 募捐及籌款活動 (淨值)	536,153	390,185
Other 其他	841,962	718,388
	29,549,527	22,977,417
Expenses 支出		
Salaries and benefits 員工薪金及福利	21,097,427	17,011,816
Supplies and services 供應品及服務費用	2,302,141	2,340,548
Mortgage interest and bank charges 貸款利息及銀行費用	1,113,678	574,433
Utilities 水電費用	685,555	590,900
Other 其他	425,079	323,576
Amortization 折舊	1,674,938	1,339,637
	27,298,818	22,180,910
Excess of revenue over expenses 年度盈餘	2,250,709	796,507
Fund balance, beginning of year 資金結餘, 年初	35,708,120	34,911,613
Fund balance, end of year 資金結餘, 年末	\$37,958,829	\$35,708,120

When you trust in God... the possibility of service

Welcome to Daniel Cheng, board member

Daniel Cheng's parents both volunteered at Wing Kei but his perception of the organization changed the day his grandmother became a resident. Previous to coming to Wing Kei, she had been living in another continuing care centre where her health was deteriorating. Daniel and his family didn't think she would live more than a year—until she moved to Wing Kei, began thriving, and lived nine more years, even celebrating her 90th birthday. "It was as if time had reversed," says Daniel. "I credit this solely to the love and care she received at Wing Kei. The love of Jesus was reflected to her through everyone's day-to-day work."

At the same time, Daniel, a professional in the financial industry for 18 years, found himself talking more and more with clients about the options for seniors care and how they could best plan to manage the financial costs placing a loved one in care entails. "I learn what is most important to my clients and walk through many life transitions with them—from the birth of children and grandchildren, to career changes, caring for an elderly parent or grandparent, retirement and even transitioning into seniors housing themselves."

As a new board member, Daniel is looking forward to offering his financial planning expertise, especially as Wing Kei continues to grow and explore new areas of business. A strong community advocate, he is sharing stories about Wing Kei with supporters and potential donors, showing them exactly how their contributions benefit seniors health and wellbeing. "I have a personal interest in social innovation and social enterprise," he says. "And that lines up exactly where Wing Kei is heading. Now is the perfect time for me to be part of this organization."

Board Members



Front row from left: Gentson Leung, Clara Tsang, Paul Wong (Secretary), Vincent Leung (Chair), James Liu (Treasurer), Daniel Cheng

Back row from left: Terry Busch (Advisor), Philip Chang (Vice Chair), Chiu Chow, Wesley Chow

A letter of gratitude

"Hitherto hath the Lord helped us."

1 Samuel 7:12

I was blessed to serve Wing Kei as the Executive Secretary on the Board since the Crescent Heights ground-breaking in 2004. Not known to me but to God, that one day my wife Siew (Meng) would need long term care from Wing Kei after suffering a massive stroke and heart attack in 2007, leaving her bed-ridden.

I can testify that everyone on staff at Wing Kei really do treat residents and their families with respect and dignity. This is especially important as Siew had to cope with physical loss and the loss of independence. It was challenging and life-changing for her and our family! Wing Kei helped us to adjust to a new "normal."

Over her seven plus years' stay at Wing Kei, Siew, our daughter Ruth, Alvin our son and I, cultivated friendships

and bonded with many staff as well as with families of several other residents on the fifth floor. This bonding makes Wing Kei feel like a big happy family! I am certain that none of us expected that!

We are very glad that "hitherto, hath the Lord helped us" (1 Samuel 7:12). From successfully operating the Crescent Heights facility, the Lord has enabled the enlargement of the tent to include Greenview and looking ahead we envisage extending the stakes to the soon-to-be Wing Kei Village.

All glory to Jesus the great I Am is He!

Ben Tan



Farewell to Lyn

Board members and staff attended Lyn Chow's memorial service on June 28, 2019. We are grateful for Lyn's dedication and tireless efforts in serving as a volunteer with Wing Kei since 2002. Lyn was a Board member, Chair of the Facility Expansion Committee, and a Trustee. With his sixteen years of guidance, we built and commissioned three seniors care centres. Lyn's compassion for seniors is forever in our hearts. We will miss him.



Wing Kei

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Calgary, AB T2E 2R4
p: 403.277.7433

Wing Kei Greenview
307 35 Avenue NE
Calgary, AB T2E 7Y6
p: 403.520.0400

Wing Kei Village
4120 Centre Street NE
Calgary, AB T2E 2Y7
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