

Wing Kei Report to the Community 2018



Blessings multiplied



The blessing

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Message from the Board Chair

The Lord had said to Abram “Leave your country, your people and your father’s household and go to the land I will show you. I will make you a great nation and I will bless you...and all people on earth will be blessed through you.” So Abram left as the Lord had told him. Genesis 12:1-3 NIV

The call of Abram is a compelling Bible story frequently taught in church and Sunday school. Teachers and students find the call of Abraham being translated into faith, trust, and obedience.

Over the past thirteen years since the opening of the first centre in Crescent Heights in May 2005, our Lord has blessed Wing Kei in serving seniors in many aspects such as in the growth of residents from 89 continuing care beds in May 2005 to 320 beds of supportive living, dementia care and long term care in December 2018, annual operating revenue increases from \$3.0 million in 2005 to \$23.0 million in 2018 with staff count from 40 to 400 correspondingly.

Wing Kei’s diligence in looking after seniors has also received acclaims from Government and regulatory bodies such as achieving the exemplary status from Accreditation Canada award in 2018 and had high ratings in Health Quality Council of Alberta Long-term Care Family Experience Survey in 2017.

In all, Wing Kei has received abundant blessings from our Lord through our faithfulness, trust and dedication in the delivery of care to our residents.

With the acquisition of Wing Kei Village site of three acres of land that will enable us to develop a village of integrated senior housing, Wing Kei is ready to go further in extending our services and programs to seniors with a broader cultural and ethnic background just as Calgary have grown into a multi-ethnicity city of over 1.2 million.

For this, the Board has decided to remove the word “Chinese” in our Vision and Mission Statements to reflect our strategic direction to be all inclusive in our residents and services. We are prepared to include diversity in the admission of residents, services, programs and other senior activities.

Wing Kei has learned from the instructions of our Lord to Abram to leave his country to go to the land He promised and multiply such that all people on earth will be blessed through him. To translate His call in senior services, Wing Kei will serve beyond Chinese to other ethnicities in the City of Calgary.

Vincent Leung

Board Chair

of race

*“Grace is God’s gift.
More than we deserve,
greater than we imagine.”*

MAX LUCADO

Message from the CEO

A community connected by grace

Wing Kei is blessed with God’s formidable grace—it is the source of our opportunities and the strength behind our achievements. Grace prompted our founders to dream about a centre their parents could call home. Grace called our leaders and staff to join the Wing Kei family to offer their love and service. Grace forged relationships that government and funders know they can count on. Grace draws us together with like-minded community partners who take action to ensure seniors continue to live fulfilling lives. Grace fills the hearts of our generous donors. Grace motivates us to continue to grow and flourish so that we can serve seniors even better, even more.

And, above all, grace powers our community.

The love, energy, and generosity that characterizes our community has resulted in a year filled with a multitude of blessings—from the teamwork that was necessary to achieve a top-notch accreditation result to a walkathon with record participants and record rainfall, from opening a beautiful new long term care centre to integrating mental health training throughout Wing Kei, and from planning for a purpose-built campus of care to celebrating service milestones with staff and volunteers. We count each of these blessings equally, big and small, because they define who we are and reinforce our mission to serve wholly, happily, and openly.

Thank you for being part of our community. Your contributions are, without a doubt, grace manifested.

Kathy Tam
CEO





The blessing of faith

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



A smile is the shining light in our workplace that tells others that we are caring and fulfilled, and that we value love and life. It is the Wing Kei spirit.

LOURDES, HEALTH CARE AIDE

The blessing of abund

Welcoming residents at our new centre

On a cool December morning, the air inside was full of warmth and positivity as we opened our new long term care centre on Wing Kei's Greenview campus, adjacent to our supportive living centre which opened in 2014. "The whole morning was filled with light and love," says Kok Tsang, a resident at the centre. "It reinforced that Wing Kei is the right place for me to live. It is my home."

Home to 80 residents, the centre cares for seniors with complex health and personal care needs requiring 24/7 care. In her remarks, the Honourable Sarah Hoffman, Deputy Premier and Minister of Health, underlined the importance of trusting, well-functioning partnerships between government, Alberta Health Services and independent care providers in serving seniors. "Seniors in Calgary and across Alberta deserve to age with dignity in their communities and close to their families," she said. "I'm proud of our work with partners like [Wing Kei] to ensure Alberta seniors and persons with complex needs have access to the care they need, in a place they like, and that feels like home."

For Mrs Kok Tsang, that feeling of home is especially meaningful. For six years, she and her husband lived apart, in different long term care centres in the city. They were reunited when Wing Kei Greenview Long Term Care opened and are happy to be together.

Commissioning a purpose-built care centre is a massive effort that requires both high level oversight and miniscule planning. Among the most important—and challenging—tasks is recruiting staff. Wing Kei's mission to serve with love means that in addition to excellent skill, staff must also come with a deep sense of service, respect for seniors, and a solutions-oriented perspective. "Our staff must carry something very special with them," says Kathy Tam, CEO. "It is the lightness and love of heart that comes from fulfilling work and a light within that gives them the strength and humility to care for seniors and families who are feeling vulnerable."



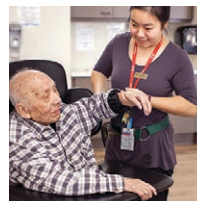
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Greenview Long Term Care Opening Ceremony, December 14, 2018

From left to right: Lyn Chow (Trustee), Craig Coolahan (MLA), Madam Lu Xu (Consul General of the People's Republic of China in Calgary), Vincent Leung (Board Chair), Hon. Sarah Hoffman (Minister of Health), Kathy Tam (CEO), Nick Thain (Senior Operating Officer, AHS), Kok Tsang (Resident), John Jung (Trustee).



In 2018, Wing Kei recruited more than 100 new staff, adding 25% more people to the team. Staff from Wing Kei Crescent Heights and Greenview Supportive Living welcomed their new colleagues, helped with orientation, offered insight into our culture, provided mentorship, and shared their experiences. Some longer term staff also transferred to Greenview Long Term Care, to ensure new staff receive ongoing support and guidance. "We call our Wing Kei culture the Wing Kei magic," says Kathy with a smile. "Our staff, families, and residents know our mission of service is alive as soon as they walk into any of our three centres."



The blessing of love



Wing Kei scores 100% in accreditation survey

Just before Christmas 2018, we were proud to learn that we received a perfect score of 100% on our Accreditation Canada survey. “Love is the reason we have stellar quality outcomes,” says Jane Tse, Director of Care. “Every person is sacred. Each person has a story of love, sorrow, and hope. And each person deserves excellent care.”

Wing Kei was assessed on 627 quality standards by Accreditation Canada, a not-for-profit national body that has set standards and shared international best practice for safe, quality care for over 50 years. Accreditation Canada surveyors spent three days in December 2018 at Wing Kei Crescent Heights, Wing Kei Greenview, and Wing Kei’s Adult Day Program immersing themselves in our organization, observing care on units, talking with the Board and staff, and meeting with families and members of the community.

“In their final report, surveyors highlighted our collaborative approach and service orientation as instrumental in our success. And they are so right,” says Anthony Chan, Family Advisory Council Vice-Chair. “We thrive because we have the trust of government and funders who believe in the ethic of service and because of our staff, volunteers, partners, and donors who are inspired by love.”

Accreditation Canada is the only organization qualified to survey hospitals and health service providers. It accredits over 1,100 health care and social service organizations across Canada and around the world. Surveyors are experienced health care leaders and professionals from different parts of the country.





The blessing of **em**

Responding to mental health through a holistic approach



Experiencing his father's hallucinations has been difficult and stressful for Nick Hu and his mother. His father's symptoms became obvious in 2016 and have steadily worsened, exacerbated by a diagnosis of Parkinson's disease and psychosis. Nick's father was in hospital for seven months and spent four months at a local long term care centre before moving to Wing Kei. "Everything is different here," says Nick pointing to empathy as critical in caring for people with mental illness. "I've noticed that staff take the time and effort to see things from the resident's point of view, regardless of the physical, mental, or emotional state of the resident."

Mental illness continues to be a source of stigma, misinformation, and shame in our society and we believe education is an antidote. Mental health education recognizes that we are all affected by mental health—and that it is one part of our story; it doesn't define us.

At Wing Kei, we take a personalized, proactive approach to working with mental illness, seeking to understand and address root causes. Our solution is to look for social, emotional, and physical interventions that are more sustainable and more human than medication alone. Our Person and Family Centred Care framework, developed in 2017, calls on us to stand with residents and families, supporting them to make informed decisions. It also underscores the importance of therapies, such as recreational programming, to enhance mental wellbeing. This echoes Nick's experience, "My dad is never ignored. Staff offer him choices about what recreation he wants to participate in. Two doctors also assessed him and changed his medications. That made a big difference to how he feels."

Learning about mental illness is a continuous process. Several Wing Kei staff became certified instructors in the internationally-recognized Mental Health First Aid (MHFA) program and now offer training to staff, families, volunteers, and community partners. "This program gives us a greater understanding of mental illness and helps us identify ways we can decrease stigma about it," says Peggy Chan, one of Wing Kei's certified MHFA instructors. "I can see people's perceptions shifting in the moment as we teach the program. I truly believe that when we see mental health through the lens of empathy, it changes everything."

pathy

Our introduction of an evening leadership role was featured in the Health Quality Council of Alberta's (HQCA) series on long term care centres who use data from family experience surveys to make positive quality-focussed changes. The evening leadership role, which we implemented based on a suggestion from a family member, responds to queries from families, proactively calls families to provide updates, and mentors staff.

The position has been very well received and has proven to be successful in helping families feel more connected and comfortable. The HQCA article notes, "In my discussions with family, and Family Advisory Council members, words like 'experienced', 'trustworthy', 'familiar,' and 'approachable' are used when describing their interactions with the nurses in the evening leadership role. These traits seemed to leave family members feeling comfortable and confident..."

HQCA gathers and analyzes health care information and works with stakeholders (government, funders, patients, residents, families, health professionals) to determine practical improvements to increase health services delivery and satisfaction in Alberta.

Health Quality Council of Alberta 2018 Report

| | Alberta | Calgary | Wing Kei Care Centre |
|---|---------|---------|----------------------|
| Global Overall Care Rating (0 to 10) | 8.3 | 8.4 | 8.8 |
| Propensity to Recommend (0% to 100%) | 93 | 93 | 99 |
| Staffing, Care of Belongings & Environment (0 to 100) | 74 | 75 | 82 |
| Kindness and Respect (0 to 100) | 85 | 85 | 87 |
| Food Rating Scale (0 to 100) | 71 | 72 | 82 |
| Meeting Basic Needs (0 to 100) | 90 | 90 | 91 |

The blessing of mom



1 Dr Verna Yiu, CEO, Alberta Health Services, spoke on the topic of resilience at our community event June 1, 2018

2 Greenview Long Term Care Opening Ceremony December 14, 2018

3 Greenview Long Term Care Opening Ceremony December 14, 2018

4 Madam Lu Xu's (Consul General of the People's Republic of China in Calgary) visit during Chinese New Year March 2, 2018

5 Lori Sigurdson's (MLA) visit February 22, 2018

6 Dr Verna Yiu, CEO, Alberta Health Services, spoke on the topic of resilience at our community event June 1, 2018

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7 Wing Kei Greenview Chinese New Year Banquet for residents February 24, 2018

8 The Honourable Sarah Hoffman, Minister of Health, visits Wing Kei April 20, 2018

9 Wing Kei Charity Golf August 16, 2018

10 Volunteer Appreciation Lunch April 28, 2018
Approximately 1,000 volunteers offered 30,000 hours of service to Wing Kei in 2018

11 Wing Kei Crescent Heights Chinese New Year Banquet for residents February 17, 2018

The blessing of Stewa

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

As at December 31, 2018 and December 31, 2017

華人基督教榮基護老會 財務狀況簡報

二零一八及二零一七年十二月三十一日

| | December 31, 2018 | December 31, 2017 |
|---|---------------------|---------------------|
| Assets 資產 | | |
| Current assets 流動資產 | \$5,846,974 | \$5,794,858 |
| Other long-term assets 其他流動資產 | 178,117 | 173,137 |
| Tangible capital assets 固定資產 | 82,260,000 | 71,523,421 |
| Total assets 總資產 | \$88,285,091 | \$77,491,416 |
| Liabilities and Fund Balances 負債及基金結餘 | | |
| Current liabilities 短期負債 | \$18,631,234 | \$8,777,467 |
| Long-term liabilities 長期負債 | 14,350,954 | 15,895,866 |
| Other long-term liabilities 其他長期負債 | 19,594,783 | 17,906,470 |
| Fund balances 基金結餘 | 33,717,120 | 33,240,613 |
| Reserve for capital maintenance expenditures 維修開支儲備資金 | 1,991,000 | 1,671,000 |
| Total liabilities and fund balances 總負債及基金結餘 | \$88,285,091 | \$77,491,416 |

Note A copy of the complete audited financial statements is available by writing to Walter Yu, Director of Finance & Hospitality, Wing Kei Care Centre, 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.

註釋 如欲取得完整的財務報告，請書面聯絡財務及客務部主管余永耀先生(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。

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Chinese Christian Wing Kei
Nursing Home Association
Summary Statement of Operations
and Changes in Fund Balances

For the years ended December 31, 2018 and December 31, 2017

華人基督教榮基護老會
營運簡報與基金結餘變動簡報
二零一八及二零一七年十二月三十一日

December 31, 2018 December 31, 2017

Revenue 收入

| | | |
|---|-------------------|-------------------|
| Government operating grants 政府營運資助 | \$16,277,794 | \$15,004,127 |
| Resident fees 住客租金 | 5,591,050 | 5,323,770 |
| Donations & fundraising events (net) 募捐及籌款活動 (淨值) | 390,185 | 470,564 |
| Other 其他 | 718,388 | 832,353 |
| | 22,977,417 | 21,630,814 |

Expenses 支出

| | | |
|--|-------------------|-------------------|
| Salaries and benefits 員工薪金及福利 | 17,011,816 | 15,556,914 |
| Supplies and services 供應品及服務費用 | 2,340,548 | 1,667,464 |
| Mortgage interest and bank charges 貸款利息及銀行費用 | 574,433 | 618,295 |
| Utilities 水電費用 | 590,900 | 599,349 |
| Other 其他 | 323,576 | 372,129 |
| Amortization 折舊 | 1,339,637 | 1,281,940 |
| | 22,180,910 | 20,096,091 |

| | | |
|---|---------------------|---------------------|
| Excess of revenue over expenses 年度盈餘 | 796,507 | 1,534,723 |
| Fund balance, beginning of year 資金結餘, 年初 | 34,911,613 | 33,376,890 |
| Fund balance, end of year 資金結餘, 年末 | \$35,708,120 | \$34,911,613 |

The blessing of servi

Board Members



Front row from left to right:
Greer Black (Board Advisor), Marjorie Cheng, James Liu,
Clara Tsang, Philip Chang, Lyn Chow (Trustee)

Back row from left to right:
Chiu Chow, Paul Wong, Vincent Leung (Board Chair & Trustee),
Wes Chow, Gentson Leung, John Jung (Trustee)

Leadership Team



Front row from left to right:
Lily Fung, Peggy Tan, Jenny Ip, Evelyn Ma, Hong Mao,
My Linh Lam

Back row from left to right:
Walter Yu, Kathy Tam, Michael Cung, Jane Tse,
Peggy Chan, William Ma

Welcome to the board

Clara Tsang: A natural advocate

Over the course of four weeks last year, Clara Tsang received many signs nudging her to join the Wing Kei Board. A pediatric pharmacist for thirty years, Clara's focus was on children, not seniors. But when she and her husband were called on to help longtime neighbours on both sides of her family home access necessary senior services, Clara had an acute realization: "It is difficult to navigate our system to find the right services," she says. "Even for an average, educated couple, it is hard to know what is available and how to access it." Soon after helping her neighbours, Clara was once again manoeuvring the system when her mother-in-law required greater personal and health care services. That, Clara says, was the final sign that she needed to join the board.

A first generation immigrant, Clara has always been an advocate for those whose situations make it difficult to advocate for themselves. When her family first arrived and her parents started to learn English, she took on the responsibility of finding out what services and programs were available to help them settle and become familiar with their new home. She subsequently volunteered at an immigrant centre, helping others the same way she had helped her parents. "Communities support each other," she says, noting that her mother modelled this by knitting scarves to donate to local centres in Calgary. For Clara, community is both local and global. She recently spent two months in Laos setting up a pediatric hospital and training the local medical team.

This clinical expertise is what she hopes to bring to Wing Kei as a board member. She spent time over the last several months observing and learning how residents live at Wing Kei and how staff support residents, families, and each other. "We already offer top-notch service and I want to continue to push that forward. This is important to me because I trust Wing Kei and I too am rooted in Christian love," she says. Clara currently sits on Wing Kei's research and quality improvement committees.



The blessing of genero



Our community shines through the rain

Colourful umbrellas were held high as rubber booted feet sloshed through puddles during our 18th annual walkathon on June 23, 2018. Over 1,000 people persevered through record rainfalls, chatting and laughing, walking knowing that that every step was a step towards a more promising way to care for seniors. "I have a good feeling when I come to the centre where my parents once lived and where my aunt lives now," says Bob Lee, who has participated in the Walkathon for the past 13 years. Bob adds, "My mom faithfully supported the Walkathon well into her 90s until she eventually moved into Wing Kei. We enjoy being part of this event because we believe Wing Kei spends every dollar wisely, in the best possible way for seniors." The 2018 Walkathon raised approximately \$270,000.



sity



Our ongoing pursuit is to continually give the best holistic quality care to residents. Also, we recognize and celebrate the roles and achievements of each and every employee.

These are the reasons why I find it both so amazing and satisfying to be part of the Wing Kei family.

SAMSON, PROGRAM COORDINATOR



Wing Kei Crescent Heights

| | |
|-------------------|-----|
| Long Term Care | 145 |
| Adult Day Program | 64 |

Wing Kei Greenview

| | |
|-------------------|----|
| Long Term Care | 80 |
| Supportive Living | 95 |

Wing Kei Crescent Heights

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WING KEI