



The Chinatown Multi-Level Care Foundation – Community Report

2021





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The Chinatown Multi-Level Care Foundation (Foundation) is pleased to provide our first report to the community. The Foundation is a non-profit and charitable organization. Its object is to plan, construct, and operate health care facilities for the elderly. The Foundation is governed by a volunteer Board of Directors. The Foundation owns and operates the Edmonton Chinatown Care Centre and is currently constructing a new care centre located at southwest Edmonton.

For more information on the Foundation, please visit our website at www.edmccc.net

Our Mission:

To create resident-focused communities that are respectful, caring and compassionate, where residents are encouraged to live each day with purpose and belonging.

Our Values:

Resident-centred care – we care for the whole person with kindness, respect and dignity, while ensuring residents and their families have a voice in all aspects of their care and service.

Continuous Improvement – we strive to continually improve our care and services.

Welcoming Environments - everyone who lives, visits and works in our community contributes to its warmth and friendliness.

Diligent Stewardship -we commit to responsibly using all resources entrusted to us to maximize our residents' quality of life.

Message from the Board Chair

On March 11, 2020, the World Health Organization declared a worldwide COVID-19 pandemic. Needless to say, this changed everyone's life and continues to as we maneuver through these difficult times. Despite these challenges, we have seen incredible human spirit and resilience.

The Foundation assumed the operations of the Edmonton Chinatown Care Centre in April 2020. This was, and is, an unprecedented time as COVID-19 has consumed much of our focus. The Board of the Foundation is extremely grateful for the dedicated work of our staff and physicians and their commitment to our mission. This commitment has never wavered, despite being faced with a significant COVID outbreak at the Care Centre which started in October 2020. We thank you from the bottom of our hearts.

We also thank our residents and families for their trust and faith in us. They have seen many changes at the care centre in the last year, and their support and encouragement have been unrelenting. Our staff have also witnessed the support of residents and families and are so appreciative of their kind words and graciousness.

The Board also wants to recognize the unwavering support of Alberta Health Services who have been with us every step of the way as we assumed the operations and as we navigated through our COVID-19 outbreak. Thank you so much! We could not have done it without you.

Thank you to all our business and community partners that help us in achieving our mission on a daily basis. You know who you are, and we appreciate all that you do. I want to also thank my fellow Board members for working through the peaks and valleys that we have experienced over the years. Lastly, I want to thank our executive and management team who work hard every day to strive to make every resident at the care centre feel special.

In gratitude,

Dr. Donald Yu, Board Chair



Upgraded nursing station on the main floor.

Message from the Executive Director

As you can appreciate, over the past year much of our time has been pre-occupied with managing COVID-19. However, starting in January 2021, residents and staff at Edmonton Chinatown Care Centre (ECCC) were able to get vaccinated and thankfully we had very high uptake of vaccination among both residents and staff. In fact, among our staff we achieved 100% coverage. This has allowed the site team to increase its focus on initiatives that will improve on the great care that is provided at ECCC.

One of the initiatives involved changing the program in the main floor cottage to Long Term Care and as of October 1, 2020 the site increased its long term care capacity from 80 to 96. This change enabled us to make some valuable additions to the care team at ECCC. The first addition is a Site Leader role. In November 2020, we welcomed Kelly Kontek to the Foundation team to manage the day-to-day operations of the Care Centre. Kelly comes to the

Foundation with a wealth of talents and experience in seniors care. As part of improving the coordination of care, we introduced a Clinical Lead position and have hired two Registered Nurses into this role. Each Clinical Lead is responsible for the residents and the care team on each floor. Their job is to ensure resident-centred care is provided in an individualized meaningful way and includes family involvement. They manage the day-to-day delivery of care to residents and supervise and support the work of the care teams on their assigned floor.

We have also added a manager of recreation services who is Recreation Therapist and a second part time Occupational Therapist to the care team. ECCC residents are very active and engaged in various activities. The additional staff are making an impact in terms of improving the quality of our recreational and therapeutic services.

We have also welcomed significant business partners to the care centre this year. Compass/ Marquis is our new housekeeping contractor and many visitors have commented on the facility's cleanliness! London Drugs is our new pharmacy provider. They started with us in July and worked through a complicated transition, that thanks to their hard work, was seamless. We also welcomed Alpha Security and Dog Patrol to our team, and they have helped us navigate through the screening and security during the pandemic. Lastly, OSI Network Solutions joined our team to provide us with information technology support.

In terms of the financial health of the Foundation, the pandemic has certainly created numerous financial challenges. As with all continuing care centres, Alberta Health Services has been providing extra funding to help with the additional expenses. As a result, we ended up the year with a very small loss of \$43,700.

In closing, I would like to thank our dedicated staff who weathered a tough year at the care centre. Your love of our residents is evident and your drive to put a smile on their face every day is so heart-warming. A special thank you also to the management team for modeling the way and always doing what is best for our residents – you are an inspiring team.

Truman Severson
Executive Director

Meet the Board of the Foundation

The Foundation has a full roster of Board members with 3 new directors being elected at the Foundation's Annual General Meeting in September 2021. Below is a little bit about each of them.

Dr. Donald Yu – Board Chair

Donald is a former Clinical Professor with the School of Dentistry at the University of Alberta and previously headed the division of Endodontics for approximately 20 years. He is one of the founders of Periodontics-Endodontics-Prosthodontics-Orthodontics specialist group practice, and actively practices endodontics in Edmonton. Donald is rated as one of the top dentists in Edmonton.

Donald has been a Director of the Chinatown Multi-Level Care Foundation since 2014 and has been the Board Chair since October 2018.

Benny Leung – Vice Chair

Benny has more than 10 years of volunteer service experience in the construction and planning of long-term care facilities in Edmonton. He is retired after over 40 years of professional experience at the senior administrative level for a number of different healthcare facilities in Alberta, as well as with the provincial and federal government health departments. Benny has a BA in Bio-medical Sciences and a Masters of Health

Administration.

Benny has been a Director of the Chinatown Multi-Level Care Foundation since 2014. He was the past chair from June 2017 to October 2018.

Winnie Yiu-Young - Treasurer

Winnie retired from the Alberta Public Service after 32 years of service as the Chief Financial Officer for Alberta Infrastructure and Alberta Transportation and has many years of executive management experience with the Government of Alberta. Winnie has a Bachelor of Commerce in Finance and Master of Business Administration.

Winnie is the co-founder and President of the Anne Burrows Music Foundation (ABMF). She has been involved with this 100% volunteer based non-profit for 40 years and has helped raise almost \$1.3 million to support more than 100 students with their post-secondary music education. Winnie is also the co-founder of the "Friends" of ABMF, the fundraising arm of the music foundation.

Winnie has been a Director of the Chinatown Multi-Level Care Foundation since 2014 and serves as the Board Treasurer.

Nancy Tong - Secretary

Nancy retired from the Government of Alberta in 2010 after 34 years of service. She spent the last 23 years of her career as a Labour Relations Officer with the Alberta Labour Relations Board. Nancy has a BA (Honours) in English from the University of Hong Kong.

Nancy has logged many volunteer hours at the Edmonton Chinatown Care Centre serving on the Family Advisory Committee and the Ethics Committee. Nancy has been a Director of the Chinatown Multi-Level Care Foundation since 2014 and serves as the Board Secretary.

Dr. Bing Li – Director

Bing has been a general practitioner since 2001, specializing in care of the elderly at The Good Samaritan Seniors Clinic and is also a staff physician at the Grey Nuns Hospital. Bing is a Clinical Lecturer with the University of Alberta Department of Medicine, a medical examiner and also supervises and trains medical students, residents and international medical graduates. Bing graduated from Guangzhou University of China in 1983. He practiced internal medicine for six years prior to coming to Canada in 1989 to pursue further

medical training in medical research.

Bing has been a Director of the Chinatown Multi-Level Care Foundation since 2016.

Michael Chi – Director

Michael is the legal counsel for Jaffer Group of Companies. Michael has a Bachelor of Science degree as well as a Juris Doctor degree from the University of Alberta.

Michael has been a Director of the Chinatown Multi-Level Care Foundation since 2019.

Nancy Zhang – Director

Nancy is a Senior Project Manager for the Ministry of Alberta Justice and Solicitor General. Nancy also has experience as a Prosecution Business Strategist, Researcher and Quality Assurance Coordinator. She has a Bachelor of Commerce in Business Economics and Law from the University of Alberta and a Master of Arts in Sociology from Queen's University.

Nancy has been a Director of the Chinatown Multi-Level Care Foundation since 2019.

Selikke Janes-Kelley - Director

Selikke Janes-Kelley has an extensive background in healthcare operations through a career that included starting as a general duty nurse, to eventually taking on roles including Director of Child Health and Critical Care for the Royal Alexandra Hospital and

Stollery Children’s Hospital, Senior Operating Officer - Child Health Program, and Site Executive Director, Royal Alexandra Hospital. Selikke has also held faculty positions at the U of A Faculty of Nursing. She currently also sits on the Board of the Boyle McCauley Health Centre.

Selikke joined the Board in September 2021.

Darryl Diletzoy, - Director

Darryl Diletzoy is an experienced Senior Financial and Operational Leader having extensive experience in the health care sector. Darryl’s career experience includes senior finance roles at Capital Care, Alberta Health Services and thirteen years as Chief Financial and Operations Officer at the Alberta Cancer Foundation. In addition to his health care experience, he is familiar with the governance and management requirements of non-profit charitable organizations.

Darryl joined the Board in September 2021.

Margaret Tse – Director

Margaret Tse is the President of Parkland Respiratory Care Ltd. which is located in Edmonton, Calgary, Spruce Grove, Grande Prairie and Red Deer. Parkland provides respiratory assessment and education on the use of all different kinds of respiratory home care equipment. Prior to this, she held a variety of Respiratory Therapy positions in hospitals in Edmonton and Red Deer.

In addition to her health care experience, Margaret has an interest in philanthropy and fund raising and has worked on fund raising campaigns for the U of A Hospital Foundation and Alberta Lung Association.

Margaret joined the board in September 2021

Truman Severson – Executive Director

Truman has over 20 years of continuing care experience in Alberta and British Columbia in the not-for-profit sector. He has held a variety of positions including President as well as Vice President with responsibility for areas including human resources, project development, strategic planning and innovation, and fund development. Truman has a Bachelor of Arts from the University of Alberta, a Bachelor of Social Work from the University of Calgary, and Master of Business Administration from Royal Roads.

Truman has been serving as the Executive Director of the Foundation since October 2018.



Chinatown Multi-Level Care Foundation Trust

This past year The Foundation added a feature to its governance structure which involved the establishment of a Trust. The Trust includes three members (Trustees) who are responsible for appointing Board Members to the Foundation. To this end, they work collaboratively with the Foundation Board in evaluating the Board's needs in terms of membership. The Trust provides a checkpoint in making sure the Board has the diverse skill sets and talents that are needed to effectively govern.

The Trust has three members: one who was appointed by the Foundation, one appointed by the Chinese Benevolent Association. The third Trustee was appointed by the Foundation and CBA Trustees and all three have now begun their initial 5-year terms. We are pleased to introduce the Trustees.

Residents were treated to presents from Nancy Tong and they were all smiles!

Jim Saunders

Jim Saunders was appointed by the Foundation and brings 45 years' experience in executive healthcare management and consulting. He has worked with governments; healthcare organizations, regional health authorities; and with multinational healthcare vendors in Alberta, British Columbia, and Saskatchewan. Positions held include Vice President, Calgary District Hospital Group; President & CEO, Alberta Children's Hospital; President & CEO, Regina Health Region; Interim COO, Corporate Services, Alberta Health Services; Official Administrator, East Central Health Region, Alberta; Official Administrator, WestView Health Authority, Alberta; CEO, Forest Grove Care Centre; Interim CEO, Provincial Health Services Authority, British Columbia.

Doug Tupper

Doug Tupper was appointed to the Trust by the Chinese Benevolent Association. Doug brings a diverse background through a long career with the Government of Alberta which included a number of positions in Alberta Environment including serving as Assistant Deputy Minister from 1998 to 2002. From 2005-2010 Doug was the executive Director of the Edmonton Police Commission. He also brings significant governance experience having served on the Edmonton Public School Board, including two terms as chair. He was a

Board member of the Health Quality Council of Alberta, and a former member of the Edmonton Board of Health.

Susan McGillivray

Susan McGillivray is the third member of the Trust and is the Senior Program Officer, HR Talent and Workforce Strategies at Alberta Health Services (AHS). Susan is a non-practicing lawyer and has worked in the healthcare sector in progressively senior legal and human resources roles since moving from Saskatchewan to Alberta in 1998. Susan has worked closely with non-profit organizations over the years through previous employment with Provincial Health Authorities of Alberta where she assisted numerous Alberta continuing care providers with their labour relations needs. She holds a Bachelor of Laws from the College of Law at the University of Saskatchewan and is a non-practicing member of the Law Societies of Saskatchewan and Alberta.

Other News!

The care centre completed renovations on the main floor care area to accommodate residents requiring a higher level of care. Previously this area was for more independent residents and the renovations will now allow us to care for 16 long term care residents in this area.

The Foundation was also able to make some substantive upgrades to our resident lounges on each of the floors thanks to a

very generous donation. This included new furnishings and TVs in each of these areas. We want to thank Gordon, Ronald and Shirley Wong for their generosity in honouring their mother and father Wei Ting and Newton Wong. We also want to thank all the other donors who generously gave throughout the year to bettering the lives of our residents. We were able to upgrade many recreation/ social items and our residents have benefitted greatly from these gifts.



A resident enjoying a virtual visit with 5 family members.



The newly renovated Newton and Wei Ting Lounge space is a comfortable place to gather.

When the COVID 19 outbreak began at the Care Centre, the site needed to follow strict outbreak protocols. This meant staff were very limited in what they could provide for social and recreational activities during the outbreak. Thanks to our resident-centred employees, the Care Centre was able to provide hundreds of virtual visits to residents and families during our outbreak. This was a way for families to stay connected and even celebrate some special occasions like birthdays with numerous family members participating.



Once the outbreak was declared over, the activities were restarted much to the delight of everyone! Chinese New Year's was the first event to take place post outbreak. It was so heart-warming to see the smiles and to hear the laughter from our residents and staff. Here are a few photos from some of the events at the facility.



2021 - Chinese New Year's Goodies



It was a happy day when COVID 19 vaccines arrived. (Jan. 2021)



Mother's Day Flowers all for the residents



Residents trimming a Christmas tree with festive decorations.
(December 2021)

Breaking Ground!

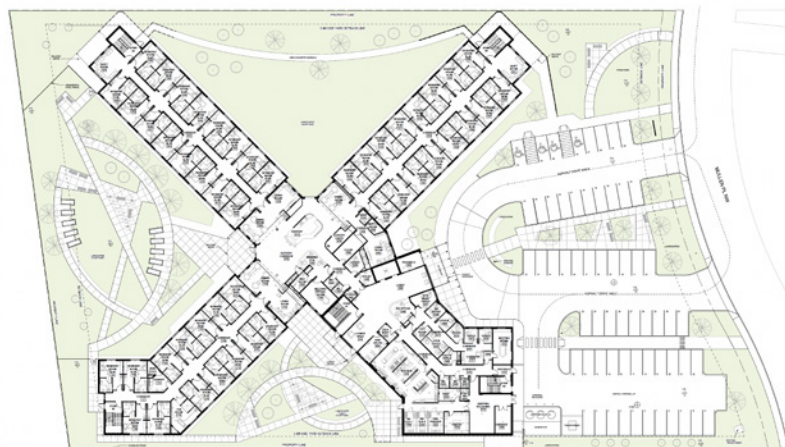
The Foundation has officially broken ground at the new care centre site in southwest Edmonton. This new care centre will be home to 136 continuing care residents. The Project is located at 5836 Mullen Place, Edmonton.

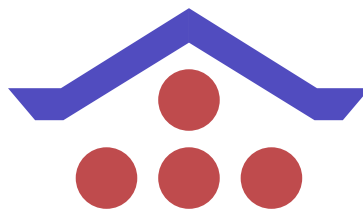
The building, as designed, will have three storeys and will serve residents from diverse backgrounds. On each floor of the care centre there are three living areas, providing a private room and bathroom for each resident, and a central core area comprising a food servery, dining room and lounge areas, as well as program support rooms.

The Foundation would like to thank the Government of Alberta for providing \$15 million in capital funding. The site will be under contract with Alberta Health Services. We want to thank our construction partners – RPK Architects and Stuart Olson Construction. The total cost of the building will be approximately \$49 million.



Construction is progressing!





CHINATOWN MULTI-LEVEL
CARE FOUNDATION

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