

2022-2023 ANNUAL REPORT

Action Line Housing Society
Seton Villa Society
Seton Villa Retirement Centre



Rendering of Seton Villa New Build

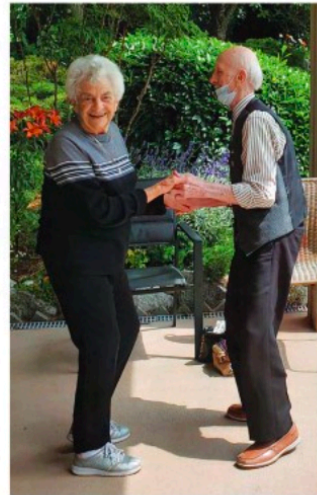


Thank you for voting Seton Villa as Burnaby's Favourite Retirement Residence. We are honored.

What makes us special?

- Seton Villa is owned and operated by Action Line Housing a not-for-profit society
- Our food is fantastic
- Our average age is 85 years
- We are home to 230 residents
- We provide Assisted Living through Fraser Health and Supportive Housing which includes 3 meals, recreation, housekeeping, laundry and help when it's needed

We are committed to providing affordable housing and support services for seniors (65+) in a way that facilitates living independently for as long as possible.



SETON VILLA

www.setonvilla.com

FOLLOW US ON SOCIAL MEDIA Seton Villa on Instagram at @seton.villa, Facebook at Seton Villa and Twitter at @Seton_Villa



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OUR VISION

A thriving and sustainable neighbourhood community

OUR MISSION

We promote health, independence and provide affordable living for seniors

OUR VALUES

Respect

We honour and appreciate everyone's uniqueness

Integrity

Our actions match our commitments

Quality

We pursue excellence in everything we do

Caring

We act with compassion, understanding and patience

Community

We live and work together in a safe and vibrant environment

2022-2023 STRATEGIC PLAN

We are proud to say that through the hard work of everyone involved, we were able to successfully implement our 2022-2023 Strategic Plan, creating an even greater community and home for our residents, staff, and neighbourhood!

Resident Experience

1. Enhance our dining experience
2. Enhance the main floor experience
3. Broaden the scope of meaningful interpersonal and recreational opportunities
4. Increase resident choice and influence over their living experience
5. Engage in proactive outreach for volunteers and expertise

People Development

1. Conduct needs assessment of our people and roles to identify strengths, gaps and development opportunities
2. Implement team building and improve culture
3. Integrate vision, mission, and values in the attitudes and actions of our people
4. Engage in proactive succession planning and recruitment
5. Enhance employee development plans and performance evaluations
6. Implement a training and education strategy that aligns with the changing needs of our residents
7. Develop Board competencies and ensure the skills and knowledge of Board members best serves the organization

Internal & External Communication

1. Explore and formalize effective strategies to engage families, residents, and staff
2. Develop and implement a bidirectional communication strategy to inform and elicit input from external stakeholders and diverse groups
3. Increase financial transparency with key stakeholders
4. Redesign online presence and branding to support infrastructure plans and engage stakeholders

Infrastructure Planning, Development & Funding

1. Establish a plan to upgrade and maintain the tower
2. Establish a building plan for the new build
3. Establish a business and renovation plan for the Mansion
4. Research and develop a funding strategy for infrastructure projects

2023-2026 STRATEGIC PRIORITIES & OBJECTIVES

Our new Strategic Plan, now called Strategic Priorities & Objectives, builds upon what we have achieved to further our vision, mission, and values, allowing us to reach further into our neighbourhood and surrounding communities. We are excited to continue working on revitalizing our current buildings, including Overlynn Mansion, and our New Build, a 4-storey building with 48-wheelchair accessible suites for seniors.



Resident Experience

1. Refresh our physical spaces
2. Update and integrate new technology
3. Maintain and improve the seven domains of wellbeing: *identity, connectedness, security, autonomy, meaning, growth, and joy*
4. Actively survey our residents for feedback and incorporate their feedback into decision making



Community Engagement

1. Be known as a good neighbour and a place of positive neighbourhood memories
2. Integrate community engagement as a functional aspect of our business
3. Improve our image with our partners
4. Strengthen our ability to negotiate politically



People & Culture

1. Focus on the wellness and engagement of our people
2. Embed the vision, mission and values into the lifespan of team members' time at Seton Villa
3. Support our people through projects and transformation using best practices in change management
4. Ensure our residents align with our criteria of independent living



Capital Assets & Financial Strategies

1. Attain occupancy of the new build
2. Complete the Tower rejuvenation
3. Create a gathering space at Overlynn Mansion
4. Develop and implement a financial strategy to renovate and sustain the Overlynn Mansion
5. Achieve full occupancy and a waiting list for the Tower
6. Implement a green/environmental sustainability strategy

BOARD OF DIRECTORS



Zina Weston
President



Barbara Kendal
Vice-President



Kelly Bosello
Secretary



Bob Davies
Treasurer



Dominic Flanagan



Dana Juba



Josie Romeo



Patty Sahota



Barbara Spitz



Dan Lenander

MESSAGE FROM THE CHAIR OF THE BOARD

Zina Weston, President



This has been another busy year for the Board of Directors of Action Line Housing Society (ALHS) and Seton Villa Society (SVS). Over the last year, four new directors were appointed to both of the

Boards. We are fortunate as an organization to attract competent individuals who are willing to donate time and bring their extensive expertise into our Seton Villa community.

Many of the past annual summaries have mentioned the COVID pandemic. Once again, I want to thank both the entire staff and every resident for their commitment to each other's health and well being. Our community had exemplary results during this extensive saga. Everyone's willingness to do "what needed to be done" was instrumental in that success. What a delight to have the remaining restrictions recently lifted!

The Board of Directors and leadership staff held a one-day strategic planning session in February to update the Society's priorities and objectives for the next three years. It was a focused and fruitful day with many ideas shared and analyzed. This is another example of the commitment of Board members and staff to the wellbeing of our residents at Seton Villa.

The focus of the Board is essentially unchanged. We continue to work towards a comprehensive campus of care on the property. The refurbishment of the Tower is progressing with both expertise and financial support being provided by BC Housing. We continue to work towards increasing the utility of the Mansion while respecting the heritage of the structure,

the mission of our organization and the prominence of the home in the local community. The Board remains determined to construct forty-eight accessible units on the property to be able to accommodate our residents when they experience serious mobility issues.

All of the oversight and long-range planning that is accomplished by the Board of Directors would



Twin Day with Wayne, Zoya, Carmina, and Marissa

not be implemented without the staff who bring all of the ideas and direction to fruition. We extend our thanks to the Executive Director of Seton Villa, Michele Cook. She has developed a strong leadership team, who in turn manage an exemplary staff. So much of what makes Seton Villa a wonderful home for our residents is the result of the capabilities, compassion and commitment of the staff.

My personal and sincere thanks to my fellow directors. I continue to learn from them both in the realm of Board governance and in the area of personal growth. They each bring unique skills to the organization. It is a privilege to work alongside my fellow Board members.

ALHS has been serving the community of North Burnaby for many decades. We can all be proud of our accomplishments.

MESSAGE FROM THE EXECUTIVE DIRECTOR

Michele Cook, Executive Director



Over the past fiscal year, April 1, 2022 to March 31, 2023, we continued to do exceptionally well approaching three years into the pandemic. By 2023 we were definitely seeing the light at the end of the tunnel as we happily, step by step, were returning to 'normal'. The saying 'it was the best of times; it was the worst of times' rings true. There were many dark days in the unknown but we gained a strong bond within our Seton Villa family as we were put to the test to rely on each other.

I am eternally grateful to our wonderful staff. This year's annual Staff Service Recognition was special in honouring one staff member's forty years of service. She remains dedicated to Seton Villa and committed to her team and she loves what she does because her work contributes to the residents' enjoyment of living here. "A happy and healthy place to work" is one of our guiding principles as the leadership team takes care of our staff so they in turn can care for our residents. This past year we reaped the benefits of the work we had done in revising our staff benefit plan to better meet our needs in encouraging staff wellness with treatments such as physiotherapy and acupuncture. Our most valuable resource, our workforce, is also aging.

The annual Staff Satisfaction Survey was conducted which showed an increase in overall satisfaction. Top strengths were staff relationships, a collaborative work environment and pride in services. We also heard about the need for training in de-escalation and violence prevention in the workplace. By the end of 2022

all staff received this training specific to their area of work.

Another guiding principle is quality of life for residents. Leadership of the care department changed as Diane Miller is now part-time with Renneth Puzon as full-time Director of Care. Diane and Renneth are a formidable team, Diane imparting her many years of experience on Renneth as she takes on this crucially important role. The average age of our residents is now 87 with well over 60 Supportive Living residents receiving home support hours in addition to our 28 residents living with us in Assisted Living. My sincere thanks to the entire care team. This is the work of heroes to provide the most intimate of care to our most vulnerable residents.

Nellmarie Uludag assumed leadership of the Recreation and Leisure team and all our wonderful volunteers. She skillfully finds a way to provide a Pep Talk calendar that is varied and interesting while making sure that residents who are experiencing loneliness have friendships in other residents and trained volunteers. We were very pleased to be able to purchase a 'new to us' bus which has more capacity and will serve us well for many years to come.

Our almost fifty-year-old Tower is being assessed for renovations funded by BC Housing. Mechanical, electrical, plumbing, elevators, windows and seismic are all areas undergoing technical reports as we develop the scope for replacements and upgrades. We look forward to construction starting in 2024. Once done, our building will be ready for the next fifty years with up-to-date energy efficiency as well as increased capacity to deal with extreme heat and temperature fluctuations. Leading this work is

the highly capable Scotty Prentice, Director of Building Operations and Maintenance. I want to thank the maintenance team, housekeeping staff, laundry and our sanitizers for their work in keeping our building running well and looking its best.



Housekeeping staff

Stephen Graham, Executive Operations Officer, and his team in the kitchen and dining room continue to wow us all with the food, affectionally called the jewel in our crown. Stephen also provides leadership to overall operations with a keen focus on resident satisfaction.

Our beloved Overlynn Mansion is being looked at as a community gathering place which will include a functioning kitchen. For the moment, filming has continued although a slower than usual year.

Our Strategic Plan 2019-2022 was wrapped up with a joint Board and Management session to celebrate and acknowledge all the hard work that was done over this period, despite dealing with COVID. Early in 2023 the Board and Management worked together to develop our Strategic Priorities and Objectives for 2023-2026.

These are broadly categorized into four categories: “Resident Experience”, “People and Culture”, “Community Engagement” and “Capital Assets and Financial Strategies”. As we move into the next fiscal year, we will work to develop our annual plans to achieve the objectives.

For our plan to build forty-eight much needed wheelchair accessible, affordable homes for seniors, we went to the City of Burnaby Public Hearing, for the second time, at the end of May 2022. Following that there is a long list of requirements which mostly fall to our architect. We are working with all three levels of government for funding to make this much needed project affordable, in keeping with the Society’s mission.

Finally, I wish to acknowledge the work of our volunteer Board of Directors. We were so fortunate to have new Directors join the Board who bring wisdom and enthusiasm for the governance of Action Line Housing and Seton Villa Societies. Heartfelt thanks to Zina Weston, President, for her endless support and guidance.

PLANNING & DEVELOPMENT COMMITTEE REPORT

Barbara Spitz, Committee Chair

The Planning and Development Committee is really a committee-of the whole which reflects the importance of the committee’s work on monitoring the progress and planning of the New Build project. This project is a 4-storey, wood-framed, 48-wheelchair accessible suites for seniors which will be attached to the existing 19-storey, 217 suite Tower.

In December 2020, 2nd Reading from Burnaby City Council was granted with suggested changes. Our architect, working with City staff, revised the drawings and, after another Public Hearing in May 2022, Council granted unanimous consent to proceed with the next stages of designing and planning for a 3rd Reading.

Although this Annual Report is for the fiscal year ending March 31, 2023, it must be reported the 3rd Reading was granted on June 5, 2023. This is a huge step forward to finally realizing our expansion/home for seniors.

Now the challenge – to acquire funding. At writing we have been unable to secure sufficient money but continue to work with all three levels of government – federal, provincial and municipal. The Board has not wavered in its

resolve to build this much needed, below market housing for seniors.

Although the New Build receives much time and attention, maintenance and upkeep of the Tower continues to be our priority for the livability and safety of our residents. BC Housing is proceeding with the Tower’s rejuvenation project which includes seismic upgrading.

An ad-hoc Mansion committee was formed last year to study and make recommendations for uses of the beautiful Overlynn Mansion, which sits on the eastern portion of the property, to benefit our residents and the community at large. This committee reports directly to the Board of Directors, but any upgrades or capital projects are reported to this committee.

Action Line Housing Society’s (Seton Villa) Mission is to provide affordable housing for seniors. We have an exemplary record of benefits to our community and need to expand our services to include wheelchair accessibility. With the ever-increasing age of our residents, many have mobility issues and want to be able to stay at Seton Villa – to age in place. We know the need for this all-inclusive housing is greater than ever and we are resolute in our determination to provide it!



Picnic at Porteau Cove

GOVERNANCE COMMITTEE REPORT

Zina Weston, Committee Chair

The Governance Committee continues to serve Action Line Housing Society and Seton Villa Society in a number of ways.

Two new Directors were recruited in the spring of 2022, and two more were brought onboard in that summer/fall. The Societies are well served by the intelligent and committed volunteers on the Board.

In December of 2022, a lawyer provided the Board of Directors with a summary review of the Society's Bylaws. In February of 2023, numerous Board members attended an online course titled Board Brilliance – Steps to a Highly Effective Board.

Also, in early 2023, a small group of Directors interviewed and subsequently recommended a new law firm to act as solicitors for both Societies.

Each fall, the Governance Committee oversees surveys to measure the effectiveness of the Board of Directors, the Board Chair and the Executive Director. The Committee also reviews many of the operational documents such as the Board Governance Manual and the Terms of Reference for each Board committee.

All of these standard activities of the Governance Committee were mentioned in the Board Brilliance course as being representative of a highly functioning non-profit Board of Directors.

The work can be extensive, a Director Orientation package and a Bylaw review are two of the larger projects still outstanding.

My thanks to the committee members for their ongoing commitment and support.



Aquabus cruise around False Creek



Lindy with Seton Villa's hatched chick

CQI/RISK MANAGEMENT COMMITTEE REPORT

Josie Romeo, Committee Chair

The CQI Committee meets on a quarterly basis with meetings in January, April, July and October.

The committee's primary focus is resident care and this is achieved by ensuring a safe and well-maintained building, the careful review of reports received from Fraser Health and comprehensive internal reporting. The findings of these reports are utilized to continually improve the health and care of our residents. The Committee monitors medication errors, falls, hospital visits as well as resident participation in social and physical development programs.

Training and support is continuously provided to our team members to ensure they deliver the best possible care to our residents. Staff are dedicated to providing new and expanded programs based on the needs and wishes of the residents.



Weekly walking group around the neighbourhood

A 100% inspection of all our Resident Units was completed and all issues addressed. This is an ongoing process. Our Maintenance Director ensures inspections of our building are completed frequently and any required repairs/improvements are addressed in a timely manner.



Celebrating Halloween 2023 in the penthouse

We would like to acknowledge the amazing efforts of our entire team – all of our team members are committed and dedicated to the physical and mental well-being of all our residents.

This report summarizes the Society's fiscal year which ended on March 31, 2023. We are so pleased with the efforts of our Executive Director, managers and entire staff that have continued to deliver a high level of care and keep our staff and residents safe. The commitment and dedication demonstrated by every individual involved with the Society has been exemplary.

It has been a pleasure to serve with my committee members to support improvement initiatives for the residents of Seton Villa.

MESSAGE FROM THE EXECUTIVE OPERATIONS OFFICER

Stephen Graham, CD. CCC, Executive Operations Officer

Food Services, Kitchen, & Dining Room

Our new Sous Chef Brandon Lee and staff are dedicated to providing 95% of meals made from scratch with quality ingredients and new featured items added to the menu weekly.



Seton Villa's kitchen staff

We have a wide range of residents requiring special nutritional diets. We are currently providing 40-45 diets that range from: low to no sodium, low to no fat, low to no sugar, minced, chopped, pureed, liquefied, gluten free, vegetarian and on occasion vegan.

This fiscal year has also been challenging for the Food Services Department, but with staff dedication, hard work and organization, this department has exceeded all challenges with flying colors, and no complaints— just praise from our Residents. I am extremely proud of the food service staff as they continue going above and beyond to meet all requirements.

As protocols are lifted for COVID restrictions, and things are getting back to “normal” The Food Service Department has a new challenge with high food inflation of 15-25% increase on raw food and proteins. As our chefs strive to keep our menus fresh and affordable, with the help of Silver Group Purchasing Partner Network, Seton Villa receives a rebate of all food, equipment, and supplies purchased. The 2022-2023 fiscal year rebate was \$14,000.

Kitchen Equipment Update

As we prepare for the upcoming New Build, the main kitchen has been going under a few equipment upgrades. We have added another Rational Smart Cooking Oven and also revamped our fridge and freezers to be cooled outside, no water required. This system has reduced the noise in the main kitchen significantly and a noise reducer adapter was added for outside, to meet the requirement of the Burnaby noise bylaws.



Outdoor cooling system for the kitchen

Building Operations & Maintenance Department

Our New Director of Building Operations & Maintenance, Scotty Prentice, was hired in mid-February 2023 and is responsible for all aspects of repairs and maintenance at Seton Villa and Overlynn Mansion. This includes, but is not limited to, maintenance requests, suite turnover, preventative/corrective maintenance and capital planning. The department is also responsible for Housekeeping & Laundry services which provide weekly suite cleaning and laundry service for all the residents at Seton Villa.

Room Renovations

The Maintenance department has started to do room renovations on some of our outdated suites, new paint (light grey), senior friendly light switches, new stainless-steel appliances, grey mesh blinds with blackout shades, and new vinyl plank flooring.



Renovated kitchen



Renovated living area

Tower Rejuvenation Update

Some exciting news for Seton Villa residents and staff is that Action Line Housing Society and BC Housing are working in conjunction on plans to modernize, rejuvenate, and structurally upgrade the Tower. These plans are currently being finalized with construction expected to start in 2024. This rejuvenation project will begin with adding new electrical infrastructure such as a generator that provides electricity to the entirety of the building in event of a power outage.

Structural upgrades to the building will include improving existing building foundations and strengthening the core of the Tower which will provide additional seismic resistance. The existing elevators will be replaced with a modern system which will speed the cars up, add additional features to reduce wait times, and improve the interiors with more user-friendly control panels.

A new HVAC system will be installed that gives residents their own heat pump in each room that provides both heating and cooling.

As for the exterior of the building, existing windows will be replaced with higher insulation value panes, balcony doors will be added in rooms without them already, new guard railings will be installed for every balcony, and the building will be painted.

Other upgrades covered by this project include replacing lights with LED fixtures, re-piping hot and cold water lines, replacing life safety sprinkler equipment and more.



Render of the revamped Seton Tower

Housekeeping Department

Our housekeeping and laundry department was busy over this past fiscal year with cleaning resident's suites, drapes, carpets, windows, common areas and keeping our building sanitized seven days a week. Their dedication and commitment, and a lot of hard work, makes it possible for a clean environment for all to enjoy safely.

Telecommunication

In this fiscal year, Shaw conducted an extensive project to upgrade our roof with G5 telecommunication capabilities, with five new antennas scheduled in fiscal year 2023-2024. Rogers and Freedom are upgrading their dishes and antennas as well. More new business is on its way!

FINANCIAL SERVICES REPORT

Susan Luo, Director of Finance

Despite the challenges posed by the COVID pandemic, Seton Villa has had a productive year of continued progress and transformation. Our commitment to being a cost-effective senior home and delivering the best possible outcomes to all our stakeholders has remained steadfast. We are proud of our staff's compassion, resilience, and commitment to their work during these unprecedented times.

For the eighth consecutive year, Action Line Housing Society has received an unqualified audit report for the fiscal year.

We have made significant improvements in our operations and management, including training staff and managers/directors on how to use the staff scheduling mobile app, reducing bi-weekly payroll processing time. We have also given access to accounting software to the Executive Operations Officer to help manage budgets for food services, housekeeping and the building operating department. This has streamlined our expenses by entering vendor invoices into Sage instead of tracking expenses via excel, thus reducing the workload on multiple staff.

We have been actively applying for funding from various organizations, provincial, and federal governments, and we are pleased to have received funding for kitchen equipment, IT hardware, recreation, Canada Summer Student Jobs, and Health Care Access Program in 2022-2023.

Managing a balanced budget is challenging and we have faced obstacles such as high insurance costs, gas, fees, repair and maintenance expenses, and quarantine labour costs for COVID. However, our management team has been proactive in reviewing monthly labour costs, quarterly continuous quality improvement plans, strategic operating plans, and monthly financial statements. We take corrective action immediately when necessary and review monthly overtime hours worked and sick hours. We review care staff actual hours worked which are compared with funded hours to control labour costs under the budget.

We experienced higher than average vacancies as we recovered from the pandemic. Our bottom line before depreciation and investment income is positive. Our management team has been vigilant in purchasing goods and services according to the budget, and we will continue to review monthly labour costs and financial statements to ensure that expenses are kept within budget.

Our goal for the new fiscal year is to improve our contracts management system and assist with the new building development pro forma and budget. We will continue to strive for excellence in providing cost-effective and high-quality care and housing for our seniors.

CARE SERVICES REPORT

Renneth Puzon, Director of Care

The Care Department's focus is to provide support of the physical, mental, and social well being of Seton Villa Residents. We endeavour to deliver quality of life to our residents with the combined efforts of:

- ▶ Board Members
- ▶ Seton Villa Leadership
- ▶ Seton Villa Staff
- ▶ Multidisciplinary and Intradisciplinary teams
- ▶ Seton Villa residents and their families, and
- ▶ Fraser Health Authority

We recognized the fact that the number one protection for our residents is through immunization. In response to COVID we held a Fall Booster COVID Vaccine Clinic together with an Annual Flu Vaccine Clinic. We held another COVID Booster Vaccine Clinic in January 2023 to ensure those who missed receiving the vaccine would be updated with their immunizations.

With improved changes and increase in number of Fraser Health Community Health Nurses, assessments of residents, who receive home support, are up to date. As their care needs increase, care staff are able to provide the appropriate supports they need. We started to accept residents from hospital to return to Seton Villa while waiting for their Long-Term Care bed with Fraser Health's 24 hours care provision.

Regular referral to our Social Worker is part of our collaborative team involvement. We connect our residents who require counseling, social services support and other social needs. With our Social Worker's immense help, our residents easily connect with the resources available and suitable for their needs.

Our in-house physician continues to accept new patients and comes in to visit on a weekly basis. This in-house visit benefits our residents in addressing their concerns in a timely manner without having to worry about transportation and family escorts. The physician's visits also support our residents to stay healthy and avoid unnecessary Emergency Department (ED) visits.

We acknowledge our residents' wishes for Future Health Care Treatment; we increased residents' awareness of updating their Medical Order Scope of Treatment (MOST) forms. These forms are necessary for directions for resuscitation and levels of treatment prior to and post admission to hospital.

As we continue to serve the changing demographics of our incoming residents. Care Staff regularly update their competencies through in-class education, online learning hubs, and in-services within our Care Team.

We are proud to say that we successfully provide excellent care to our residents and remain dedicated to this goal. It is our pleasure to support our residents every step of their way making it possible for them to age at Seton Villa, the place where they called home.



Mayor Hurley at the centennial birthday celebration with Anne and Elsie

RECREATION SERVICES REPORT

Nellmarie Uludag, Recreation and Leisure Program Lead

We are delighted to present the annual report for the Recreation Department of Seton Villa. Over the past year, we have focused on providing a diverse range of physical activities, exciting bus trips, engaging programs, and memorable events for our residents. With the relaxation of mask mandates, we have been able to create an even more enjoyable and interactive environment for everyone. Let's take a closer look at the highlights of the year.

Physical Activities

The Recreation Department has been committed to promoting the well-being and vitality of our residents through a variety of physical activities. Residents have enjoyed participating in sports like volleyball, engaging in invigorating pool exercises, and finding serenity through chair yoga sessions. These activities have not only improved their physical health but also fostered a sense of camaraderie among the participants.

Bus Trips

Our residents have had the opportunity to explore the beauty of the surrounding areas through our fun-filled bus trips. We organized delightful excursions to Bowen Island, where residents immersed themselves in nature's

tranquility. We also visited Porteau Cove, offering breathtaking ocean views and a chance to connect with the coastal wonders. The Vancouver lookout trip allowed our residents to appreciate the stunning cityscape from a bird's-eye view. We also took trips to the farmer's market, indulging in fresh local produce and artisan crafts. Additionally, we enjoyed movie outings at Langley, making it a memorable year of adventure and exploration.

Culinary Experiences

Our residents had the pleasure of experiencing a variety of culinary delights at some of the finest restaurants in the area.



Elsie's 105th birthday celebration at Jägerhof

We savored the flavors of Korean BBQ, enjoyed the cozy ambiance of Jägerhof, explored the diverse menu at Burnaby Palace, and indulged in the creations of the Hot Chocolate Festival. These dining experiences provided not only delicious meals but also an opportunity for residents to socialize and create lasting memories.

Programs and Events

The Recreation Department continuously strives to create a vibrant community within our facility.



Tulip Festival in Abbotsford

Our Java programs, a series of educational and interactive sessions, have brought residents together, fostering connections and intellectual growth. We have also established a peer support group, providing a platform for residents to share their experiences, offer support, and strengthen friendships.

We organized a range of wonderful programs throughout the year, such as campfire and s'mores nights, where residents gathered around the warm glow of the fire, sharing stories, and bonding. The Japanese festival immersed everyone in the rich culture and traditions of Japan. Coffee clubs provided a cozy space for residents to enjoy their favorite beverages while engaging in lively conversations. Our new porcelain cups added an extra touch of elegance to these gatherings.

Collaboration with the Community

We have strengthened our ties with the local community through various collaborations and events. The Gilmore School Grand Buddies program enabled intergenerational connections, as our residents interacted with students, sharing stories, and building friendships. The Kitchener Elementary Pancake Breakfast brought together residents, students, and families for a morning of delicious food and joyful conversations. We also organized a memorable Halloween party and a vibrant New Year's Eve



Kitchener Elementary's pancake breakfast

celebration, marking the passage of time with joy and laughter.

We engaged with the Gilmore School community during Easter by creating time consuming but adorable Easter bunnies, challenging our artistic skills while spreading cheer. Witnessing the hatching and growth of chickens within our facility brought excitement and a sense of wonder to residents of all ages. Elsie's 105th birthday party was a grand affair, attended by esteemed guests, including the Mayor, Member of Parliament, Terry Beech, and Member of the Legislative Assembly, Janet Routledge.



MP Terry Beech celebrating Elsie's 105th birthday

Our residents were serenaded by a colourful Mariachi band and enjoyed a lively pinata party. We extend our heartfelt gratitude to all our volunteers whose invaluable support and dedication make these events possible.

As we conclude this annual report, we extend our warmest wishes to all our residents, staff, and volunteers. The Recreation Department is grateful for the opportunity to create joy, foster connections, and provide enriching experiences throughout the year. We look forward to embarking on many more adventures together in the upcoming year.

Together, we can make every day an extraordinary journey.



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