Together We Stand
With over 160,000 not for profit and voluntary organizations in Canada, and over 14,000 of these in Alberta, how do we make ourselves accountable and transparent? One such way is through an annual report and I am very proud of the production of this publication and its alignment with our Strategic Plan!

As we planned for 2010-2011, we addressed the risks and challenges facing us in this fiscal year. The primary risk was the timing/budget constraint for our Long Term Care Centre’s Capital Campaign renovation of $7.5 million. We did meet our objective of fiscal control (targeted to be under budget) and project timing with a planned conclusion of this project in the next fiscal year. Other issues we addressed and reached successful results were: a successful outcome to our National Accreditation audit and working with the evolving Alberta Health Services system.

The achievement of success in this reporting period positioned St. Michael’s as a leading provider of service, a leading body with exemplary governance oversight, a leading organization for employment, and a leading organization for involvement of volunteers.

Examining our Strategic Plan’s five focus areas for 2010-2011, I would highlight:
• Resident Care, Supportive Services and Quality of Life – having achieved our National Accreditation designation, and operating of a highly successful Adult Day Support Program.
• Organizational Management and Fiscal Sustainability – the balancing of the 2010-2011 operating budget reflects careful management and planning by all corporately.
• Networks, Alliances and Partnerships – including our leadership in, and active participation with numerous associations, committees and task groups.
• Principles, Ideals and Standards – achieving exemplary results in our compliance with Partners in Injury Reduction (PIR) certification, conducting and making public results of various surveys, and embracing the strengths of a multicultural and diverse workforce.
• Communications – producing a broadly distributed newsletter and Strategic Plan, conducting open houses and special events and keeping our over 250 active volunteers engaged.

Finally, through our own self-help initiatives, we have created and operated business entities where revenues help us to operate our programs and services. Our Family Health Centre, inclusive of mobile x-ray service, our production and sales of Baba’s Own food products, our rental of our Heritage Hall, external catering and Hair Salon service.

My personal gratitude is extended to our volunteer Board of Directors, our Executive Management Team, our Leadership Group of staff, and to all our support staff, who, without their dedication, professionalism and positive attitudes, St. Michael’s would not be able to proudly state that we have achieved our mission of Care with Love and Dignity.

Respectfully,

Stan C. Fisher
President and CEO
Governance of a not for profit organization today requires vigilance, good planning, adherence to principles, adherence to resource commitments and above all, a focus on a vision statement. This vision could not be achieved without the support of a very dedicated and committed volunteer Board of Directors.

To my fellow Board members, thank you for your role in St. Michael’s Health Group’s success in this fiscal period. Thank you to our Finance, Audit and Risk Assessment Committee whose guidance allowed us to achieve an external audited successful financial report; to our Facilities Committee who provided oversight and professional guidance to our corporate facility upgrade needs, annual maintenance strategies, and related industry networking; our Education Committee who awarded professional staff development opportunities inclusive for all employees’ interests and needs for a skilled workforce; and to our Heritage Committee who addressed ensuring a Ukrainian heritage is respected at St. Michael’s and that cross-cultural influences in today’s multiethnic workforce and resident demographic were recognized.

Special thanks are extended to our Honorary Board member, Bishop David Motiuk of the Edmonton Ukrainian Catholic Eparchy, for lending his advice and experience, and for guiding St. Michael’s Christian ethic. Special recognition is extended to numerous provincial and municipal politicians and sector representatives for their continued support.

Finally, I would like to thank the Friends of St. Michael’s Society of Edmonton Executive and all of our volunteers, young and “not so young” for your continued interest and commitment to St. Michael’s.

Good governance should reflect the Mission and Vision of the organization. This Annual Report is our approach to accountability for an almost $19 million annual operating budget, that does not totally rely on government largesse. St. Michael’s Health Group must continue to engage our community in service to an ever growing senior’s population in society, must continue to engage our corporate community for their support to community service, and must continue to engage a voluntary sector of all ages, abilities and interests.

Respectfully,

Ed Hladunewich
Chair, St. Michael’s Extended Care Centre Society
Mission and Vision

Care with love and dignity. St. Michael’s Health Group, incorporated through the St. Michael’s Extended Care Centre Society, is a Christian voluntary organization with an entrepreneurial spirit, dedicated to the provision of wellness-focused holistic care and community services to all with love and dignity.

Excellence | Integrity | Community | Accountability | Communications

Long Term Care Centre

Work in our Long Term Care Centre continued with implementation of the Minimum Data Set / Resident Assessment Instrument MDS / RAI. Resident-centred Care Plans were developed based on the MDS / RAI assessments. This year, the Care Plan format was changed to Client Assessment Protocols format to reflect the change from Resident Assessment Protocols to better focus on resident-specific Care Plans.

St. Michael’s Long Term Care was audited by the Edmonton Zone Continuing Care Peer Audit Review and achieved outstanding results.

Work began on the development of a new Quality Improvement Plan, as well as Best Practices in such areas as infection control and prevention, integrated care planning, service delivery and end of life care.

During this past year, nursing students, health care aides and licensed practical nursing students provided extra care and attention to the Residents while receiving actual work experience.
Millennium Pavilion

It was an eventful year at the Millennium Pavilion. The residents enjoyed weekly activities such as: exercise, bowling, arts and crafts and bingo. Special events included: the Christmas party, Remembrance Day Celebrations, crib tournaments, Mother’s Day and Father’s Day activities along with outings to various locations. Residents also took part in the Raise a Reader program and visited students at various schools. And, as always, the MP residents started tomato plants from seed which grew into healthy tomato plants and were then sold in June during Senior’s Week.

The Millennium Pavilion held a 22nd Anniversary Celebration in August 2010. The residents welcomed members of the Board of Directors, MLA Peter Sandhu, Councillor Tony Caterina along with family and friends. Everyone enjoyed celebrating with a tea party that was held in the Family Garden. Our 25th Anniversary Celebration will be held in August 2013.

Education continued to be a focus for staff. Three staff members were enrolled in the Healthcare Aide program (funded by St. Michaels’ Partners in Learning Program). Staff also benefited from attending in-house courses for Safe Food Handling, First Aid, Infection Control, Supportive Pathways and Cultural Differences in the Workplace.

The elevator modernization project was completed at the end of this summer season. Future renovation projects include changing out the locks and keys to resident room doors and updating the light fixtures in the rooms.

As always, we would like to thank our wonderful families and tireless volunteers for the tremendous amount of support extended to our residents and staff.
The residents of the Vegreville Manor continued to be busy with numerous activities, games, tournaments, sing-a-longs, church services, baking, quilting and performances from local entertainers. The residents annually write, rehearse and perform a skit for an audience of volunteers, family and friends and did so again this year. Over the course of the long winter, the residents planned their own Farmer’s Relay with competitions for a pitch fork race, cow pie toss, cow milking, egg and grain race and, of course, the best-dressed farmers. Residents and staff also participated in the Government of Alberta’s “Winter Walk Day” for a total of 2084 minutes walked amongst all our facilities.

Through St. Michael’s Health Group’s social worker, Vegreville Manor was able to incorporate monthly resident education sessions covering various issues and topics.

Vegreville Manor was very fortunate to have St. Michaels’ Clinical Compliance Lead and Educator follow-up with staff on education and also with assistance in clinical supervision and competencies. Staff had the opportunity to attend training sessions such as: Supportive Pathways, Emergency First Aid, Serving it Safe and training on Infection Prevention & Control. Through St. Michaels’ Partners in Learning Program, 5 staff successfully completed the NorQuest Health Care Aide certificate program and six others are now taking the course.

Interior improvements at Vegreville Manor included a re-painted kitchen and equipment re-organization. The facility grounds are near completion with the installation of the irrigation system and landscaping done. The courtyard was also completed and is now a very tranquil place to relax and enjoy the outdoors.
This past year was a busy one for all Grove Manor’s departments. Staff members continued to focus their efforts on upgrading their competencies and skills in the areas of Emergency First Aid and Mental Health, Safe Food Handling, and Infection Control. In addition, staff had an opportunity for continuing dementia education and training to improve their caregiving skills in caring for residents with dementia. Four staff members successfully completed the Health Care Aide program and another will in the next year.

Grove Manor offered residents a variety of social and recreational activities. Highlights of these events/activities were: Breath Easy workshop, Mother’s Day Tea and Fashion Show, poetry reading, Raise-a-Reader, Connecting Generations, indoor/outdoor mini gold, cribbage tournament, horse races, card bingo, trips to Elk Island and Ukrainian Village, computer and sign language lessons, Community Drumming Circles and a Wii bowling tournament. Residents also enjoyed the dances that were held on-site. These were the Spring Fling, Halloween and Fall Harvest dances. Grove Manor residents were very fortunate to receive a special performance from Nadia Ukrainian Dancers mixed with Christmas carolling.

Grove Manor was honoured to be the recipient of a grant from the Royal Canadian Legion #281 Spruce Grove. Funds were used to purchase a communal magnify machine for our residents. According to CNIB Edmonton, Grove Manor is the only facility in Edmonton and area that has such equipment.
Therapeutics Department

Over the last year the Therapeutics Department hosted 3 OTA/PTA students from Grant MacEwan University and 1 OT student and 2 PT students from the University of Alberta.

The department presented numerous in-services over the year on: Basic Back Care, Lifts and Transfers, Practical Lifts and Transfers and Falls Management.

A wound prevalence study was completed with all residents in January and our results were very positive. The dedication to prevention of wounds continues to be a main focus.

- **Long Term Care**
  
  All time spent with residents was tracked by Quick Entry in *Point Click Care*. This allowed increased tracking of residents’ participation in exercise and walking programs.

- **Adult Day Support Programs**

  The OT and PT collaboratively completed a Finding Balance Falls Prevention Program that included a presentation, display and activities.

- **Sub-Acute Care Program**

  Clients referred to this program at St. Michael’s presented with increased needs and comorbidities. 7 alarmed beds were provided from the region for the sub-acute care program.
In this past year of renovations, St. Michael’s Resident Care Department was a flurry of activity. Every two weeks, seven residents were moved to the Estates of St. Michael’s (temporary rooms constructed on the second floor) while their own rooms were being renovated. The temporary relocation of residents resulted in two additional handicap-accessible bathrooms installed on the second floor. The renovations also resulted in the creation of the “Dennis and Laurie Mozak Lounge” on the second floor. The lounge area is now a very popular sitting and gathering area for residents and their families.

In October 2010, the Long Term Care Centre underwent its second Accreditation Survey with Accreditation Canada and we achieved some of the strongest Accreditation Survey results an organization can receive. In March 2011, we underwent our annual Accommodation Standards Review and we achieved a 100% compliance score. In the area of Infection Prevention and Control, we did not experience any increase in the type and numbers of infections, and even saw our infection incidence rate drop slightly during the renovations.

The Resident Care Department continued to build upon our culture of quality and safety. In the area of Quality, we strengthened the following initiatives:

- Falls Prevention Strategy
- Skin Care Management
- Medication Reconciliation;
- State-of-the-art nurse call system

New quality initiatives for the next three years are:

- End of Life Care Program
- Culture of Accountability
- Preparing for the upcoming 2013 Accreditation Canada Survey
- Alberta Health Services Quality Indicators related to MDS / RAI
Adult Day Support Programs

On January 5, 2011, a Request for Proposals for Day Support programming was issued by Alberta Health Services. On February 11, 2011, St. Michael’s was informed that we received a five year contract of twenty five spaces, four days a week, for our Adult Day Support Program, to be effective April 1, 2011.

A Client Satisfaction Survey was done in September 2010 and 25 surveys were completed and returned. Results showed that clients were very satisfied with the Adult Day Support Program, therapeutic treatments, programmed activities / events, socialization, out trips, meals and customer service. Total number of clients served this fiscal year:

- Medical Rehabilitation Program: 53-57
- Social Program: 9-11

Pastoral Care

The pastoral care team, which included the Coordinator and Pastoral Care Volunteers, were involved with one to one visits, organizing church services for the residents and helping to get them to the services. Pastoral Care was also available for “end of life care” for the residents, families and staff.

In 2010-2011, we had a total of 3175 resident visits and 3416 people attended 109 church services. This included residents of various Christian faith traditions.

St. Michaels’ residents are primarily of Christian origin but we also have residents from other faith traditions such as: Buddhist, Muslim, and Hindu.
Recreational Programs

2010/2011 saw St. Michael’s participate in the Raise-a-Reader program for a second year. This program was funded through Canwest and the Edmonton Journal. Local school groups were invited to the facility to read to the residents. In return, we purchased books for the school groups that participated.

This past year, we made more programs available to our residents throughout the day. We began with running 3-4 programs/day to 5-6 programs/day in order to meet the diverse needs and interests of our residents.

New programs included: ribbon and rhythm sticks, hand bells, shuffleboard and knitting group. Funding received through the Community Spirit Program made upgrades to our kitchen area possible and allowed for new food programs like: pancake breakfasts, soup tasting, pasta and salad, build a parfait and making deviled eggs. Outings included: Edmonton Capitals baseball game, Jurassic Forest, Capital Ex, Fort Saskatchewan, Art Museum, Fort Edmonton Park and Botanical Gardens.

Social Work / Outreach Programs

Social work services were provided to:

- 146 Long Term Care clients
- 7 Sub-Acute clients
- 130 Supportive Housing clients
  (in Vegreville Manor, Grove Manor and Millennium Pavilion)
- St. Michael’s staff and family members in all St. Michael’s Health Group facilities

Our Registered Social Worker:

- assists with personal directives, powers of attorney, wills, guardianship & trusteeship
- assists with financial forms and applications
- provides advocacy and community resources for clients, family and staff members
- provides monthly presentations to Supportive Housing residents
- liaises between Public Guardian/Public Trustee and residents
- facilitates a Dementia Educational/Support group for resident family members
- chairs Resident Family Conferences and End of Life Conferences

General Services

A complete renovation of the Long Term Care Centre was underway this past year. Implementing the Capital Campaign renovations for the resident rooms and pods on two floors began when the public spaces were completed. Residents were not moved off site but relocated into temporary rooms for a two week duration while their rooms were renovated. All rooms also received new furniture and energy efficient lighting to bring the building modernization up to date.

The Silver Trail was also completed and the walking trail now allows residents, family and staff to enjoy a sunny afternoon outdoors surrounding the Long Term Care Centre and Millennium Pavilion.

Emergency Preparedness was a continued focus this past year. We updated disaster response plans and continued with staff education to be in compliance with provincial standards.
Volunteers

St. Michael’s volunteers continued to shine this past year, assisting with recreation programs, outings, portering residents to various events, planting gardens and flowers, and caring for them on a weekly basis. Volunteers visited, played music, helped feed, socialized and generally lifted the spirits of residents throughout the year with their generous presence and presents of time.

Some volunteers came for a short time but even a short time brought great benefits to all. Others stayed with us longer and became treasured friends. Each and every one of them was considered a ‘star’ by our residents and the staff at St. Michael’s Health Group.

Friends Of St. Michael’s Society Of Edmonton

The Friends of St. Michael’s Society of Edmonton is a group of dedicated volunteers who help with activities and with fundraising for our organization. FOSMSOE volunteers worked tirelessly at bingos and casinos and held a raffle to raise funds. The group funded equipment and programming for our four facilities and also made financial contributions when needed. They were also active in the community and are always promoting the good works of St. Michael’s.

The FOSMSOE Board of Directors continued to attend seminars and conferences, including Vitalize, in order to learn and implement fundraising strategies as well as network within the volunteer community. St. Michael’s Health Group extends its sincere thanks to this group of dedicated volunteers for their continued support and passion for our seniors.
Friends Of St. Michael’s Society Of Edmonton
2010 - 2011 Board of Directors were:

Vicky Beauchamp – President
Adeline Titowich – Past President
Doreen Pirnak – Vice-President
Mary Zaplitny – Secretary/Treasurer
Sandra Ewanuk – Director
Della Kostyshen - Director
**Family Health Centre**

The Family Health Centre saw a substantial increase in the number of patients using our services. This was in part due to acquiring another physician to our clinic. Dr. Eimad Elghol began his practice at the Family Health Centre in January of 2011, he is currently working three days per week and continues to accept new patients. The Family Health Centre also welcomed Mr. Stanley Fisher in October 2010, as the new Manager of the clinic. Stanley focused on increasing revenues and recruiting new physicians. We also partnered with the Edmonton North Primary Care Network and now have two Licensed Practical Nurses to assist our doctors.

The St. Michael’s Family Health Centre continued to grow its’ patient base and actively marketed our clinic.

**Baba’s Own Food Products**

2010-2011 was another busy year for Baba’s Own Food Products. Some statistics included the manufacturing of:

- 8,500 dozen pyrohy/month (102,000 dozen/year)
- 3,000 dozen cabbage rolls/month (36,000 dozen/year)
- 100 dozen nalysnyky/month (1,200 dozen/year)
- Hundreds of Pasky & Babky (specialty breads) prior to Easter and again at Christmas time.

With our growing popularity, the demand for our products increased every month and sales escalated. We now supply east to Lloydminster and south to Red Deer and north into the North West Territories. Our scrumptious pyrohy were served in a number of restaurants and delis throughout Edmonton and area. We also supplied products to catering companies throughout the province.

**Heritage Hall**

Another year of achievements for the Heritage Hall! The Heritage Hall is a banquet facility located onsite within St. Michael’s Long Term Care Centre. This hall is used internally for resident and staff events and also rented and catered for public events. Heritage Hall was renovated due to a flood and re-opened in June 2009. With the renovations (that included a new bar, improved lighting and sound system) the demand for renting the Heritage Hall increased.

In 2010 there were:

- 78 internal staff functions
- 58 catered, public functions (weddings, parties, luncheons, funerals, seminars, etc.)
Mobile X-Ray

The Mobile X-Ray service that St. Michael’s provides to long term care facilities, continuing care facilities, supportive living facilities, hospital’s and private homes increased dramatically in the last fiscal year. We increased the number of examinations from approximately 70 per month (in April 2010) to over 220 per month (as of March 2011). Because of this increase in service, more ill and frail patients were able to remain in the comforts of their surroundings rather than enduring travel and, at times, long wait periods in hospitals to receive an x-ray.

Due to the increased demand for our services, we are hiring an additional technician and have purchased a new portable x-ray machine to meet the increased demand.

We continued to aggressively market Mobile X-Ray and are developing a proposal to acquire funding for a pilot project that would allow us to expand our services into other markets within the province.
Heritage Committee

The Heritage Committee was formed in 2007 as an ad hoc committee to the St. Michael’s Health Group. It continues to act as an advisory body on the cultural heritage aspects of St. Michael’s. A staff member was designated as a liaison to the committee by the CEO and other committee members were recruited from the Board of Directors. A yearly calendar of Ukrainian-focused events was developed and tabled for action planning by the administration. Events such as St. Michael’s Feast Day, remained one of the highlights of the year.

Committee members:
- Luba Feduschak – Chair
- Stan C. Fisher – President and CEO (ex officio)
- V. Rev. Mihajlo Planchak
- Barb Riley – Pastoral Care Coordinator (recording secretary)
- Natalka Mitchell

Facilities Committee

The Facilities Committee consists of 5 Board Members, the President and CEO and the Director of General Services. Its purpose is to advise the administration on matters concerning the “physical plant” and include planning, budgeting and maintenance for all St. Michael’s locations. It also acts as a liaison between the Board and the administration by reviewing and recommending projects for Board discussion and approval. Its meetings are at the call of the Chair - between 3 and 5 times a year. This year the focus was the completion of the Capital Campaign.

Committee members:
- Lubomyr Pastuszenko – Chair
- Myron Borys
- Stan C. Fisher – President and CEO (ex officio)
- Edward Hladunewich
- Stan Kobylko
- Paul Teterenko – Director, General Services (recording secretary)
- Orest Yusypchuk
Education Committee

St. Michael’s Partners in Learning Program continued to support and assist staff who strived to upgrade their skills/training related to work. Fifty-two applications out of fifty-seven were approved. A large number of applications were approved for Health Care Aide Training. The Committee is pleased to report that there were applications from all sites, including three from Grove Manor, four from Vegreville Manor and four from Millennium Pavilion. The Committee met four times during the year to consider the applications received.

Total Budget for 2010/11 $50,000.00
Total Approved $42,985.88
Total Refunds/Withdrawals $905.05

Committee members:
• Ed Kostyshen – Chair
• Stan C. Fisher – President and CEO (ex officio)
• Kay Willekes – Director, Human Resources
• John Kopeck
• Orest Yusypchuck
The Finance, Audit and Risk Assurance Committee meets on a quarterly basis and is responsible for the oversight of management’s ability to manage and safeguard the organization’s financial and resources in a transparent and fiscally responsible manner. In performing this task the Committee:

- Reviews the annual audited financial statements with management and the independent auditor
- Reviews and discusses with management and the independent auditor significant financial reporting issues and judgments made in connection with the preparation of St. Michael’s financial statements
- Meets periodically with management to review St. Michael’s major financial risk exposures and the steps management has taken to monitor and control such exposures
- Advises the Board with respect to St. Michael’s policies and procedures regarding compliance with applicable laws and regulations
- Evaluates the Audit Committee’s performance annually and report the results to the Board

At the final meeting on June 15th the Committee reviewed the audited financial statements with management and the auditors. With no significant concerns reported by the auditors, the Committee recommended approval of the financial statements by the Board on June 21, 2011.

Committee members:
- Mel Snihurowych – Chair
- Stan C. Fisher – President and CEO (ex officio)
- Ed Hladunewich
- Wendy King – Director Finance and Administration (recording secretary)
- Dr. Peter Kule
- John Kopeck
- Marco Levytsky
2010-2011 Overview

The 2010-2011 operating budget for St. Michael’s Health Group was $19.6 million with government and health authority funding for direct care comprising 53% of total revenues and salaries and benefits comprising 65% of total costs. During the year, the organization also acquired $5.7 million in capital assets - building improvements, equipment and furnishings for the four buildings owned by the group.

For St. Michael’s, as with any organization receiving operational or capital funding from government or related agencies, expectations around standards compliance and accountability reporting has increased and in doing so, has become increasingly complex and no less confusing. However, through it all, the organization has remained focused on its mission, and continued to spend its limited resources in the best interests of providing person centered care and enhancing the quality of life for our residents and clients in our Long Term Care Centre, Supportive Living sites, Adult Day Support and other programs.

Alberta Seniors and Community Supports approved a 3% increase for accommodation fees effective February 1, 2011, the first increase since November of 2008. The organization continued to collaborate with other operators in the continuing care industry with a view to informing and working with government to bring about an accommodation fee structure which will enable operators to cover financing costs associated with the capital costs of building new buildings, setting aside a reserve to repair or renovate aging buildings and keep up with the rising costs of providing quality housing and hospitality services to our residents.

The target date for completion of the 2 year Capital Renewal project for the Long Term Care Centre was June 30, 2011. To finance the $7.5 million project, $2 million was committed from donations and dedicated reserves and $2 million from Alberta government grants. A combination of bank financing and funds raised through continued special events and individual donations will complete the project.

Millennium Pavilion was the recipient of a federal Renovation and Retrofit grant through Housing and Urban Affairs to partially finance over $486,000 in upgrades to the 23 year old building.

As a not for profit organization, St. Michael’s Health Group continues to rely on profits from its business units to help sustain the organization - Mobile X-Ray, Family Health Centre, “Baba’s Own” Food Sales and Heritage Hall and Catering. These small businesses provided a valuable service to the community, continued to grow in popularity and provided needed dollars to enhance programs and services.
Recruitment

Hiring increased in 2010-2011 over the previous fiscal year. Because the economy improved slightly, a few more employees left SMHG for other jobs, or left as their spouses were transferred to other areas. We hired a total of 102 employees in 2010-2011, of which 59 were casual employees. Hiring of Nursing Attendants with H.C.A. certification continued to be the focus of operators within the continuing care and supportive housing sector.

A total of 104 education sessions were delivered in 2010-11. These include all mandatory requirements, as well as various other programming. During this fiscal year several training sessions were held on Supportive Pathways and Falls training for all employees of SMHG.

Total Educational Programming:

- 8 Mandatory Inservice Programs
- 3 General Orientation Sessions
- 4 Student Orientation Programs
- 89 Corporate Educational Programs

Partners in Injury Reduction (PIR) & Occupational Health & Safety (OH&S)

During the week of January 21 – 28th 2011, 40 employees were interviewed for the Internal PIR/COR Audit for St. Michael’s Long Term Care Centre, HealthCare Services, and the supportive housing sites which included Millennium Pavilion Lodge, Grove Manor and Vegreville Manor. The overall score for the Internal Audit was 98%. The number of accident/injuries/near misses for April 1, 2010 to March 31, 2011 was 95 (compared to 144 the previous year.) Employees embraced the OH&S Program and were an integral part of keeping the workplace and themselves and others safe.

On April 12, 2010 the Occupational Health and Safety (OHS) Council and Employment & Immigration recognized 8 Alberta companies for their workplace health and safety performance. SMHG received an award in the category of Health & Safety Performance Improvement. The Award was presented by Honourable Thomas Lukaszuk, Minister of Employment & Immigration.

Claims Management

St. Michael’s continued to experience a reduction in Worker’s Compensation time lost claims due to an excellent Occupational Health & Safety Program and Return to Work Program. St. Michael’s sick leave utilization statistics as of March 31, 2011 were 2.95% (compared to 2.48% last year) but at various months throughout the year was at 2.0% due to our Attendance Management and Employee Wellness Programs.
Partnership in Learning Program

Fifty-seven (57) employees submitted an Application for Financial Assistance to the “Partnership in Learning Program”, of which fifty-two (52) were approved. This is up from thirty-four (34) in the previous fiscal year. Several applications were also approved for employees attending workshops or conferences related to their job responsibilities.

Introduced this year was a Conference Learning Report. Completion of this report was required for all employees attending a workshop or conference. Also, these employees provided a short inservice to other employees about the workshop/conference they attended. A total of $42,985.88 was approved for educational development purposes.

A “St. Michael’s Board of Directors Award” (Bursary) was awarded to an LPN student enrolled in the LPN Program at Norquest College who completed her practicum at St. Michael’s. In addition, St. Michael’s also presented a bursary to a student in the BSc.N Program at MacEwan University.

Wellness Works: Healthy People – Healthy Work Program

The Wellness Program was developed with an objective of creating an organizational culture that improves overall job satisfaction, employee retention rates, and one that values positivity, kindness, teamwork, participation, inclusion and physical activity. This program was very well received by all employees. Several activities, such as “Minute to Win It” Challenge, Winter Walk Day, Cultural Pot Luck, Random Acts of Kindness, Way to go Board, etc. continued to see employees interacting with each other, thus promoting a greater appreciation of what employees do in other areas of the organization.
Fund Development & Communications

The Fund Development & Communications department had a very busy year as we continued to fundraise for our Capital Campaign in addition to continuing with our annual campaigns and events. Much of the year was focused on securing gifts for our Capital Campaign and working with our donors ensuring they were recognized as expected. We held several targeted fundraising events and were pleased with the results. We are hopeful that our efforts will result in further Capital Campaign gifts down the road.

Our 4th annual Blue Angel Dinner fundraiser sold out again and was our most successful to date. We continued to see an increase in memorial donations to St. Michael’s as well as more online donations. We were the successful recipients of several grants (for all facilities) and will continue to seek and apply for as many as possible.

In Communications, many marketing materials were updated and/or newly developed. More attention was given to our website and to social marketing and we expect to see the results of these efforts in the future months. Our newsletter was re-designed and our on-line distribution list continues to grow. Keeping all our stakeholders informed of our work and achievements continues to be the goal of this department.
Donors (cash and/or gift-in-kind) April 1, 2010 - March 31, 2011

$50,000 - $99,999

Friends of St. Michael’s Society of Edmonton; Kule, Peter & Doris; Mozak, Dennis & Laurie; Northern Weldarc Ltd

$20,000 - $49,999

Alberta Culture & Community Spirit; Government of Canada

$10,000 - $19,999

Business Interiors by Staples; Rotary Club of Edmonton Northeast; Synergy Projects Ltd

$5,000 - $9,999

Edmonton Journal; McCuaig Desrochers Centennial Fund

$1,000 - $4,999

Action Security Locksmiths; Al-Brite Manufacturing Jewellers Ltd; Apro Networks Inc; Arlington Contract Sales & Interiors; Atco Gas; Borys, Myron & Linda; Carpet Studio; CDN Power Pac; Celebrating Italian Families of Edmonton (CIFES); Chan, Mike; Chubb Edwards Security Systems; Coulombe, Ron; Crepin, Jean; Flowers in the Park; Flux Glass Studio Inc; Ford, Myrtle; Futuremed Health Care Products; Gateway Mechanical Services Inc; Gelin, Lucas; Giovanni Yamaha Music Inc; Griggs, Darrell & Caroline; Hemisphere Engineering Inc; Hodgson Schilf Architects Inc; Iwanicki, Lillian; Jerry Bouma & Associates Inc; KDL Audio Productions; Kingston Ross Pasnak LLP; McDonald, John J; Millarcom Inc; Millcraft Woodworks Ltd; Neveu, Kevin & Patricia; Northlands Park, Paterson, Jim & Carol; Precision Electrical Services Ltd; RBC Foundation; RBC Royal Bank; RBK Millwork Ltd; Reid, Linda; River City Event Rentals; Royal LePage Noralta; Sawridge Inns & Conference Centres; Servicemaster Disaster Restoration Services; Servus Credit Union-Corporate Centre; Telus Community Affairs; The Home Depot Canada Foundation; The Sutton Place Hotel; Top Fire Safety; WestJet; Wilman Financial Inc; World Health; Wright, Neale H

$500 - $999

AMX Interiors Ltd; ATCO Gas Epic; Barranoik, Wilfred; Blueleaf Healthcare; Canada Safeway Limited; Canadian Western Bank; Esak Consulting Ltd; GFS Gordon Food Service; Hal’s Pressure Services (1466196 Alberta Ltd); Hopkins Computer Consulting; Hudson’s Canadian Tap House; Independent Jewellers Centre; Int’l Brotherhood of Boilermakers Local 146; Kinetic BMS Inc; Kopeck, John; Kostyshen, Ed & Della; Koutouki Taverna; Longson, Rose; Magic Bus Adventure Tours; Mandrusiak, John & Susan; Martin Travel; McCuaig Desrochers LLP; Morgan, Cliff; Murphy, Mary Anne; Nichols Environmental Ltd; Park Memorial Ltd; Plishka, Florence; Plumbers & Pipefitters Union #488; River Cree Resort & Casino; Shaw Cable Systems; Shoppers Home Health Care (8303); Slemko, Alice; Solstice Canada; The Wawanesa Mutual Insurance Co; Ukrainian Canadian Benevolent Society; Walt Disney World Co; West End Gallery; Wirtanen Electric Ltd
$250 - $499

Alberta Blue Cross; Alberta Continuing Care Association; Alberta Mobility; Allen Wasnea Engineering Ltd; Aon Reed Stenhouse Inc; Average Joe's; Bellows, Roger; Bentley Northchem Ltd; Bessette, Roland & Jeannine; Boyko, John & Anne Marie; Cachet Contracting Ltd; Cactus Club Cafe; Cemac Ltd; City of Edmonton Community Services Department; City of Spruce Grove; Dizak, Nick & Helen; Edmonton Oilers Community Foundation; Eva Paving & Landscaping; Feduschak, Luba; Fisher, Stan & Gail; Healey, Joan; Hildebrandt, R. & G; Hladunewich, Edward & Marcia; Horse Racing Alberta; Ironworkers Local 720; Iwaniuk, Dennis; Journeau, Geraldine; K-BRO Linen Systems Inc; Ketavong, Marina; King, Wendy; Lorenzo Lawrence Salon; Luggage Unlimited; Martin Equipment Ltd; Mitchell, Natalka; Monarch Floors 1953 Inc; Normand's; Pastuszenko, Lubomyr & Maria; Pink Lime Salon & Spas; Papay, Irene; Runcer, Bob; Rusnell, Carl D.C.A; Russell Food Equipment; Ruth's Chris Steak House; Sarich, Steve & Janice; Shewchuk, Helen; Snihurowych, Mel & Joanne; Sorochan, Victor; Spa Lady, Spartan Controls Ltd; Teterenko, Paul & Christine; The Home Depot #7062, Clareview; Trail Appliances; Ukrainian Catholic Eparchy of Edmonton; Ukrainian Senior Citizens Association; Vrana, Olya; West Edmonton Mall; Willekes, Arnold & Kay

$100 - $249

ABC Weddings; Ackard Contractors Ltd; Angelo’s Building Supplies; Arvind Parmar Professional Corporation; Au,Dick; Axe Music Inc; Backside Tours; Banasch, Ursula; Barrington, Laura; Bator, Edward; Beacon Glass Products Ltd; Belanger, Helen; Blawacky, Benedict & Helen; Blue Pear Restaurant; Blu's Women's Wear; Braiden, Bert; Brennan, Patrick; Buchanan, Randy; Canadian Tire - Namao Center Store # 397; Chan, Mee; Checkinata, Mary; Chianti Cafe & Restaurant; Chipeniuk, Eugene; Christopher Carpets Ltd; Clarke, G; Control Flow Hydraulics Ltd; Cunningham, Leo & Theresa; Das, Satya & Mita; Davies, Heather; de Jongh, Elly; Demco, Denis & Marie; Desrochers, L; Dimitrov, Jack; Doohan, Pierre; Dykeman, Lonnie; Easy Rider; Edmonton Musical Theatre; Edmonton Regional Airlines Authority; Edmonton Rush Lacrosse Club; Eigeard, Walter & Brenda; Estate Brewing; Fallowfield, David; Fast Trax Run & Ski Shop; Firetec Health & Safety Ltd; Gelmici, Eva; Gray, Sylvia; Grey Cup Festival 2010; Hasnan, Lely; Hiebert, Lorraine; Hole's Greenhouse; Hume, Allen; Iwaniuk, Edna; Iwashkiw, Cheryl & Boris; Jackson Power & Electric Ltd; Jasper Adventure Centre; Jasper Brewing Company; Jubilations; Juhasz, J.A; Kachur, Peter; Kaldenhoven, Julie; Koziaik, Neil; Krysa, Betty; L & D Distributors Ltd; Laird, Lawrence & Patricia; Lamoureux, Norma; Land, John & Phyllis; Latitude 53; Lecerf, S; Lee, Jaye; Lieske, Lorna; Lipinski, A.E; Lirette, Victor & Chris; Londonerry Denture Clinic; Love, M; Macyk, Alfred; Marmot Basin; Marrazzo, Giuliana; Marrazzo, Patricia; Masson, John; McCullough, Eleanor; McCullough, Gail; Milestone Restaurant; Morin, Michael & Barbara; Murale; Northern Alberta Institute of Technology; Ostermayer, Cheryl; Palichuk, Lillian; Parrell, Effie; Pazzo Pazzo; Petryshyn, Roman & Marusia; Pituley, Leonita; Pretty, D. Randalin; Procychyn, Alexander & Mina; Puk, Ernie & Louise; Rabbit Hill Snow Resort; Racks for Cars (Snowzone Rentals); Raimundo, Manuel B; Rainbow Riders Adventure Tours Inc; Ramada Hotel & Conference Centre; Ranville, D; Resorts of the Canadian Rockies; Rosslyn Hotel & Suites; Rowe, Brian; Rowles & Company Ltd; Russel Metals; Savaryn, Peter & Olga; Sawkwa, Victoria; Schmidt, Sophie; Semeniuk, John & Pauline; Sherbrooke Liquor Store; Simmons, Tina; Skoworodko, Mary; Snihurowych, Lotte; Snow Valley; Sowa, Jerry; Steward, Margaret; Stroppa, John & Yvette; Szepesy, Natalie; Tanasichuk, Hillary; That's Aroma; The Citadel; The Rock Salon Spa Inc; Thermo King Western Ltd; Trojan Welding & Repairs Ltd; Truchan, Patricia; Tully, Jack; Tymkiv, Lesya V; Thermo King Western Ltd; Trojan Welding & Repairs Ltd; Truchan, Patricia; Tully, Jack; Tymkiv, Lesya V; Ukrainian Catholic Women’s League (Protection of BVM); Ukrainian Catholic Brotherhood St. Josaphat; Unheardof Restaurant; Union Bank Inn; United Circle; Voice Construction Ltd; Wachowich, Allan H; Western Cycle Ltd; Western Star Trucks (North) Ltd; Wilson, James & Kimberly; Windship International Inc; Yakimishyn, Grace; Yanda, Grace; Zach, Konrad; Ziegler, Bryce

Up to $99

Adam, D; Allen, L.B; Allison, Scott; Alpine Air Freshener; Alton, Brenda; Anderson, Muriel; Andrchow, W; Anonymous; Arevalo, Adele; Armor Machine & Manufacturing; Ashwell, Genevieve; ATCO Electric, EPIC; Audy, Remi; Bakker, T; Barkwell, Leonard & Vera; Bell, Alan & Alice; Belland, Roger & Jocelyn; Berger, Marvin; Bilyk, Anne; Bincoletto, William; Blackburn, Joane; Blooming Buds Florist; Bonn, Gordon & Barbara; Book Insulations Ltd; Bookham, Ernest & Mary; Boonstra, Maurice; Boyko, Steve & Karen; Broda, Steve; Bryan, Alan; Buchwald, Joyce; Buzak, Lawrence; Calver, Stephen & Karen; Campbell, Linda; Carlson, Donna; Cashaback, G; Century Hospitality Group; Chaikowsky, P; Chanasyk, Robert & Barbara; Charter, Ken; Chase, Alma; Chimera, Nicholas; Chimko, Andrew; Chocolaterie Bernard Callebaut; Chung, Rosinna; Clayson, Shirley; Clooney, Tim; Coca Cola Bottling Company; Cooper, Sharon; Corder, Doug; Cowen, Bruce; Creek, Ferne; Crosbie, Patricia; Culina Highlands Restaurant; Cyncar, Orest & Nadia; Cyrus, S.R; Dackiw, Peter & Motria; Dell Canada Inc; Deswarte, Robert; Docken, Gail; Dolinsky, Marshall & Betty; Draganiuk, Gerald & Carol; Duncan, Dale & Sandra; Durie, Jim & Olga; East Side Mario's; Edinga, Darryl; Edmonton Ski Club; Elaschuk, George; Embley, Roy F; Emsky, A; Ensing, Louis; Ewaschuk, Ernest & Ferna; Faryna, Rose; Felstad, Adair &
The following loved ones were remembered with memorial gifts made to St. Michael’s:

- Maggie Andrusiw
- Margaret Griggs
- Magdalena (Maggie) Klick
- Walter Kutrowski
- Giulia Lavorato
- Peter Marples
- Etta Mayoh
- Phyllis Mills
- Joan Reid
- Mary Ryan
- Marie Smulski
- Helen Stach
- Francis Starrs
- George Sorochan
- Husein Tahirowic
- Lydia Whitmore
- Olive Wilflingsider
- Nicole Wynnyk
- Jessie Ziegler
St. Michael’s Health Group is governed by a Board of Directors. The Directors voluntarily provide their service and assume a significant role in the direction of the society. The Board of Directors holds accountable the Executive Management team for the Society’s operations and the provision of care and services.

Directors (in photo below) are:

(Back Row L to R)
- Stan Kobylko – Director
- Marco Levytsky – Director
- Stan C. Fisher – President & CEO
- Edward Kostyshen – Director
- Lubomyr Pastuszenko – Vice Chair
- Melety Snihurowych – Secretary

(Front Row L to R)
- Natalka Mitchell – Director
- V. Rev. Mihajlo Planchak – Director
- His Grace, Bishop Ilarion – Honorary Director
- Dr. Peter Kule – Treasurer
- Edward Hladunewich – Chair
- Luba Feduschak – Director

(Missing from photo)
- John Kopeck – Director
- Orest Yusypchuk – Director
- Myron Borys - Director
- M.Rev. David Motiuk - Honorary Director
St. Michael’s Health Group Executive Management Team

St. Michael’s Health Group’s Executive Management Team, accountable to the Board of Directors, includes the President & CEO, 5 Directors and numerous managers. Each member of the team is responsible for their respective departments and staff. The team works together closely to achieve our mission of providing care and services with love and dignity.

Directors (in photo above L to R) are:
- Kay Willekes – Director, Human Resources
- Lucas Gelink – Director, Resident Care
- Wendy King – Director, Finance & Administration
- Christine Teterenko – Director, Fund Development & Communications
- Paul Teterenko – Director, General Services
- Stan C. Fisher – President & CEO

Managers
- Emily Gulevich – Manager, Vegreville Manor
- Garnet Clark – Manager, Maintenance
- Geraldine Journeau – Controller
- Irene Miskiw – Manager, Millennium Pavilion Seniors’ Lodge
- Lia Nudelman – Case Manager, 1st Floor Nursing
- Lonnie Dykeman – Manager, Food Services
- Nikki Smart – Manager, Therapeutic Services
- Marina Ketavong – Manager, Recreation
- Olga Kyauthas – Manager, Grove Manor
- Sharon Bozman – Case Manager, 2nd Floor Nursing
- Sharon Cohen – Executive Assistant
- Stanley Fisher – Manager, Family Health Centre
- Tamara Maron – Manager, Human Resources