

TABOR

Annual Report

Prepared by
Anchor Marketing



TABOR VILLAGE
Providing Care from the Heart

Table of Contents

- 3** Introduction
- 4** Operational Update
- 6** Survey Findings
- 8** Capital Campaign
- 10** Long Term Vision, 3 Year Plan



Introduction

1 Timothy 5:8 - But if anyone does not provide for his relatives, and especially for members of his household, he has denied the faith and is worse than an unbeliever.

A Message From Our Board Chair

Dear community members,

Tabor Village has a wonderful mission, one that we've been devoted to for over sixty years: "Caring From The Heart". There have been several challenges over the last few years, but nothing has been able to shake our dedication to ensuring responsible, Christ-like care to our senior members and others in our community. I am pleased to affirm that this remains at the forefront of all that we do.

As board members, we ask that you keep us in your prayers. To keep Tabor Village operating at peak efficiency takes a concerted and diligent effort. Our purpose as a board is to ensure that Tabor Village remains financially and ethically responsible while providing the highest quality care to our residents. Your support and prayers help us fulfill that mission.

We encourage you to stay connected with us through our website, newsletter, and social media channels.

Once again, your support makes all the difference at Tabor Village. Thank you, on behalf of the Tabor Home Society board.

Sincerely,



*Victor J. Martens,
Chair of the THS board*



A Message From Our Executive Director

Looking back over the past 15 months, I am grateful to the Lord for the season of resilience, stability, and resurgence that we've developed here at Tabor. We have seen many positive things taking shape, including collectively pursuing a new foundational care-culture built on Respect, Acknowledgement, and Heart. I'm excited to see where this next year will take us (and particularly looking forward to leaving Covid in the rearview mirror).

Caring for the elderly and for vulnerable adults is innate in us, and I'm thankful to God that I can help continue the great work that is already happening in our community. It's a great honor for me to have ongoing conversations with our residents. I've also enjoyed getting to know a number of staff, and watching our community and volunteers come back to visit as we turn the corner from Covid.

As we look to the future, I feel a bit challenged, but hopeful and eager: The conversations happening at the ministry about increasing the level of care for our residents are encouraging. Conversation with Fraser Health on the replacement of our Tabor home building is on the horizon. And our team of staff members are delivering a quality of care at Tabor of which we can be proud of.

There are many good things in store,

*George Jacob,
Executive Director*



Operational Update

RAH: Our New Foundational Care Culture

It's always been our mission to care for seniors and families with the same compassion and respect that Christ would show. In the fall of 2022, we introduced a new foundational care culture to help guide us in translating our mission into tangible, daily action.

Respect, Acknowledgment, and Heart – RAH Culture

We aim to set ourselves apart from other care providers. We do that by setting a higher standard, not just in how we serve our seniors, but also their families, our staff, and our volunteers. Our new foundational care culture of Respect, Acknowledgment, and Heart considers all of these groups within the Tabor community.

***Respect** invites us to appreciate that every individual, regardless of their age, abilities, or background, deserves to be treated with dignity and honor. It reminds us to recognize the inherent value of each person, fostering an environment of inclusivity and empathy.*

***Acknowledgment** calls us to actively listen to, and validate, the concerns and needs of our community members. It encourages us to engage in open and honest communication, creating a space where everyone feels heard and valued.*

***Heart** signifies the genuine care and compassion we bring to our work. It reminds us to approach every interaction with kindness, warmth, and a genuine desire to create a nurturing and supportive environment.*

A Deeper Level of Care

By embracing this new RAH care culture, we are going beyond meeting physical needs. We are striving to create a community where seniors can age with dignity, families can find comfort, and our staff and volunteers can make a meaningful impact in the lives of others.

The Clinical Department: Impact Stats

The clinical department at Tabor Village has been incredibly busy this last year. We put our 'Equip BC' grant funding to work. We've continued to focus on resident engagement during meal times. Weekly staff huddles are taking place at Tabor, and monthly at Valhaven. The care team has seen success with the monthly audit process and continues to identify areas for improvement. Meanwhile, our staff have continued to engage in a large number of educational opportunities, covering topics such as: culture, communication, palliative approach, documentation, skin care, and much more.



8

Educational Events with Guest Speakers



17

Additional Educational Events for Various Staff Groups



46

Staff in Attendance at Our Education Fair

What Our Staff Are Saying



MEET ANITA

She plays an important role at the Tabor Home, working as a Laundry Aide.



MEET CHARLENE

She works as a Recreation Aide providing essential care at Tabor Court.

Why is it important to have a positive work culture?

ANITA

Everything we do affects someone else, having a negative attitude just affects everyone down the line. We are a team, we need to keep things positive. We may not always agree, but we work through things.

CHARLENE

A positive work culture encourages an atmosphere where we can flourish as a team through open communication, teamwork, and the ability to lift one another up. It helps expand our team's heartfelt work within our Tabor Village community.

Why is our RAH culture an important aspect of moving forward?

ANITA

Respect is really important. I want our residents to be treated with the dignity that they deserve. Respect also acknowledges that all of us staff are different, we have different skills, yet we are all valued.

CHARLENE

Embracing the RAH culture is exciting because it's always important to strive for excellence. By having a giving heart for our residents, we build trust and show the whole Tabor community that we really do care from the heart.

How do you show care from the heart?

ANITA

I try to show kindness in everything that we do. I listen because I care about them. I care by following through.

CHARLENE

It starts with having empathy. Tabor is our resident's home, it is important to me that they enjoy all aspects of their daily lives here. I care from the heart because we are a small family at Tabor and I have a strong sense of pride for my work.



125

Audits Completed (85 of Those Since January)



7

Policies Reviewed (Jan-April)



50 - 60%

Village-Wide Education Rate (Surge Learning Compliance)

Survey Findings

2023 Community Survey

Early in 2023, members of the Tabor community were asked to anonymously participate in a digital survey. Of the 1,311 Tabor Village community members invited to participate, 301 responded—a 22.97% engagement rate (a typical average is 8-12% for this survey type).

We were pleased to see that our community is invested and eager to share feedback.

If you'd like to share feedback at any time, our response form remains available. We're committed to responding to you within three business days. ([Our Feedback Form](#))



Findings



COMMUNITY AWARENESS

As a Christian organization with multiple church partnerships, Tabor Village is a cherished part of the community. However, there is a need to increase awareness in the community about Tabor Village and its mission, services and goals.

OUR RESPONSE

We plan to launch an awareness campaign in the future. Please find an in-depth look under 'Long Term Vision' on the following pages of this report.



COMMUNICATION

Although the majority of respondents felt an appropriate amount of communication is happening, there was a desire for more communication by many respondents (especially among church partnerships).

OUR RESPONSE

We've learnt that 95% of respondents prefer email over any other type of communication. We've also discovered that the majority of those surveyed (60.5%) prefer monthly communications. We're working to refine and expand our communication strategy to create more transparent and open channels of dialogue.



CAPITAL CAMPAIGN

There were some questions regarding the capital campaign, however most respondents came from a place of genuine interest and curiosity.

OUR RESPONSE

Please find an in-depth look under 'Capital Campaign' on the following pages of this report.



APPRECIATION

The general tone of the feedback was positive and encouraging. Most volunteers, donors, and church partners feel appreciated for their contributions. However, feedback from a few residents show that some recent experiences have been less than ideal (primarily since COVID). As well, some family members of residents expressed concerns regarding care.

OUR RESPONSE

We've seen the growing effects of our new RAH foundational care culture -- Respect, Acknowledge, and Heart. We believe this refreshed perspective and awareness will continue to have an elevating effect on the experiences of residents, families, staff and volunteers. See page 4 & 5 for more details.

Capital Campaign

Tabor Village has a pressing need to replace a 60-year-old, long-term care facility. A fundraising seed-capital goal of \$12 million was set in order to establish Tabor as an attractive partner for redevelopment with Fraser Health.

From 2017-2020, Tabor held 42 fundraising events and managed to raise just over \$4 million towards the goal. These included the Diamond Gala, Skydiving For Seniors, and Garden Park Tower Event fundraiser.

\$4,391,091.86	Total Contributions during the original contribution period (2017-2021)
\$1,351,857.92	Total Expenses — Development consultants, fundraising activities, marketing and administration, city planning proposals, master plan development
\$3,039,233.94	Excess of contributions over expenditures

However, the onset of Covid and the significant leadership transition in 2020–2021 resulted in a halt to the project. Tabor was forced to adjust their strategy going forward.

Capital Development Review

Timeline: The Capital Campaign Journey



2015 – 2016

Rebuilding Tabor Home: Assembling The Team

- Brought on development consultants Field & Marten and campaign consultants, Waller & Associates to conduct a feasibility study

2017

Rebuilding Tabor Home: Assembling The Plan

- The building plan is submitted to the City of Abbotsford
- Feasibility study and business case is completed
- John Redekop raises capital during campaign's silent phase

2021

Restarting The Campaign

- THS presents to Mable Elmore (Parliamentary Secretary for Seniors Services)
- THS presents to Fraser Health



2022

Reflection and Assessment

- **Tabor Court:** Rezoning efforts continue for IL/AL addition and public hearing completed
- **Tabor Home:** Engaged 3 consultants (Lumina Management, Lorne Epps Consulting and Anchor Marketing) as part of 6-Month review (Sep - Mar) with THS of previous strategy from 2015-2021



2020

COVID-19 Pandemic

- Capital campaign paused, team transitions to COVID-19 fundraising



2019 – 2020

Tabor Court Improvements + Rebuilding Tabor Home

- Prompted by non-committal responses from Fraser Health THS explored other ideas to better serve the community including rezoning to add units to Tabor Court



2018 – 2019

Rebuilding Tabor Home: Campaign Begins

- Internal team lead by Andrea Critchley take over for Waller & Associates
- Capital development campaign launch
- Dozens of fundraising events hosted
- Master plans submitted to City of Abbotsford
- Tabor Housing Society (THS) presents business case to Fraser Health (Sussanne Fox, Norm Peters)



PRESENT DAY

Tabor Court

Many facets of life have shifted in our world post-covid. As of June 2023, Tabor home society has applied to the city of Abbotsford for an extension on the Tabor Courts expansion project in order to assess this new landscape. By conducting feasibility studies and assessing both needs and demand, they hope to ensure an enhanced and successful outcome.

Tabor Home

Since 2015, the Tabor Home project has received no definitive stance from Fraser Health on their level of interest as a partner. A letter of inquiry was submitted to FH in May of 2023 in order to concretely establish the level of support and commitment Fraser Health is willing to provide. This assessment will allow for more decisive action and planning going forward.

Long Term Vision, 3 Year Plan

Focus Areas For 2022–2023



CARE

- Focus on accountability & performance reviews
- Redesigned orientation for staff
- Re-implemented daily huddles & on-the-floor training



SUPPORT SERVICES

- Redesigned management structure
- Resident meal-time engagement
- Promote uniformity: implementing a dress code



HR

- WCB error minimization & scheduling process
- Surveys for Staff engagement, one-on-one conversations
- Implemented our RAH culture expectations



BUILDINGS & GROUNDS

- Focus on grounds & preventative maintenance
- Re-design of emergency codes & preparedness
- Investment in building upkeep (flooring, paint, etc)



FINANCE

- Develop strong monthly reporting structure
- HR & Finance team improve working relationship, minimize errors
- Partnership / negotiations with FH to address funding shortfalls



OTHER

- Redesign Tabor manor handbook & redeveloped relationship
- Re-engaged volunteer program

Rebuilding the Heart of Tabor

Following two years of pandemic management, we set out to reclaim the heart of why we do what we do. The resiliency that we had developed during the covid crisis formed the foundation of our strategy to move forward. Our motto was to “Turn the corner” and our mission was to re-focus on “Caring from the heart”.

With this in mind, we continued to work alongside staff, encouraging them, motivating them, and helping them see the impact they have in the lives of others.

The Journey to Today

We have worked hard to accomplish our ‘22-’23 strategic objectives: re-engage with our community, focus on resource stewardship, and review our capital campaign.

Our theme for 2023 is “Walk The Line”.

We have collectively committed to pursue a new foundational care culture built on Respect, Acknowledgement, and Heart.

Strategic Themes for the Future: 2023–2026

1. QUALITY OF CARE

Goal Statement: We want the impact and value of the care we provide to be consistent and clearly visible to our staff, residents and community members. We want to demonstrate kindness and integrity in our actions.

2. COMMUNITY ENGAGEMENT

Goal Statement: We want Tabor home to be a place of laughter, joy and peace. We want our community to see Tabor as a place of connection and responsibility. We want our churches to have a visible presence while at the same adopting Tabor as an extension of their community ministries.

3. REDEVELOPING FOR THE FUTURE

Goal Statement: We want to be wise stewards of the resources that God has given us by wisely investing in upgrades to the resources that we currently have. We want to position ourselves as key partners to Fraser Health, in a way that will see our building replaced in the next 10 years. We want to increase our focus on other facets of services we provide (such as independent living).



Volunteer With Us!

You can make an incredible impact on the Tabor community. Listen to Barb and Chris share about their experience:

qrco.de/taborvolunteers



Save the Date:

AUGUST 17th

You're invited to a special event for the Tabor church community, family and residents.

Stay tuned for updates!

