



TABOR VILLAGE
Providing Care from the Heart



2024
**Annual
Report**

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**Whatever you do, work at it
with all your heart, as working
for the Lord, not for men.**

Colossians 3:23 (NIV)



Introduction



A Message From Our Board Chair

As we look back over the last few years, we are thankful for the support from our community and funding from the Fraser Health Authority. The board is responsible for the financial and operational direction of Tabor Village that provides “Caring From The Heart”. George Jacob, our Executive Director, and his senior leadership team work hard and report to the board and its committees. There have been numerous challenges but God has provided the means to persevere in providing Christ-like care to the seniors and others in our community.

Board members are volunteers from our participating congregations as well as other Abbotsford-area churches. We ask that you continue to support us in prayer and finances as we seek to expand and renew Tabor Village to meet future needs in our community. Much wisdom is needed as we plan and move forward in an ever-increasing scene of regulations and construction costs with limited funding.

Our Community Relations board committee is working hard to connect with our churches. We would be happy to meet with your leadership and seniors to discuss how we can better work together to meet the needs of our aging members. Our seniors need to know how to navigate their changing life circumstances.

Please stay connected with Tabor Village through our website (undergoing updates), newsletters and social media. Your support makes a difference to our staff as they provide care for our residents and their families.

Thank you on behalf of the Tabor Home Society board,

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



A Message From Our Executive Director

One of our themes for this past year has been accountability and it has been a pleasure to watch the organization grow and recreate an identity for itself as we start to set the pace for this new season. I could not be prouder of our team of over 400 staff who have come together to care for our most vulnerable in our community. We continue to tackle the challenges of elevating our standard of care while also creating physical and psychological safe spaces for our staff to work in.

Our community has been one of our greatest assets. Whether it is our families, churches or business partners, each has communicated through action their support to stand with us in our mission. As we continue to reach

out into the community we want to position ourselves as equal partners and be a resource of information and support in the area of care for older adults.

This is a critical time in our organizations history and we are preparing for the next decade of care as we work on strengthening our existing infrastructure – people and physical. We also continue to pursue dialogue with our provincial government on the long term future and how Tabor can remain a partner in providing for the critical care of our loved ones.

*George Jacob,
Executive Director*





Staff Spotlights



25 Years at Tabor, Tammy's Story

Tammy is a caretaker at her core. Driven by her passion for caring for others, her journey has taken her from volunteer work in her youth, to care aid training and casual work at Tabor while raising her family, to supportive administrative roles in the later years including her current role in HR. Working at Tabor has allowed her to love people in her community in the most fundamental ways of caring for them physically and mentally, either directly or by supporting the larger Tabor team.

Tammy strongly believes that “Tabor is a community of care” and where it finds itself weak, it strives to do better. She feels this is particularly exemplified by the current leadership, that is modeling it from the top down.

“I believe that the open lines of communication with the leadership team are excellent. Whether staff, families or residents, if you come in and there’s a specific need that isn’t addressed or you’re not satisfied with, you can bring that up with us and we’ll do our best to acknowledge and resolve it. The support is felt and it’s heard and that to me is paramount, and that is my job too!”

Tammy’s joy comes from raising and experiencing life with her 4 daughters alongside her husband. Arranging family gatherings and going on vacations with family are what life is all about! She enjoys being out in nature whether it’s gardening or going for walks with a friend.

- ♥ **Lori Vanderwoerd: 20 years**
- ♥ **Erlinda Franz: 25 years**
- ♥ **Raelene Krahn: 30 years**

50 Years in Nursing, Myrna's Journey

Myrna graduated from Abbotsford Senior Secondary in 1972, a time when there weren’t a lot of career options for women. She knew she didn’t want to be a teacher, so she decided to pursue nursing and attended BCIT’s 2-year program.

Myrna started her nursing career in 1974 with 11 years in acute care between VGH, Shaughnessy, and MSA (after moving back to Abbotsford in the 80’s). But a full time career in acute care with rotations of 7-8 days (or nights) in a row followed by 48 hours off was not sustainable with a young family.

In 1985, Myrna began working in long-term care. She worked for many years at Menno Home before she was approached to join the team at Tabor in 2010 as the resident care coordinator, a position she fulfilled faithfully for 6 years before transitioning to her current role as Director of Care.

Myrna believes she is just one small cog in the wheel at Tabor, a place with strong leadership, supportive families, and a team that continues to build on its excellent “care from the heart” for its residents.

Looking back, Myrna acknowledges the challenges of nursing, but wouldn’t trade it for anything else. Despite the sacrifices, she finds immense satisfaction in making a difference in people’s lives.

On a personal note, Myrna has three grown children, several “grand-animals”, and two best friends who live nearby. Myrna and her friends have enjoyed many rock concerts together over the years and are looking forward to seeing the Rolling Stones together this July!

Capital Development Update

Due to the economic situation at present, the board has decided to pause the process of adding 59 rental units to the Tabor Court building.

The present cost of borrowing, increased construction costs of concrete buildings, as well as development requirements by the City of Abbotsford, have shown the board that now is not the time for Tabor Village to expand independent living.

The board and administration are actively looking into improvements needed to provide Tabor Manor (built 35 yrs ago) with an additional life expectancy of 25-30 yrs.

We continue to ask Fraser Health Authority (FHA) to commit funding to replace Tabor and Valhaven long term care Homes. It is the wish of Tabor Village to be a complete campus of care, but it will require substantial additional funding by FHA for our LTC facilities.

Tabor Family Council

The Tabor Family Council (for Long Term Care residents at Tabor Home and Valhaven) meets four times per year, sometimes in person and sometimes via Zoom meetings.

The purpose of the Family council is:



To support one another



To have safe and open discussions amongst ourselves



To look for solutions to common concerns



To generate ideas to improve quality of life for our loved ones



To provide education opportunities



To interact with the staff and hear the reasoning behind decisions that are made.

There is also communication with Fraser Health via the chairperson.

Everyone who has a family member as a resident is encouraged to attend these meetings. For more information please contact Ken Buckton at ibuckton57@gmail.com or (778) 846-0576.

2022/23

Long Term Care Sector Surveys

For Tabor Home & Valhaven



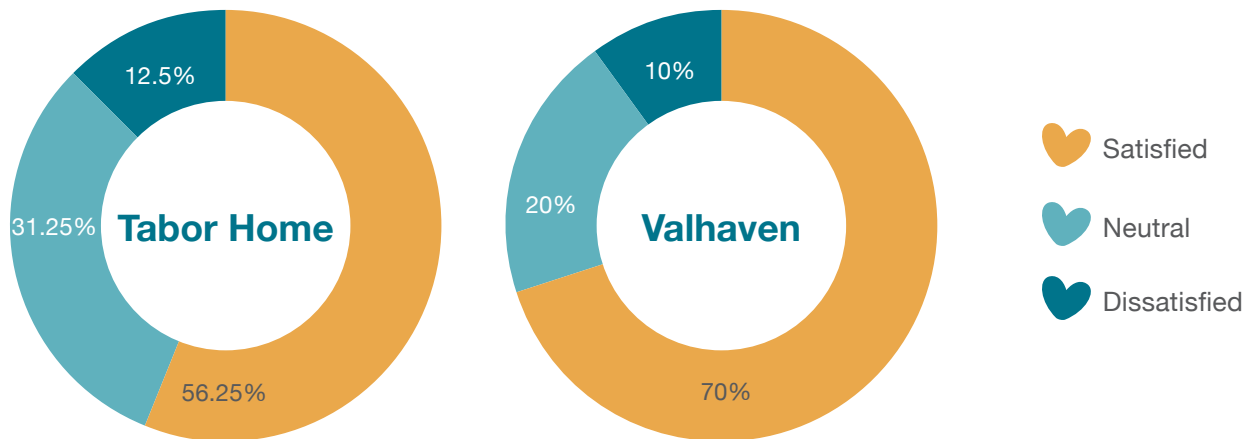
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TABOR HOME

LTC Resident Satisfaction Survey

Questions with scores out of 5	Tabor	Valhaven
I am satisfied with how my doctor or nurse practitioner involves me and my family in deciding about my care.	3.84	4.17
I feel I can trust the staff who provide me with care and support.	4.31	4.38
Staff are sensitive to my cultural values such as my language, beliefs, and cultural traditions.	4.26	4.58
Staff explain things to me in a way that is easy to understand.	4.13	4.38
Staff quickly respond when I need help.	3.97	4.31
Staff treat me and my family with courtesy and respect.	4.07	4.63

Resident Overall Level of Satisfaction





The Seniors Advocate in British Columbia asked residents, family members, and regular visitors of long-term care homes to give feedback. People had 90 days to fill out the surveys online or by mail.

Survey Totals



**2022/23 FFV (Friends/Frequent Visitor) Survey
Invitations Mailed/Emailed**

Tabor 355 Valhaven 40



2022/23 Survey Completions

Tabor 45 Valhaven 10

Sampling of Top and Bottom Scoring Questions

Tabor Home

From Top Scoring Questions	% Positive Score
FFV can visit when they choose (when visits are not restricted by an outbreak).	100.00%
Family member or friend has not suffered personal injury/harm from a medical error or mistake.	96.90%
Family member or friend's privacy is respected during care.	93.00%

From Bottom Scoring Questions	% Positive Score
Family member or friend has opportunities for affection or romance.	13.50%
Family member or friend has people who want to do things with them.	15.40%
Family member or friend has enjoyable things to do in the care home in the evenings.	17.60%

Sampling of Top and Bottom Scoring Questions

Valhaven

100%

% Positive Score

From Top Scoring Questions





- Private places are available when visiting.
- Family member or friend can be alone when they wish.
- Family member or friend's privacy is respected during care.

From Bottom Scoring Questions	% Positive Score
Family member or friend can have a bath/shower as often as they want.	12.5%
Family member or friend is asked for help or advice.	12.5%
Another resident is family member or friend's close friend.	22.2%

Current Action Items

This has been an exciting year of building a culture of care that reflects the respect, acknowledgement and heart that we want everyone of our residents and tenants to experience. We are proud of the strides that we have made and we recognize that we have to keep working towards our goals.

Things we are actively working on:

-  Creating closer relationships between our care-aides and our family community by inviting feedback and providing immediate follow up
-  Training our staff to respond quicker to the increasing clinical and hygiene needs of those we support
-  Organization wide quality improvement projects such as reducing the number of falls at Tabor court and reducing the use of antipsychotic drugs without a diagnosis at Tabor Home and Valhaven
-  Growing our community engagement efforts and activities

We also have a new recreation manager and volunteer coordinator at Tabor home that will help increase the regular enrichment of our residents' lives.



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](#)



Strategic Plan Update



As part of our ongoing commitment to providing exceptional care, Tabor has undertaken a series of updates and improvements. These endeavors aim to enhance the experience of our residents and reinforce our dedication to their well-being. From innovative initiatives to strengthened community connections, these updates represent our continuous efforts to prioritize and elevate the standard of care at Tabor Village.



Quality of care

- Our clinical team hosted successful education fairs in September 2023 and February 2024, focusing on topics such as “elevating customer service,” “wound care,” and “emergency codes.”
- Tabor Home/Valhaven initiated a Quality Improvement Project aimed at reducing the use of antipsychotic medication without diagnosis, with ongoing evaluation and updates provided to the QSAC committee.
- A trial of a portable Vitals recording device is underway, allowing for efficient vital sign documentation and immediate upload to PCC.



Community Connections

- Met with pastors to share updates and discuss potential partnerships.
- Explored partnership opportunities with Archway for their Meals on Wheels program.
- Received landscaping services from Sutherland Landscaping as a donation.



Community Engagement

- Engaged with local communities and churches, raising over \$5000 for Christmas celebrations.
- Tabor Prayer Breakfast was well-attended, fostering community prayer and support.
- Our new website, featuring our Caring Hearts program, is nearing completion.





Human Resources

- Received funding from the “Community Services Recovery Fund” for HR initiatives.
- Initiatives include an Employee Engagement survey, Workplace Violence program development, and JOHSC evaluation and relaunch.
- Celebrated HR team’s success in reducing WSBC active claims.



Support Services and Operations

- Celebrated special events for Thanksgiving, Christmas, and Valentine’s Day.
- Upgraded kitchen and dining areas across all locations.
- Embraced technology with the use of tablets in food service departments for digital recipes, menu viewing, and online supply ordering.

Looking forward, Tabor is dedicated to ongoing improvement, constantly exploring ways to better serve our residents and community. Recognizing the responsibility given by God to wisely steward our resources, we aim to make thoughtful investments in upgrades and advancements. With faith guiding our path, we’re optimistic about the future, trusting that our collective efforts will continue to positively impact the lives of those we care for.



Resident's Stories

Below is a glimpse into a few of the lives we serve at Tabor Village. Each of our residents have stories of how they have lived out their lives and impacted our communities. They have added value, are valuable, and are valued today!

At Tabor we are committed to serving each resident with the goals of quality care and enrichment for who and where they are today. We hope you will help us do even better in this by joining our Caring Hearts Club (more information at the end of this report).



Barb Mason

Tabor Manor Tenant

Barb finds joy in the vibrant community at Tabor Manor. She cherishes the friendships she's formed and appreciates the sense of independence that allows her to engage in activities she loves, like baking, sewing, and traveling.

Barb's fondest memory is celebrating Christmas with her daughter and son after 30 years, highlighting the importance of family bonds. Embracing the winter season, Barb indulges in her hobbies at home, with short ribs being her favorite meal.



Warren Boyd

Tabor Home Resident

Warren, a resident at Tabor Home since November 2022, values the privacy of his room and the attentive care provided by the dedicated staff. Having served as a minister for 40 years, Warren has a profound interest in theology and psychology.

Despite his age of 101, Warren remains engaged with hymns, family photos, and reading articles on his iPad. His favorite hymn, "Shall We Gather at the River," holds sentimental significance, reflecting his lifelong journey of faith and connection.

Janetta (Jan) Small

Valhaven Resident

Born in Ottawa in 1925, Jan was greatly impacted by her parents' hospitality to many missionary guests.

Jan started working at the Bank of Toronto in 1942. In 1952, she decided to go to Toronto Bible college, after which she joined a mission organization known as Sudan Interior Mission (S.I.M.). In 1956, Jan headed to Nigeria where she worked until 1980.

Soon after, Jan rejoined S.I.M. at their Canadian office until her retirement in 1990. Jan came out West with her good friends the Farquhar's in 2014.

At Valhaven, Jan appreciates the loving care provided by staff, particularly Sue, who treats her like family.



Caring Hearts Club

Tabor Village is a place where we unite local churches, families, and individuals in our shared mission to offer the physical, mental, emotional and spiritual support that our seniors need to experience life to the fullest. Our Caring Hearts Club facilitates this through the Gifts of Time and Funding Support.

Caring Hearts Club

The Gift of Time

Our residents benefit greatly when a person spends one on one time with them. From casual conversations, to reading a book or sharing music together – there is power in simply being present.

Our desire is to greatly grow our number of “Visit Volunteers” through our community partnerships. Volunteer opportunities can be viewed at taborvillage.org/volunteer.

Caring Hearts Club

Funding Support

There is so much we would love to do with and for our residents that is beyond our available resources. It is with thanks to our partners and their gifts of annual or monthly support that we can actively plan services, activities, and additional purchases that go beyond the fundamentals of care.



Funding examples:

\$10 - \$100

Recreational game supplies and prizes, additional bus trips, flowers and grief care baskets, and more

\$100 - \$200/Session

Various recreational therapies such as: music, animal, art, and horticultural sessions

\$500 - \$4,000+

Concerts and special guests, updated community electronics and furniture, and specialty rehab equipment

A Case for Community Partnership

In addition to featuring information about our Caring Hearts Club on our new website, we will be reaching out to churches, individuals and businesses in our community with Case for Community Partnership materials.

Church partnership example:



Volunteers will receive onsite training



Your church will be acknowledged in our newsletters and website as a community partner



Your church will have a direct line to senior resource information and consultation



You will receive invites to special events and celebrations

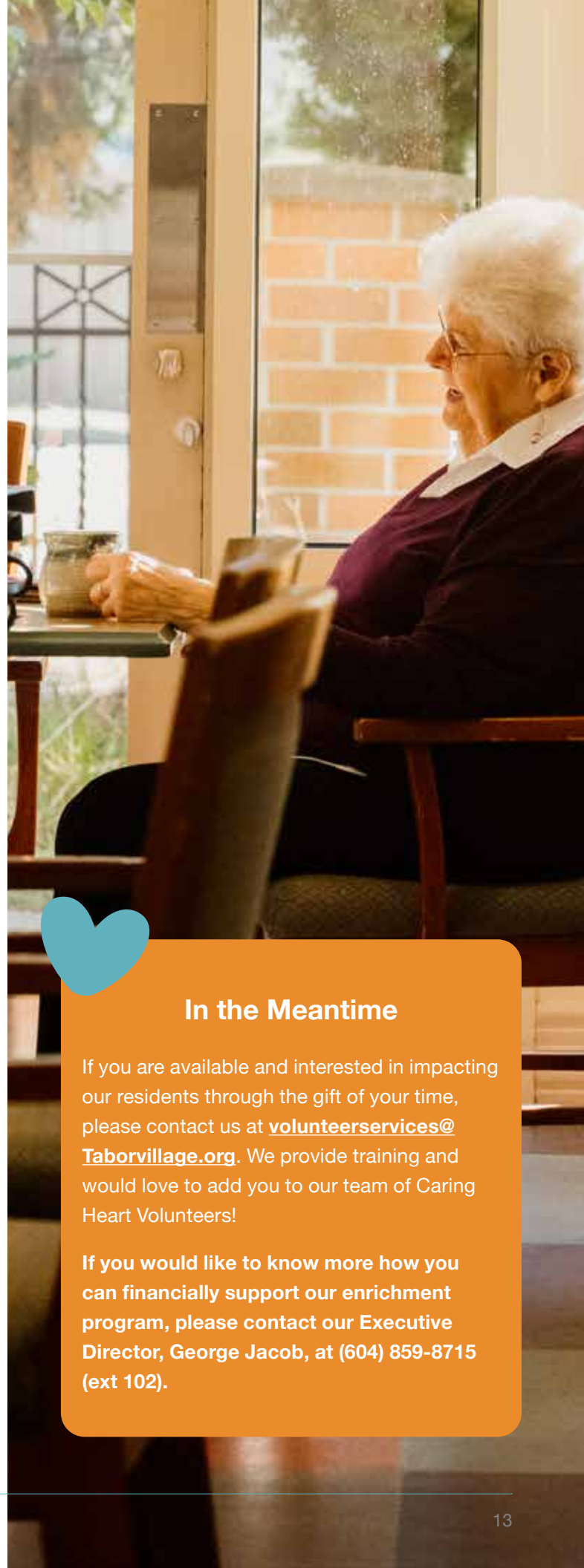


You will receive updates so you can share the impact you are having through your ministry of gifts and time with your congregation

An Invitation

In addition to reaching out to local churches and businesses, we are also looking at running our first annual campaign in February 2025 to help increase general awareness, volunteers and raise additional funds. Campaign details are still TBD but will include social media, features in newsletters, on site signage, potential events etc.

Through our outreach and promotional efforts we will be encouraging folks to learn more by visiting our website, giving us a call, coming for a tour, and of course, inviting them to join our club!



In the Meantime

If you are available and interested in impacting our residents through the gift of your time, please contact us at volunteerservices@Taborvillage.org. We provide training and would love to add you to our team of Caring Heart Volunteers!

If you would like to know more how you can financially support our enrichment program, please contact our Executive Director, George Jacob, at (604) 859-8715 (ext 102).



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Volunteer Today!

We extend our heartfelt appreciation to the dedicated volunteers who bring joy and enrichment to the lives of our residents across all Tabor Village campuses. To learn more about how you can enrich the lives of seniors in our community visit

qrco.de/taborvolunteers



Save the Date!

Community BBQ

AUGUST 15th

We hope you'll mark your calendars for our annual community BBQ! There will be food, music and kids activities - everyone is welcome! Keep an eye out for your email invitation to RSVP.

We look forward to having you join us!

Prepared by Anchor Marketing

