

ANNUAL REPORT 2015-2016



People Helping People



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Mission, Vision, Values

OUR MISSION

Extend Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.

OUR VISION

Grow in strength, excellence and creativity in caring for others.

OUR VALUES

Healthy Relationships

In a spirit of compassion, we work in supportive partnerships and open our hearts to others by affirming their goodness and potential.

We do this by:

- showing respect to others;
- partnering in shared responsibilities;
- communicating openly and sincerely;
- showing compassion to others;
- upholding dignity; and
- supporting the potential in everyone.

Hospitable Environments

We provide safe, comfortable communities inspiring involvement, where people experience a sense of caring, belonging and purpose.

We do this by:

- putting people first before tasks;
- providing home-like surroundings;
- providing safe, non-threatening environments; and
- building and maintaining community connections.

Servant Leadership

We lead through giving of ourselves in service to others, by acting with courage in a trustworthy and ethical manner.

We do this by:

- being accountable for all of our actions;
- demonstrating integrity;
- being good stewards of our resources; and
- serving others without self interest.

Report from Board Chair



NORMAN THOMPSON

As a Governance Board it means ‘NIFO’ (Noses In and Fingers Out) for Directors. Directors need to stick their noses into all parts of the organization, but keep fingers out and give the President and CEO and Strategic Leadership Team the freedom to operate as they see fit within the mandate from the Board.

The basics of a Board’s job are well known and well documented and at the top of the heap is the task of selecting the President and CEO. Get this one task wrong, and very little good will emerge from the Board and operations, and it can take three to five years to recover from an unfortunate choice. Fortunately, our Board got this task right when we hired Shawn Terlson as the President and CEO of The Good Samaritan Society. Once a capable President and CEO is firmly in place, three time dimensions define a Board’s ongoing role: past, present and future.

Part of the role of the Board Chair is to manage the Board so that value can be added along the three time dimensions. This is achieved through the following four strategies:

1. Mobilizing Talent

It is imperative that we understand the skills that we have on the Board of Directors and the individual talents that each Director brings to the table. In this regard, we use a skills matrix as a starting point to assess both known and hidden talents. We also conduct annual Board and Peer Reviews to evaluate how we are functioning as a Board, what can be improved on, and to answer the question “have we got the right skills, culture, structure and processes to add value?”

2. Building Trust

- a. Between the Board Chair and Directors;
- b. Between the Board, the President and CEO, and the Strategic Leadership Team; and
- c. Between the organization and its external stakeholders.

3. Managing Tensions

Within the Board and between the Board and management, it is important to manage tensions because the Board has fiduciary responsibilities to the organization and carrying out these responsibilities often entails probing questions and deep-dive enquiries, and tensions are bound to arise. A Board can only be effective if it maintains cordiality with the management team in spite of this. The tone must be one of ‘constructive challenge’ and not critical statements or blame.

4. Investing Time

Directors donate more than 250 hours per year of their time doing the work of the Board. Some Directors, such as those serving on Executive Committee and Committee Chairs, spend at least twice this amount of time in preparing agendas and materials for the upcoming meetings and discussions. In addition to this is the time spent attending training and education sessions, health conferences, Health Authority Board meetings, governance training and related Board meetings.



In October 2015, The Good Samaritan Society went through the Accreditation Canada program and staff did an exemplary job in meeting the standards to earn the organization a 4 year accreditation with commendation. As part of the on-going Accreditation process the Board has been reviewing it's governance policies with quarterly education sessions based on the latest ideas from the Institute of Corporate Directors. This has resulted in updates to meet the new Accreditation Canada standards and a continuous learning program for the Board of Directors, the President and CEO, and the Strategic Leadership Team.

This year, we are losing two long standing Board Directors, Cliff Elle and Darryl Turner, as they have come to the end of their term. They have been hard working and dedicated members for the past six years, and we will miss their contributions and friendly faces at our meetings. Cliff has been integral to our work to revitalize our membership recruitment and involvement, helping find new ways to bring people into The Good Samaritan Society family. Darryl has been the Finance and Audit Committee Chair for the past five years, and has improved reporting for the Board and membership, revamped how we monitor governance, and guided us on our

investments. Thank you to both of them for their contributions and service to The Good Samaritan Society.

Moving forward, I have confidence that the Strategic Leadership Team of The Good Samaritan Society is running the organization very responsibly and within our Mission, Vision and Values while providing quality care and accommodations to our residents and clients.

Please continue to support and pray for us as we continue the work of The Good Samaritan Society and continue to care for our neighbours.

2015-2016 Board of Directors

The Board Directors and Committees of The Good Samaritan Society also oversee Good Samaritan Canada to ensure efficient operations of both entities. There are four standing Committees to ensure the efficient operations of the Society: Executive, Finance and Audit, Governance, and Quality and Safety. Committee Chairs are elected by Committee members and receive authority from the Board of Directors.

EXECUTIVE COMMITTEE

The role of the Executive Committee is to deal with issues assigned to it by the Board of Directors, including matters requiring attention between Board meetings.

- Norman Thompson – Board Chair
- Dr. Jeanne Besner – Vice Chair
- Dr. Joanne Stan – Secretary



Norman Thompson
Chair
Kamloops, BC

Dr. Jeanne Besner
Vice-Chair
Calgary, AB

Dr. Joanne Stan
Secretary
Vancouver, BC

Cliff Elle
Pincher Creek, AB



Jeneane Grundberg
Edmonton, AB

Rev. Alfred Maier
Sorrento, BC

Janet Molnar
Victoria, BC

Marvin Molzan
Rolly View, AB



Lillian Rusch
Osoyoos, BC

Rev. Kim Staus
Oliver, BC

Darryl Turner
Leduc, AB

Ken Zollner
Medicine Hat, AB



FINANCE AND AUDIT COMMITTEE

The role of the Finance and Audit Committee is to approve, monitor, evaluate, advise and make recommendations on financial matters affecting The Society and its related entities.

- Dr. Jeanne Besner, Committee Chair
- Janet Molnar
- Marvin Molzan
- Ken Zollner
- Darryl Turner
- Norman Thompson (ex officio)

GOVERNANCE COMMITTEE

The role of the Governance Committee is to advise and support the Board of Directors on matters of governance policy, and recruit individuals for election to the Board of Directors in keeping with sections 3 and 4 of The Good Samaritan Society Bylaws.

- Rev. Alfred Maier, Committee Chair
- Jeneane Grundberg
- Cliff Elle
- Norman Thompson (ex officio)

QUALITY AND SAFETY COMMITTEE

The role of the Quality and Safety Committee is to assure the Board that policy and processes are in place to continuously improve the quality and safety of care and service across all programs and services. This will include promoting a culture of safety and a systematic approach to quality care and accomodations.

- Dr. Joanne Stan, Committee Chair
- Lillian Rusch
- Rev. Kim Staus

Report From President and CEO



SHAWN TERLSON

The past year was one of transformative change and progress for The Good Samaritan Society. The world is transforming around us, including the world of healthcare, and we need to change with it. Moving forward, we are being proactive and working to create a better life for everyone who is a part of our organization: residents, families, employees and volunteers. Transformative change is a process and takes effort, but we are committed to ensuring that we're creating a positive work environment and the best living environment for those we care for. We're investing in making sure change impacts people's lives in a positive way, which is allowing us to grow our Mission to *extend Christian hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.*

As a large not-for-profit seniors care organization that stretches across two provinces, we have to continually look for ways to become more efficient and effective to deliver the highest quality care and accommodations to those that

we have the privilege to serve. In order to do this, we have to look at standardizing our processes to ensure continuity of care at all of our locations in Alberta and British Columbia. One of the ways that we are achieving this is through a partnership with Pharmacare Pharmacy to standardize our pharmacy services. The Good Samaritan Society is committed to ensuring that our residents and clients receive the safest and highest quality care and pharmacy services, and by moving to a single pharmacy provider, we are able to increase monitoring consistency and prevent medication errors. The utilization of a single source pharmacy allows for consistent packaging, documentation, clinical services, deliveries, and education and consultation for our residents, families and employees. Evidence supports the fact that medication safety is greatly enhanced when there is only one pharmacy provider; if residents have different packaging and processes, it can lead to errors, omissions and safety risks

for our residents and employees. During our last Accreditation process, we were cited regarding our high-alert medication processes and practices and this resulted in us not achieving Exemplary Status. While we are pleased with being Accredited with Commendation, the medication Required Organizational Practice (ROP) was the only one that we did not meet. Accreditation Canada suggested that we consider standardizing the ordering, storage, preparations, administration, and dispensing of these products. We must continuously look to improve senior's care services by implementing the best possible technology and systems available to our residents and employees, and our partnership with Pharmacare Pharmacy is helping us do that. At The Good Samaritan Society, we're continually moving from *Good to Great*. This is a program that we pride ourselves on, as we always want to exceed our goals and to provide the best and highest quality services possible. In the coming months, we will be launching three



different videos to highlight our *Good to Great* program that will focus on the areas of dining, care, and lifestyle. Once complete, these videos will be screened at each of our care homes and will be available on our website. I am looking forward to showcasing the dedicated work that is being done at the frontlines every day.

In March, we made the difficult decision to sell our Wexford Creek care home in Nanaimo, British Columbia. Since

opening in 2008, despite cutting costs, we experienced losses that amounted to over \$2.6 million, which no charity could sustain. Of all the care homes we operate in Alberta and British Columbia, Wexford Creek was the only one where we were forced to take such actions in order to ensure the continued success of our other care homes.

As we end one chapter of our history in Nanaimo, it is time to look to new beginnings for our organization, and I am

looking forward to what the future has in store for The Good Samaritan Society. It is an exciting time to be a part of our GSS family!

God bless,

Shawn Terlson

Strategic Directions and Goals

The Board of Directors and the Strategic Leadership Team meet annually to re-affirm the Mission, Vision and Values of The Good Samaritan Society, and to review and update (as necessary) the Strategic Directions and Goals.

Each member of the Strategic Leadership Team is responsible for ensuring that their accountabilities align with and enable the achievement of the Strategic Directions and Goals that support our pursuit of quality care and accommodations within an efficient and effective organizational structure.

The accountability agreements align with the President and CEO's Contribution Agreement to the Board, both strategically and operationally, and measurably demonstrates how our values and priorities are addressed through the achievement of strategic and operational goals.

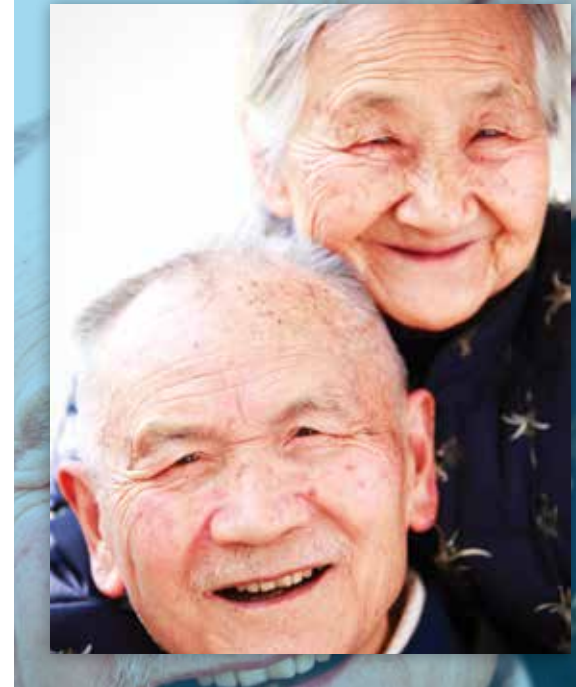
In fiscal 2015/16, some of the completed deliverables include:

STRATEGIC DIRECTION ONE

Provide quality care, quality accommodations, and safety across our continuum of programs.

Completed Deliverables:

- Recommendation document with respect to housing and services for Programs for Persons with Development Disabilities (PPDD).
- Standard operating procedures for Support Services that identify risks, hazards and mitigating actions.
- Document outlining the four-year plan to prepare for Accreditation Canada Surveys.
- Accreditation Report and Quality Performance Roadmap. Complete actions and provide evidence to address areas needing improvement as identified in the Accreditation Survey Report.



- Nurse Call integrated with unified communications technology installed in all long term care homes.
- Executed Energy Performance contract with Honeywell.
- Documented Enterprise Risk Management process.
- Recommendation document regarding current Incident Reporting system.
- Implementation plan for roll out of the Dementia Care Strategy.
- Implemented Resident Abuse Policy.
- Standardized Medical Advisor Agreements and aligned compensation.
- Documented Implementation plan to increase Ethics capacity within the organization.



Report from Director of Mission Effectiveness



DALE OLSEN

People helping people. Sounds easy! We just need to look at the life of Jesus and model his actions and being The Good Samaritan Society, helping people is simply what we do.

Not so fast.

Helping people takes character, a compassionate heart and a generous spirit. Mission Effectiveness plays a part in encouraging this triad of characteristics in all our staff and volunteers in order for us to align with the story of the Good Samaritan.

Character has to do more with who we are than what we do. It is our essence based on our principled values. Character took on special emphasis during Mission Month with the theme being, *Be the Mission: Character Counts!* The theme underscored the importance of character traits contributing to our willingness and ability to help people. Awareness of our character strengths allows us to be at our best in living out the mission of offering Christian Hospitality. “Likewise every good tree bears good fruit...” (Matthew 7:17).

Ethics plays an important role in character development and organizational integrity

too. In building an ethical culture we are guided by the principles and values of The Good Samaritan Society. When ethics takes a prominent place in an organization, you can be sure that resident care is at the top of the list.

Mission Effectiveness provides leadership in ethics through education, policy review, consultations and special events. An innovative means to provide ethics education and discussion is the Journal Club where staff are invited to join a teleconference to discuss special topics in ethics. The Good Samaritan Society Ethics Committee members and Chaplains lead these discussions.

Work was done in order to elevate and standardize the competencies of Ethics Committee members as well as the Chaplains. Everyone was required to complete the online *Introduction to Ethics* training offered by Georgetown University.

Lastly, Accreditation Canada gave special recognition to ethics development at The Good Samaritan Society during their accreditation review.

The inspiration for helping people is the compassionate heart of Jesus as told in the New Testament. “When Jesus landed

and saw a large crowd he had compassion on them and healed their sick” (Matthew 14:14). Pastoral Care embodies this ministry of compassionate presence by empowering others to take on the ministry of visitation. Individuals have the opportunity to become registered pastoral care visitors by attending a Pastoral Care Visitation Workshop, a 10 hour course covering the basics of pastoral and spiritual care.



STRATEGIC DIRECTION TWO

Attract and retain staff who are aligned and engaged.

Completed Deliverables:

- Project plan for appropriate software for recruitment.
- Revised Musculoskeletal Injury Prevention (MIP) program to include resident mobility assessment and algorithm.
- Implemented new Learning and Development model.

- Standardized orientation plan documented for site employees and volunteers.

STRATEGIC DIRECTION THREE

Ensure diligent stewardship of resources.

Completed Deliverables:

- Audit Services RFP.
- Business Intelligence business cases.
- Recommendation document for CHOICE® Electronic Medical Record.

STRATEGIC DIRECTION SIX

Initiate a new era of organizational growth and diversification to serve our mission.

Completed Deliverables:

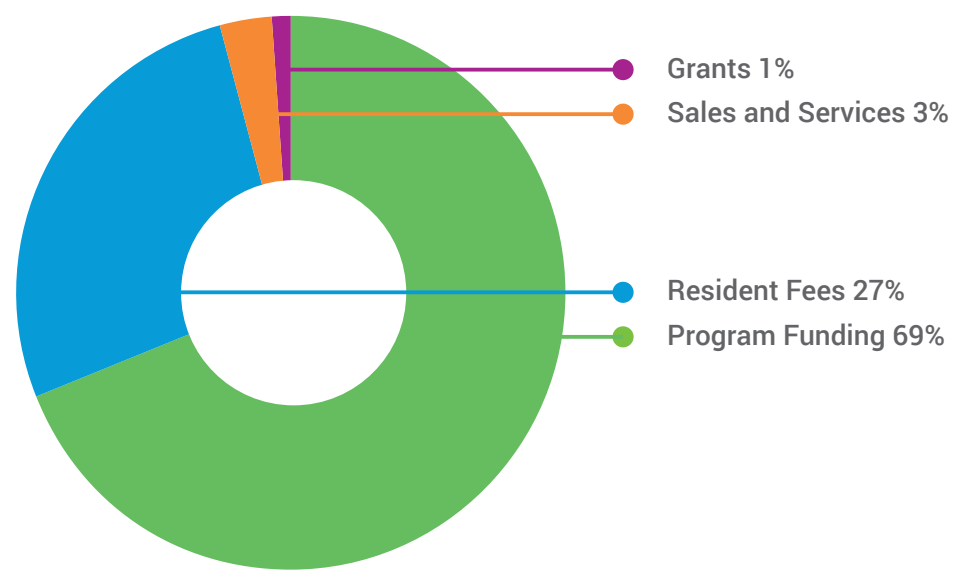
- Developed a Strategic Communications Plan.



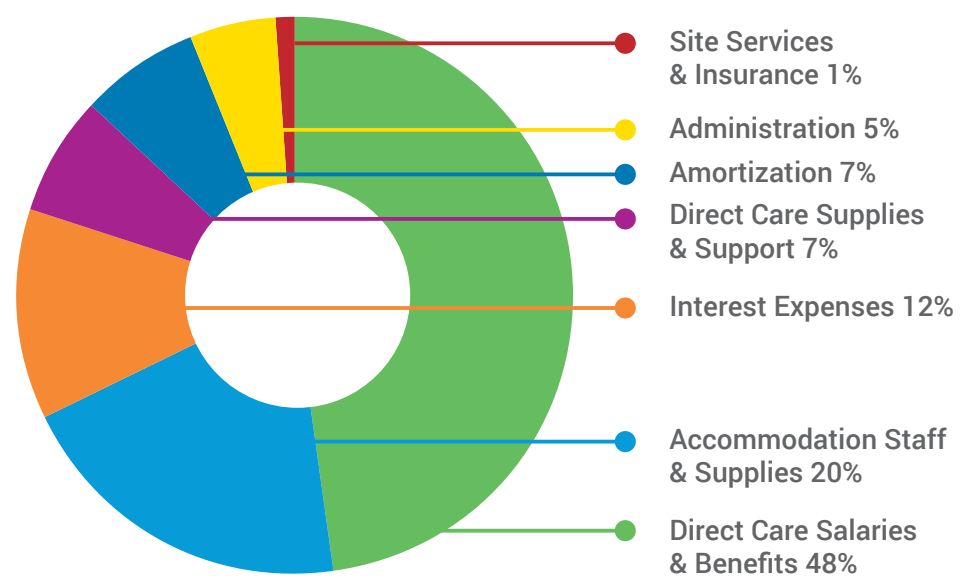
Financial Summary

The total operating budget for Good Samaritan Canada 2015/16 fiscal year was \$59 million. The combination of revenue and expenditure on a percentage basis is very similar to previous years.

2016 Sources of Funds



2016 Uses of Funds



Woven throughout the course is an understanding of how compassionate presence softens the suffering of the one being visited.

Chaplain Angela King, who helped teach the course, stated, “each year, it is a privilege to work with persons who are passionate about providing pastoral care to vulnerable and marginalized individuals in our communities. Those with the capacity to provide such compassionate presence enrich us all.”

Bill Marshall, a workshop participant stated, “when I signed up for pastoral training I wondered how it would apply to me as I volunteer with people who live with significant dementia or Alzheimer’s. Throughout the training, I came to realize that pastoral care is as much for volunteers as for residents themselves.”

Our 2300 volunteers in Alberta and British Columbia, that freely offer their gifts, exemplify a generosity of spirit that positively impacts the quality of life for both residents and staff. There is no doubt that when we think of *people helping people* we automatically think of volunteers and we are grateful!

A new initiative to support our Volunteer Services staff was the rolling out of the new Volunteer Scheduler Software. Yes, even technology can assist *people helping people*. Volunteer management software not only allows the volunteer services staff to be more effective and efficient, but it also allows volunteers to report their hours and to see other volunteer opportunities through a portal on their own computer. Enhancements will include the use of social media for recruitment and retention.

Lastly, we offer our thanks to the many faith communities for their generosity, whether through financial contributions, prayers or volunteer time. You can be sure that the well being of our residents was enhanced through Bibles studies, hymn sings, worship services and intentional visitation carried out by spiritual leaders and church volunteers.

People helping people! In the end there is no better way to understand these words than to look at the Parable of the Good Samaritan. The story encompasses character, a compassionate heart and a generous spirit. May we continue to heed the words of Jesus to: “Go and do likewise” (Luke 10:37).

Building the Imagination Network

GOOD SAMARITAN CHRISTENSON VILLAGE, GIBSONS, BC

In the summer of 2014, Bruce Devereux of Good Samaritan Christenson Village, and Chad Hershler of Deer Crossing The Art Farm began chatting about collaborative possibilities. Shortly after they launched the Imagination Network after being inspired by the work of the University of Milwaukee theatre professor Anne Basting, the creator of TimeSlips, a ritualized story-creation

model for people with the lived experience of dementia, and the Penelope Project, an original theatrical production performed within a Milwaukee care centre.

Bruce and Chad created the Imagination Network because they believe strong partnerships between healthcare and arts organizations result in significant benefits to our communities. As well, the

creative care movement of arts and healthcare is on the verge of a significant revolution, and they want The Good Samaritan Society and Deer Crossing The Art Farm to be leaders in this movement.

Exploring how the Penelope Project model could work within our Sunshine Coast community, Bruce and Chad started to map out different ways to implement the model. Anne Bastings Penelope Project Model uses a 3-member partnership approach. A Community based Arts organization, a Healthcare organization, and an Education organization. In the beginning, the Imagination Network had two of the three.

IMAGINATION NETWORK JOINS THE SUNSHINE COAST ART CRAWL

Their first collaboration was inspired by the stories generated through the TimeSlips process of creative engagement. Original stories created by those living with dementia became the seed for community based visual, theatre, and auditory based performance and display. In October of 2015, after a great deal of planning, community awareness sessions, and workshops, Good Samaritan Christenson Village became the first Campus of Care to be an official “artist studio” stop during the Annual Sunshine Coast Art Crawl.



A wildly successful event, there were over 600 visitors from the Sunshine Coast, the lower mainland, Vancouver Island, and as far south as Washington State.

IMAGINATION NETWORK POP-UP STUDIO

After a very successful 2015 Fall Art Crawl launch, Bruce and Chad wanted to build on that momentum and remain in the public’s eye. In February of 2016, they secured a vacant restaurant space in the local mall and hosted a four-week Pop-up Art Studio. The Pop-up Studio project included free artist facilitated workshops, interactive programming, and an evolving

art installation. The studio transformed into a dynamic interactive space for the public to visit, create, and to learn more about our organizations, especially how we hope to change how aging is viewed in our community.

IMAGINATION NETWORK REACHES OUT

Looking to build on our Penelope Model partnership, they were extremely pleased to add the education component when the Douglas College Therapeutic Recreation Department and UBC Theatre Department agreed to join them for their next project. Bruce and Chad have applied for Vancouver Foundation

funding, and if successful, they will launch a two-year research project that will explore, through community engaged arts, the lived experience of dementia in our community. This project will provide the wider community with fresh new perspectives around caring for those with dementia and provide knowledge that will ultimately enrich our communities.

There are incredible opportunities for innovation in healthcare, and with the continued support of our Imagination Network partners and sponsors, The Good Samaritan Society hopes to be part of that innovation for years to come.

Visit www.imaginationnetwork.ca for more information.





Volunteers are the Roots of Strong Communities

The Good Samaritan Society is blessed to have a diverse group of dedicated volunteers from all walks of life. As much as our volunteers are different they all have one thing in common: their desire and eagerness to make not just a difference in their community, but to also

leave their mark by helping other people. This is evident every day at our care homes and programs.

Our volunteers support us in many ways: recreation activities such as bingo and sing-a-longs, visiting with residents,

special events such as birthday parties, gardening, tuck shops and much more. Thank you to the 500 plus volunteers in British Columbia who generously donated over 25,000 hours of their time in the last year.

Volunteer Hours 2015 - 2016



Just like roots are essential for trees to bloom, volunteers are essential for communities to boom.





Josh

Inspirational Volunteer

GOOD SAMARITAN HERON GROVE, VERNON, BC

such as socializing and laundry folding at a senior's home, washing toys at a women's resource centre and has shredded paper at the Salvation Army.

Josh has always loved and enjoyed people of all ages, especially older people. This may be because he spent a lot of time with his grandma while his mom worked when he was younger. His grandma came with the family in 2008 when they moved to Vernon, BC. She passed away last year; just six weeks shy of her 101st birthday. Josh visited her quite often at the care home where she lived.

Josh started volunteering at Good Samaritan Heron Grove in January of 2010, where he volunteers twice a week in one of our Dementia Care Cottages. Josh talks a lot about his experience (in his own way) to his friends and family and about how proud he is to be a volunteer at the care home. Everyone in his close circle knows about the cottage he volunteers in and they must be thinking it is a pretty good place to be. He has developed many special bonds with some of the residents in the cottage. One resident in particular is so

fond of Josh that he performs magic tricks for him. They both share in delight once the trick has been completed and anyone present can see that something special is in the works. Josh is respected and feels a great sense of accomplishment by doing his job.

He has had lots of fun at Good Samaritan Heron Grove and feels included and appreciated for the jobs he does. Over the past 6 years, Josh has made a difference to residents living at the care home by singing and socializing with residents and helping with recreation programs.

Josh is a valued member of the team and is invited every year to the volunteer appreciation tea. One year, he even went along looking at Christmas lights and singing carols. He has lots of great memories!

Chris (recreation coordinator) and the Health Care Aides in the Dementia Care Cottage, play a huge part in including Josh in things. Josh loves what he does and hopefully will be able to make a difference in the lives of our residents for many years to come.



Marg

Continues to Give Back

GOOD SAMARITAN VILLAGE BY THE STATION, PENTICTON, BC

Volunteer Marg Janzen (second from the left), donated 4 home-made "busy blankets" to Recreation Coordinator Jean Kearney, and Day Program clients Betty

and George at Good Samaritan Village by the Station in Penticton, BC. Activity Blankets gives our residents in the Dementia Cottages something to do with

their hands, as items are sewn onto the blanket that move and pull. They also feel warm and snug on a lap!

Marg's husband Henry was a resident at Good Samaritan Village by the Station and when he passed away she stayed on as a volunteer. She continues to help us make a home and a wonderful environment for the residents who live there.



Kathryn

Associate Care Coordinator

GOOD SAMARITAN MOUNTAINVIEW VILLAGE, KELOWNA, BC

celebrated milestones and victories... both tiny and humongous,” said Kathryn.

Her personal story with the organization starts in 1990. After graduating as a Registered Nurse (RN) and working in acute care for 10 years, she thought it was time to see what long term care was all about. She had worked on trauma, general surgery and orthopedic units as well as at the Home Parenteral Therapy Clinic, and felt ready for a change.

Kathryn says that she nervously walked into “The Auxiliary Hospital” in Edmonton, now Dr. Gerald Zetter Care Centre. It was a brand-spanking new building with lots of open space, sunshine pouring through the large windows, friendly staff and 200 residents who she knew nothing about or how to take care of them.

She worked many years as an RN in a casual, then part time and full time capacity, as an Associate Care Coordinator, Care Coordinator, and a Care Manager. Each position represents a different piece of the puzzle, and when they all fit snugly together, residents are served with wholeness, integrity, respect and dignity.

Throughout the years, Kathryn attended various courses and education sessions, and she has had many supportive leaders that helped her prepare to work on different units within our care homes; dementia, complex care, sub-acute, extended rehab, tracheostomy, and at the CHOICE Program. “I have always been grateful to learn new things and upgrade my level of practice; this ultimately reflects on the quality of care that I have to offer our residents,” said Kathryn.

Kathryn reflected on how things have changed over the years. At the first site she worked at, there was a central laundry, pharmacy, and a Central Sterilization Room (CSR). CSR was before the era of disposable equipment when we had stainless steel bedpans, catheter and dressing trays. Thermometers were tediously placed under resident tongues, tube feeds were manually poured into a bag, regulated by a little thumb wheel and powered by gravity. Resident beds were adjusted manually, by turning an assortment of awkward cranks, and the mechanical lifts were also human-powered. We have come a long way since then!

After 26 years, Kathryn still has some strong friendships that she has made along the way. In particular she mentions her good friend Debbie, who started around the same time as her, and is also still an employee with The Good Samaritan Society.

Thirteen years ago Kathryn also met her husband on the unit where she worked; he was helping feed his Grandma. She says that “sparks flew,” they dated and eventually got married. They recently celebrated their 6th wedding anniversary. “People are never sure how to respond when I tell them that I met my husband on a dementia unit,” Kathryn says with a giggle.

Kathryn now works at our care home in Kelowna, Mountainview Village, and she mentions that it is a beautiful care home and she feels honored to be a part of the team: “Every resident has a large, private room, with a huge window and most rooms have a gorgeous view of the mountains, trees and flowers. Our residents are surrounded by loyal, caring and intelligent staff. We are profoundly dedicated to our residents and their families. I feel that the care we provide is exemplary, we tend to go the extra mile, and we regularly negotiate win/win outcomes. Our management team is refreshing, supportive and we all love to laugh!”

“Coming to work is an absolute joy and friendships continue to blossom. We nurture each other and that creates positive energy for our residents in their



home. After all these years, I am still grateful for my nursing career which I find so rewarding, being able to serve others, laugh at work and make friends along the way.”

Kathryn mentions the 3 things she most loves to do:

1. Take a precious moment to give a resident a reason to smile.
2. Extend a helping hand to families; to educate and support family members during their loved one’s journey with dementia and/or other debilitating diseases.
3. Mentor and support new staff; watch them start off anxious, tearful and nervous then blossom into confident, self-directed and assured team members.

She says that being a Registered Nurse has felt like a “calling” to her and she cherishes her career and all the opportunities presented to her. “I am grateful to GSS for hiring me, especially at that time when my knowledge and working experience with the elderly was so limited. They took a leap of faith when putting their confidence in me; in turn I will continue to be a loyal employee, working with a passionate and enthusiastic attitude, and doing my job that I love.”

Thank you Kathryn for your dedication and commitment!

Fund Development Report

The Good Samaritan Society is one of the leading faith-based, not-for-profit, registered charities in Western Canada that provides quality accommodations, health and community care services and programs to aging individuals in need. Our operational effectiveness and overarching culture of service and care make us the provider of choice for

individuals and their families seeking a supportive place to call home. As a not-for-profit, charitable organization, the support received from our donors is used to make a difference in the lives of our residents. Every year we rely on generous donations and are grateful to all of our supporters. The



following individuals and organizations are just a few of those who have helped us in our journey of care:

- **Nickle Family Foundation**
\$10,000 towards the ongoing initiative for the Imagination Network Good Samaritan Christenson Village in Gibsons, BC
- **Sunshine Coast Community Foundation**
\$9,000 towards the House Sound Project at Good Samaritan Christenson Village
- **William Beaton**
\$5,800 towards the purchase of a new awning at Good Samaritan Christenson Village
- **Penticton and Friends Golf Tournament**
\$2,500 towards the music therapy program at Good Samaritan Village by the Station in Penticton, BC

The 2015 Spring Appeal* brought in \$11,000 in support of the Pastoral Care Endowment Fund. With dedicated pastoral care and a commitment to faith-based values, we live a holistic approach to care.

A great day of fun, fellowship and golf was had at our 23rd Annual Spirit of Caring Golf Classic* held on June 11, 2015. A record total of \$100,000 was



raised with proceeds going towards New Initiatives in Care Excellence (NICE) with a focus on a dementia care strategy. All of our staff will benefit through educational opportunities and our residents will benefit through care excellence. Dementia Care is becoming increasingly challenging with more and more seniors being admitted with a dementia diagnosis along with aggressive behaviours and mental illness.

The 2015 Christmas Appeal* brought in over \$94,000 to enhance and improve the quality of life of our residents. It is through these donations that the care homes and programs can purchase much needed equipment and/or provide specialized programming to those in our care.

Thank you to all of our supporters for their contributions.



* The donations received at these events relates to both GSS and GSC.



Thank You

We know that a home is more than four walls. Our caring staff strive to provide all of the little extras that make us a home for those in our care. We sincerely thank of all of our employees for being hard working and devoted individuals that continually put people first to ensure the best possible environment for our residents.

Thank you to The Good Samaritan Society Board of Directors, Society members, Evangelical Lutheran Church in Canada and Lutheran Church Canada.

Our success as an organization is made possible through the nurturing of healthy relationships with all of our partners including: the Government of British Columbia who provides continued financial support, Fraser Health, Interior Health, Vancouver Coastal Health, and BC Housing.

Our appreciation also goes out to the many other partners that help us throughout the year including our vendors, affiliated associations and fellow service providers for joining us on our journey of care.



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