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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.

Hospitality 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

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. 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.

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 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.
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 Zolner
- 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 GSS 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 accommodations.

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

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.

As we continue to evolve from Good to Great, it is time to look to new beginnings for our organization. The Edmonton region is the area where The Good Samaritan Society got its start over 67 years ago, and it is also where our care homes are starting to show their age. Due to this, we have begun to work on an Edmonton Redevelopment Plan. This project will initiate a new era of organizational growth and diversification to serve our mission. It is an exciting time to be a part of The Good Samaritan Society!

God bless,

Shawn Terlson

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.

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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.

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.

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.
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.”

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 Bible 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).

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.

Members of The Good Samaritan Society may request copies of the audited financial statements by calling Sindy Thompson, Chief Financial Officer at 780-431-3777.
Nicole and Danny
Newlyweds with a unique love story!

GOOD SAMARITAN SUPPORTED INDEPENDENT LIVING PROGRAMS FOR PERSONS WITH DEVELOPMENTAL DISABILITIES (PPDD), EDMONTON

On July 2, 2016 the couple was married in a beautiful ceremony attended by more than 80 family members and friends. As they settle into married life, they maintain a very busy lifestyle, Danny works 2-3 days a week, and Nicole, who is currently seeking employment, keeps busy with several extracurricular activities including attending a weekly writing class, participating in a choir and being a part of Toastmasters. Both Danny and Nicole also have a weekly date night, where they are in the same bowling league that brought them together at their beloved Bonnie Doon mall, again breaking tradition by being the only team in the league to have individuals with disabilities on it.

Despite all of the obstacles in her path, Nicole wasn't about to let anything get in the way of her dream of independence. As she says, “she is a force to be reckoned with” and attributes hard work and determination for where she is today. Through years of working diligently with a Physiotherapist, Nicole does not need a wheelchair, and only utilizes a walker when necessary. Nicole was born on June 22, 1985 with a diagnosis of developmental delay, and her parents were told upon her birth that she would never eat, sit up or walk. Nicole was in a wheelchair from the ages of 5-12, at age 8 had a cornea transplant, and at age 14 had surgery inserting rods into her spine for scoliosis. Prior to the age of 20, Nicole had 3 major surgeries. On September 7, 2014, Danny had decided to rejoin his bowling league as he had taken a break after the death of his mom. Nicole had recently moved out of her grandmother’s house and since she no longer had a curfew, she thought it might be fun to watch a friend bowl that was on the same team as Danny. They ended up sitting beside each other at the same table in the Bonnie Doon food court.

On August 4, 2015 on their way to a Taylor Swift concert, Danny and Nicole stopped in for a bite to eat at the Bonnie Doon food court. Here he got down on one knee and presented Nicole with an engagement ring. Nicole was ecstatic!

After several months of friendship, their relationship grew more serious. Danny was enchanted by Nicole’s fierce determination and independence, and Nicole loved Danny’s caring, protective side.

Before committing to dating Danny, Nicole wanted to be sure that they were the perfect match, so she suggested that they do a dating interview. Together they researched dating questions online to ask each other. After being satisfied with the results, Nicole and Danny decided that they were indeed compatible. On July 2, 2016 the couple was married in a beautiful ceremony attended by more than 80 family members and friends. As they settle into married life, they maintain a very busy lifestyle. Danny works 2-3 days a week, and Nicole, who is currently seeking employment, keeps busy with several extracurricular activities including attending a weekly writing class, participating in a choir and being a part of Toastmasters. Both Danny and Nicole also have a weekly date night, where they are in the same bowling league that brought them together at their beloved Bonnie Doon mall, again breaking tradition by being the only team in the league to have individuals with disabilities on it.

Just prior to their marriage in June of 2016, Nicole began to be supported by The Good Samaritan Society. Both Danny and Nicole, while living independently, have a support staff to assist them where needed. While they do much on their own, they are open and accepting to support that aligns with their continual goal of independence. They both are very good at communicating what areas of their lives they require support and have no problems advocating for themselves. As Nicole puts it, “my support staff is here to increase my independence, not take it away by doing things for me.” These two individuals are truly an inspiration of how hard work and determination can make a difference in anyone’s life.

On September 6, 1978 with a diagnosis of developmental delay. As an infant, he was diagnosed with a heart condition and had two major heart surgeries between the ages of 2 and 4, Danny is a sensitive, caring man who for a time cared for his ailing mother. Not long after his mother passed, in October of 2013, Danny came to The Good Samaritan Society seeking Programs for Persons with Developmental Disabilities (PPDD) services with the support of his uncle and aunt. His main goal was to gain the skills necessary to live independently. Danny moved into a support home in the Supportive Independent Living Program where he worked with support staff to increase his skills in cooking, cleaning, and budgeting.

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In May 2012, at the age of 90, Maria started a new phase of her life and she wanted to live with her daughter. At the time, Anna had no idea what it was going to be like caring for her mother at home but she committed to no regrets and reached out for help whenever she needed it. Their Case Manager at the time came out to the home to meet with the family and based on Maria's needs she provided Anna with some information on the CHOICE© Program at Good Samaritan Dr. Gerald Zetter Care Centre. It sounded like a perfect fit so Maria was added to the waiting list.

On January 21, 2013, Maria started her three day trial and was officially accepted into the program on January 24, 2013. Anna still remembers the first day she left Maria at the program because she cried all the way home. She remembers feeling a sense of relief and comfort after Maria came home happy after her first day in the program. Maria didn't believe in idle time or “lazing” around watching TV, so every day she asks, “what are we going to do today?” Anna is thankful for people like Kelly in the recreation department who organizes lots of activities that Maria can participate in. She says that her mother beams when she comes home with her prizes and the crafts that she makes and she looks forward to their adventures out when they are arranged.

In the beginning Anna was reluctant to use the respite bed option at the CHOICE© Program as she felt a sense of guilt, but she didn't realize how much of a better care giver she would be if she was able to take time to step away, so she started slowly: a date night, a weekend away, and then a whole week of vacation. Anna and Andre quickly learned that Maria was safe, happy and well cared for; they became better care givers, and felt that the strain on their marriage started to diminish along with her. She's had amazing recoveries and I can get rest and still support her. She's had amazing recoveries and that is due to this team that not only provided medical care but really provide a caring loving environment with dignity and respect for the choices mom has made, ”said Anna.

In the past, Anna was doing a lot of running around to different appointments with Maria, but at the CHOICE© Program there is no need to do this as the Recreational Therapist, Aides, Social Worker like Carmen has made a big difference to me. She's there with a shoulder to cry on, an advocate, resource to help navigate, and a non judgemental ear just to listen to our struggles,” said Anna.

In the beginning Anna was reluctant to use the respite bed option at the CHOICE© Program as she felt a sense of guilt, but she didn't realize how much of a better care giver she would be if she would have had to go to hospital and I would have been there day and night but at CHOICE© I know that she is well cared for and I can get rest and still support her. She's had amazing recoveries and that is due to this team that not only provide medical care but really provide a caring loving environment with dignity and respect for the choices mom has made, ”said Anna.

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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:

- **Estate of Neils Otto Hawberg**
  $217,741 for the Pastoral Care Endowment Fund

- **Light Up Your Life Society**
  $45,999 for specialized equipment at Good Samaritan Stony Plain Care Center in Stony Plain, AB

- **Auxiliary Care Unit Club**
  $17,000 towards the purchase of a new bus at Good Samaritan Vista Village in Pincher Creek, AB

- **Elsa Linke, Margaret Link & Gertrude Horrobin Foundation**
  $14,756 to Good Samaritan Southgate Care Center in Edmonton, AB

- **Next to New**
  $14,000 for specialized equipment at Good Samaritan Clearwater Center in Rocky Mountain House, AB

- **Estate of Peter Pepneck**
  $12,392 to Good Samaritan Linden View in Taber, AB

Throughout the year our care homes and programs host a variety of fundraising events such as garage and bake sales, 50/50 raffles, Grandparents Day events and much more to raise funds for ongoing initiatives. In the past year the following goals have been attained:

- **$175,000 Buy-A-Bed Campaign** at Good Samaritan Good Shepherd Home in Wetaskiwin, AB to purchase 64 new electric beds to promote safety and independence for our residents – total raised to date is $70,147 + 11 beds received as Gifts in Kind.

- **Employees at Good Samaritan Stony Plain Care Center** raised $50,000 in support of the Close to Home Capital Campaign to name a care wing in the care home.

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

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 1800 plus volunteers in Alberta who generously donated more than 64,000 hours of their time in the last year.

Volunteer Hours 2015 - 2016

Number of volunteers in Alberta

1800+

Number of volunteer hours in Alberta

64,196.60

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He takes residents to recreation activities, sings, visits and plays ball with them. Their quality of life has improved because of someone else’s “time being well spent.”

Ed likes to host movie nights which are held twice a month and he makes popcorn for everyone. The residents get comfortable in their seats and enjoy hot buttered popcorn and a movie. Ed has the unique ability to get residents to participate even those that normally do not.

Every Monday afternoon we play bingo and Ed is our number caller. However Ed doesn’t just call the numbers, he sings the numbers, not all the numbers but he defiantly puts his individuality into it. Each and every resident leaves bingo having many laughs and a smile on their face.

Ed also volunteers for our weekly music program, Melody Moments, by gathering residents, helping them find the song pages and singing along with them.

Volunteers are worth their weight in gold and at Vista Village we are thankful to have many exceptional volunteers such as Ed. Ed started volunteering when his mother came to live at Vista Village about 4-5 years ago. Sadly his mother passed away in September, but Ed continues to volunteer at Vista Village as he says “it’s what my mom would want me to do.” Ed also mentions that he loves the residents and he would feel lost without them.

Ed spends a lot of his time with our residents in the Dementia Care Cottages.

Ed volunteers because he truly cares for the seniors. We are blessed to have him as a Volunteer at Good Samaritan Vista Village.

“Thank you Ed for the many gifts that you give to our residents each day.

“... volunteer, Ed.

Ed dedicates his time to making friends with, and bringing joy to the folks who live at Vista Village. He spends a lot of time with my mother, making light and easy, non-threatening conversation, taking her to special events and taking her “dancing” as he helps her twirl to the music in her wheelchair. Ed also regularly calls bingo and shows movies, and it is obvious by his infectious enthusiasm, that not only is he a blessing to Vista’s residents, but that they are a blessing to him.”

-Doug and Robin Rawlings

I started volunteering about 5 years ago at the care home with my grandchildren Lily and Ryley and my daughter Annali. We joined the Kids ‘n Kuddles program. Twice a month we would join some of the residents for a play time with other children. Lily and Ryley are now in school. Since then I have had 2 more granddaughters and have continued in the program.

This adventure started off as us giving our time to enrich the lives of the residents. The kids love visiting the “other” grannies and grandpas and playing with their friends. Their acceptance of the elderly, disabled and wheelchair bound residents has been beautiful to see.

I am involved in this program for the residents? It started off with that in mind; however it has grown to be a learning experience for my grandchildren. They have learned acceptance for the challenged people in their lives. No value can be put on that experience. Thank you, Edie Kendall [Volunteer Coordinator], for giving me and my family this amazing program and experience!

-Evelyn

Ed

A Blessing to our Residents

GOOD SAMARITAN VISTA VILLAGE, PINCHER CREEK

Evelyn

Enriching the Lives of Many

GOOD SAMARITAN DR. GERALD ZETTER CARE CENTRE, EDMONTON

I started volunteering about 5 years ago at the care home with my grandchildren Lily and Ryley and my daughter Annali. We joined the Kids ‘n Kuddles program. Twice a month we would join some of the residents for a play time with other children. Lily and Ryley are now in school. Since then I have had 2 more granddaughters and have continued in the program.

This adventure started off as us giving our time to enrich the lives of the residents. The look on some of their faces is indescribable! Some are in different stages of dementia, but seeing children playing seemed to spark memories and remind them of past times forgotten. The women love holding the tiny newborns and the men enjoy balloon soccer and they all love the bubble blowing and trying to catch the rainbow colored spheres.

What started out as us enriching their lives has turned out to be more enriching to all of us! The kids love visiting the “other” grannies and grandpas and playing with their friends. Their acceptance of the elderly, disabled and wheelchair bound residents has been beautiful to see.

Am I involved in this program for the residents? It started off with that in mind; however it has grown to be a learning experience for my grandchildren. They have learned acceptance for the challenged people in their lives. No value can be put on that experience. Thank you, Edie Kendall [Volunteer Coordinator], for giving me and my family this amazing program and experience!

-Evelyn

Anonymous

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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 Alberta who provides continued financial support, Alberta Health Services, and Edmonton Persons with Developmental Disabilities Board.

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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