



REQUEST FOR PROPOSAL AS2015.11.06RH

External Audit Services

**The Good Samaritan Society
(A Lutheran Social Service Organization)**

**Issue Date: 21 December 2015
Closing Date: 29 January 2016
Closing Time: 1400hrs MST**

TABLE OF CONTENTS

SECTION 1 – INTRODUCTION..... 3

 1.1 Background 3

 1.2 Mission, Vision and Values 3

 1.3 Objectives..... 4

SECTION 2 – PROPOSAL SUBMISSIONS 4

 2.1 Proposal Submission 4

 2.2 Proposal Format..... 5

 2.3 Amendment of Proposal 6

 2.4 Opening Proposals 6

 2.5 Requirements..... 6

SECTION 3 – RFP PROCEDURES 6

 3.1 Information..... 6

 3.2 Issued Addenda 7

 3.3 Additional Rights 7

 3.4 Proponent Presentations 8

SECTION 4 – RESPONSE REQUIREMENTS 8

 4.1 Term of the Agreement 8

 4.2 Deliverables 8

 4.3 Requirements..... 10

 4.4 Agents/Subcontractors 10

 4.5 Mandatory Requirements 10

 4.6 Audit Activity Deliverables 10

 4.7 Selection Criteria 11

SECTION 5 – CERTIFICATION..... 12

SECTION 6 – TERMS AND CONDITIONS..... 13

 6.1 Acceptance of RFP 13

 6.2 No Publicity or Promotion 13

 6.3 Confidentiality..... 13

 6.4 Costs 14

 6.5 Permits, Licenses, and Approvals 14

 6.6 Intellectual Property 14

 6.7 Acceptance of Proposals 15

 6.8 Conflict of Interest 15

 6.9 Indemnification 15

 6.10 Insurance 15

 6.11 Assignment..... 16

 6.12 Governing Law..... 16

 6.13 No Liability 16

 6.14 Entire RFP 16

 6.15 Contract 16

SCHEDULE A..... 17

SCHEDULE B..... 18

SECTION 1 – INTRODUCTION

1.1 BACKGROUND

The Good Samaritan Society (A Lutheran Social Service Organization) and Good Samaritan Canada (A Lutheran Social Service Organization) are not-for-profit, registered charities whose mission is to extend Christian Hospitality through a continuum of care to those in need or at risk. The two entities are related and economically dependent on one another and are collectively referred to as “the Society”. In its history of over 65 years creating specially designed and caring environments for the elderly or disabled, the Society has played a key role in development of new and innovative programs – ones that are becoming industry standards throughout Canada.

The Society operates a wide range of programs in Alberta and British Columbia which include Long Term Care (LTC), Complex Care (CC), Supportive Living (SL), Assisted Living (AL), Programs for Persons with Developmental Disabilities (PPDD), Life Lease Apartments, Supportive Housing, Adult Day Programs, a Seniors Health Clinic and TeleCare® Personal Emergency Response Services.

The Society has more than 6,000 clients who are being served by 3,900 employees and more than 1,700 volunteers. The Society generated annual consolidated revenue of \$225million for the year ended March 31, 2015.

The Society’s facilities are listed in Schedule B.

1.2 MISSION, VISION AND VALUES

Our Mission:

As a faith based organization, the mission of The Good Samaritan Society is to extend Christian hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.

Our Vision:

The Good Samaritan Society will grow in strength, excellence and creativity in caring for others.

Our Values:

Reflecting Christian hospitality, the values of The Good Samaritan Society are:

- Servant leadership
- Healthy relationships and
- Hospitable environments

1.3 OBJECTIVES

The Society is issuing a Request for Proposal (RFP) from licensed public accounting firms to provide external audit services for a five (5) year term, with the possibility of extending by two (2) additional one (1) year options. The term will begin with the annual audit for the fiscal year ending March 31, 2017. This is subject to the annual appointment of the auditor by the Society's membership at the Annual General Meeting.

This RFP includes auditing the non-consolidated financial statements for the purpose of expressing an opinion as to whether the financial statements present fairly, in all material respects, the financial position of the Society in accordance with Canadian accounting standards for not-for-profit organizations.

The audit services required are to be performed at the Society's corporate office in Edmonton, Alberta in accordance with the provisions included in the RFP and any additional terms as agreed upon in a formalized contract.

As per the Society's bylaws, the members will appoint an auditor for the purpose of auditing the books and accounts of the Society; however, other firms may be used for other professional services including accounting and tax if it is deemed more advantageous or appropriate to do so. The Society, therefore, expressly reserves the right, at its sole discretion, to use other professional services.

SECTION 2 – PROPOSAL SUBMISSIONS

2.1 PROPOSAL SUBMISSION

2.1.1 General

To be eligible for consideration in this RFP process, Proposals must be mailed or hand delivered in a sealed package (indicating Proponents Name, Address and RFP number) before the closing time of 1400hrs MST 29 January 2016 to the attention of:

Rick D. Hessels
Senior Manager, Supply Chain Management & Logistics
The Good Samaritan Society
8861 75 Street
Edmonton, AB. T6C 4G8
Phone: 780-431-3765
Fax: 780-431-4868
Cell phone: 780-983-2009
Email: rhessels@gss.org

2.1.2 Proposals Received after the Closing Date

Proposals received after the Closing Date shall not be considered and shall be returned to the Proponent unopened. Proponents are responsible for the delivery of the RFP Proposal response to the address and location listed above. The Society will not accept late submissions for any reason.

2.1.3 Inquiries

Only written inquiries addressed to rhessels@gss.org will be accepted and must be submitted up to seven (7) business days prior to the RFP closing date to allow sufficient time to include all Proponents in the answer(s). The Society will provide no further answers after 1400hrs MST 21 January 2016 to allow time for submission of proposals.

Any oral or written communication with Society employees other than the Contact Person identified in the RFP will be considered unofficial and non-binding on the Society.

2.2 PROPOSAL FORMAT

2.2.1 General

Proposal responses should adhere to the format requirements as set out in this RFP. Responses must be limited to 50 pages, or less, including appendices.

RFP response Proposals should be comprised of:

- Cover letter dated and signed by an official authorized to negotiate, make commitments and provide any clarifications with respect to the proposal on behalf of the Proponent
- Executive summary emphasizing pertinent points of the proposal including an overview of the transition, implementation and any other costs
- Response to the requirements detailing the organization's capability to satisfy our needs that will include one (1) hard copy original, clearly identified as "original", three (3) additional hard copies and one (1) electronic copy (PDF)
- Signed copy of Article 5 the Certification Schedule accepting the terms and conditions of this RFP
- Three references, including company/organization name, contact name and contact phone number, as well as a brief description of services performed

2.2.2 Corrections

Proposals should be submitted according to the instructions in this RFP and completed as appropriate. Proposals should be completed without delineations, alterations, or erasures. Should there be any discrepancy between the original and any of the copies, the original shall prevail.

2.3 AMENDMENT OF PROPOSAL

The Proponent can amend their Proposal after submission, but only if the Proposal is amended and resubmitted before the closing date by notice to Rick Hessels delivered in writing and replaced with a revised Proposal, in accordance with the provisions of this RFP.

2.4 OPENING PROPOSALS

The Society reserves the right to open Proposals privately or as it deems appropriate. Notwithstanding the foregoing, Proposals shall not be opened until after the Closing Date.

2.5 REQUIREMENTS

For the purposes of the requirements stated in this RFP

- a) “must” and “shall” indicate that the requirement is mandatory and
- b) “should”, “could”, and “may” indicate that the requirement is discretionary.

SECTION 3 – RFP PROCEDURES

3.1 INFORMATION

3.1.1 Proponent to Review

The Proponent must carefully review this RFP and ensure that the Proponent has no reason to believe that there are any uncertainties, inconsistencies, errors, omissions, or ambiguities in any part of the RFP. Each Proponent is responsible for conducting investigations and due diligence necessary for the preparation of its Proposal.

3.1.2 Proponent to Notify

If the Proponent has any reason to believe that any of the conditions listed in Section 3.1.1, Proponent to Review, exist, the Proponent must notify Rick Hessels in writing prior to submitting the Proponent’s Proposal. The Society shall notify all Proponents that such a notice has been received.

Proponents shall not:

- a) Claim after submission of a Proposal that there was any misunderstanding or that any of the conditions set out in Section 3.1.1 Proponent to Review were present with respect to this RFP; or
- b) Hold the Society liable for any uncertainty, inconsistency, error, omission, ambiguity in any part of this RFP.

3.2 ISSUED ADDENDA

All written inquiries and the replies thereto will be posted to the Society's website at www.gss.org. Proponents are responsible for obtaining all addendums for inclusion in their RFP response.

Any amendments or supplements to this RFP made in any other manner will not be binding.

3.3 ADDITIONAL RIGHTS

The Society shall have the right without liability, cost, or penalty and in its sole discretion to exercise any of the rights set out in Section 3.3.1 Amendments to the RFP to Section 3.3.6 Right to Waive Irregularities.

3.3.1 Amendments to the RFP

Subject to Section 3.2 Issued Addenda, the Society shall have the right to amend or supplement this RFP in writing five (5) days prior to the closing date. No other statement, whether written or oral, will amend this RFP. The Proponent is responsible to ensure it has received all Addenda, if any. The Addenda shall be binding on each Proponent.

3.3.2 Right to Cancel the RFP

The Society has the right to cancel this RFP, at any time, either prior to or after the Closing Date without award. Thereafter, The Society may issue a new tender, RFP, Request for Quotation (RFQ), sole source agreement or proceed with no action. The Society shall not be obligated to provide reasons for the cancellation.

3.3.3 Clarification of Proponent's Proposal

The Society has the right at any time after Proposal submission, to seek clarification from a Proponent regarding their Proposal, without contacting other Proponents. The Society is not obliged to seek clarification of any aspect of a Proposal.

Any clarifications sought shall not be an opportunity to correct errors or to change the Proponent's Proposal in any substantive manner. No change in the substance of the Proposal is permitted during the clarification process. Subject to the qualification in this Section, any written information received by the Society from a Proponent in response to a request for clarification from the Society is considered part of the Proponent's Proposal.

3.3.4 Verification of Information

The Society shall have the right to:

- a) Verify any Proponent statement or claim by whatever means the Society deems appropriate, including contacting persons in addition to those offered as references, and to reject any Proponent statement or claim, if the statement or claim or its Proposal is patently unwarranted or is questionable.
- b) Access the Proponent's premises where any part of the work is to be carried out to confirm Proposal information, quality of processes, and to obtain assurances of viability.

The Proponent is deemed to consent to the Society verifying information and is expected to co-operate in the verification of information.

3.3.5 Proposal Acceptance

The Society has the option to accept or reject any Proposal.

3.3.6 Right to Waive Irregularities

The Society has the right to waive any irregularities in Proposals submitted, provided irregularities are minor and do not constitute a material deviation.

3.4 PROPONENT PRESENTATIONS

Proponent Presentations will be held after the Closing Date. Presentations are intended to provide the Society with an opportunity to acquire additional information on the proposed services. Selection of proponents for presentation will occur at the end of February 2016. Only successful proponents will be notified.

SECTION 4 – RESPONSE REQUIREMENTS

4.1 TERM OF THE AGREEMENT

The term of the agreement will be for a five (5) year term with the possibility of extending by two (2) additional one (1) year options.

4.2 DELIVERABLES

4.2.1 Prior to the commencement of an audit, the auditor will prepare an engagement letter addressed to the Chief Financial Officer (CFO) outlining and explaining the services to be performed, which should include an explanation of the audit scope, approach and test procedures to be performed.

4.2.2 The Auditor will prepare and present the audit plan to the Finance and Audit Committee of the Board of Directors in November of each year.

- 4.2.3** The Auditor will be required to examine the financial records, systems and controls of two separate legal entities: The Good Samaritan Society (A Lutheran Social Service Organization) and Good Samaritan Canada (A Lutheran Social Service Organization) in accordance with Canadian generally accepted auditing standards.
- 4.2.4** The Auditor will provide written audit reports with an audit opinion on the financial statements as prepared by management in accordance with Canadian accounting standards for not-for-profit organizations. The Auditors report should be suitable for printing within the financial statements and be addressed to the Directors of The Good Samaritan Society (A Lutheran Social Service Organization) and Good Samaritan Canada (A Lutheran Social Service Organization).
- 4.2.5** The audits must be completed and the associated audit reports issued a minimum of one week prior to June 30th of each year.
- 4.2.6** The Auditor will provide management letter(s) addressed to the CFO identifying audit findings related to controls and procedures and providing recommendations for improvements.
- 4.2.7** The Auditor must complete and present a final year-end report to the Finance and Audit Committee of the Board of Directors once the audits of the financial statements of The Good Samaritan Society (A Lutheran Social Service Organization) and Good Samaritan Canada (A Lutheran Social Service Organization) are substantially completed explaining the associated audit opinions and audit findings.
- 4.2.8** As per the Society's bylaws, the Auditor will be required to attend the Annual General Meeting of The Good Samaritan Society (A Lutheran Social Service Organization) membership to present the audit report and audit opinion.
- 4.2.9** The Auditor must report on Financial Information other than financial statements as per schedule A.
- 4.2.9** The Auditor will review the information contained in The Good Samaritan Society's Annual Report prior to its release.
- 4.2.11** The Auditor will ensure all new or changed reporting requirements and auditing standards are communicated to the Society, in writing, to ensure that financial statements and notes prepared by management are in compliance with current reporting requirements and auditing standards.

4.3 REQUIREMENTS

4.3.1 Experience with providing audit services to not-for-profit organizations and registered charities of similar size, as well as organizations in the same or similar industries. There should also be demonstrated experience and expertise in the application of Canadian accounting standards for not-for-profit organizations.

4.3.2 A quote of estimated hours required to complete the audit services and corresponding rates (excluding tax). The quote shall include:

- Breakdown of hourly rates associated with any accounting services
- Listing of any additional fees and disbursements
- Notation of any additional services listed in the fee quote

4.3.4 A commitment to ensuring continuity of key audit team members.

4.3.5 A commitment to the terms of the request for proposal.

4.4 AGENTS/SUBCONTRACTORS

Proponents must indicate whether they intend to use agents or subcontractors to perform the services outlined in the Agreement and shall provide details on who they are and the service(s) the agent/subcontractor shall perform.

The successful Proponent shall remain responsible for the performance of the Agreement notwithstanding its use of agents or subcontractors as approved by the Society.

4.5 MANDATORY REQUIREMENTS

Proponents MUST comply with all Mandatory Requirements identified in 4.2. Mandatory requirements will be evaluated on a pass / fail (i.e. compliant or noncompliant) basis. Proponents that fail to meet a Mandatory Requirement will be deemed non-compliant and the response will not be further considered.

4.6 AUDIT ACTIVITY DELIVERABLES

- | | |
|--|--------------------------------------|
| • <u>Provide and present Audit Plan and Schedule</u> | <u>End of November</u> |
| • <u>Perform Year End Audit</u> | <u>May/June</u> |
| • <u>Provide Audit findings report, post-audit memorandum, and adjusting entries, if required</u> | <u>Mid June</u> |
| • <u>Provide Audit reports and present to the Society's Board of Directors</u> | <u>3rd week of June</u> |
| • <u>Present Audit report and Audit opinion at The Good Samaritan Society's Annual General Meeting</u> | <u>3rd week September</u> |
| • <u>Review the content of The Good Samaritan Society's Annual Report prior to its release</u> | <u>October/November</u> |

4.7 SELECTION CRITERIA

The RFP proposals will be evaluated on the following weighted criteria:

- | | |
|--|------------|
| 1. Understanding of the processes | 30% |
| a. Audit coverage and approach | |
| i. Client service | |
| ii. Audit methodology | |
| iii. Sampling techniques | |
| iv. Analytical procedures | |
| v. Use of Computer Assisted Auditing Tools | |
| b. Work plan and completion timelines with realistic time allotted and estimated number of hours for staff assigned. | |
| 2. Qualifications and experience | 30% |
| The qualifications of key staff members, including partners and consultants, to be assigned to the Audit including their education, position in the firm, years and types of experience. The supervision to be exercised over the Audit team and prior experience auditing organizations of a similar size and nature will also be considered. | |
| 3. Size and structure of the audit firm | 10% |
| 4. Pricing structure | 30% |

SECTION 5 – CERTIFICATION

Failure to complete, sign and submit this certification, with the proposal package, may disqualify this submission as outlined in the Terms and Conditions.

We _____

(*Legal Company Name*)

Of _____

(*Business address*)

(*Telephone number*)

(*Facsimile number*)

having examined and read the quotation documents for RFP _____ as issued by the Society, do hereby bid and agree to provide the services/products in accordance with the proposal/RFP documents, and do hereby agree to accept the terms and conditions set out in this Request for Proposal.

Executed this _____ day of _____, 20 _____

SECTION 6 – TERMS AND CONDITIONS

6.1 ACCEPTANCE OF RFP

By submitting a Proposal in response to this RFP, the Proponent agrees to accept and to be bound by all of the terms and conditions contained in this RFP, and by all of the representations, terms and conditions contained in its Proposal. The Society reserves the right to modify any of the items in RFP in a contract to be executed when the selected Proponent has been awarded the work.

6.2 NO PUBLICITY OR PROMOTION

Proponents will not make any public announcement or distribute any literature regarding this RFP or otherwise promote itself in connection with this RFP or any agreement awarded under this RFP, without the prior written approval from the Society. The Proponent agrees to be bound by this provision regardless if its Proposal is accepted or rejected.

6.3 CONFIDENTIALITY

6.3.1 Confidentiality Information

All correspondence, documentation, and information of any kind, provided to any Proponent, in connection with or arising out of this RFP or the acceptance of any Proposal:

- a) Remains the property of the Society and will be removed from the Society's premises only with the Society's prior written consent
- b) Must be treated as confidential and will not be disclosed except with the Society's prior written consent
- c) Must not be used for any purpose other than for replying to this RFP and for the fulfillment of any related subsequent agreement
- d) Must be returned upon request

6.3.2 Proponent's Submission

All correspondence, documentations, and information provided in response to or because of this RFP may be reproduced for the purposes of evaluating the Proponent's submission to this RFP.

If a portion of a Proponent's Proposal is to be held confidential, such provisions must be clearly identified in the Proposal.

6.3.3 Personal Information

6.3.3.2 Use

Any personal information as defined in the Personal Information Protections and Electronic Documents Act, S.C. 2005, c.5 that is requested from each Proponent by the Society shall only be used to select the qualified individuals to undertake the project/services and to confirm that the work performed is consistent with these qualifications.

6.3.4 Non-Disclosure Agreement

The Society reserves the right to require any Proponent to enter into a non-disclosure agreement satisfactory to both parties.

6.4 COSTS

This RFP does not obligate the Society to pay for any costs, of any kind whatsoever that may be incurred by a Proponent or any third parties, in connection with the RFP response.

6.5 PERMITS, LICENSES, AND APPROVALS

Proponents shall obtain all permits, licenses, and approvals required in connection with the supply of the services pursuant to this RFP. The costs of obtaining permits, licenses, and approvals shall be the responsibility of and shall be paid for by the Proponent.

6.6 INTELLECTUAL PROPERTY

The Proponent should not use any intellectual property of the Society, including but not limited to all logos, registered trademarks, or trade names of the Society, at any time without the prior written approval of the Society as appropriate. The Society should not use any intellectual property of the Proponent, including but not limited to all logos, registered trademarks, or trade names of the Proponent, at any time without the prior written approval of the Proponent as appropriate

All deliverables, documentation, services, and intellectual property rights of any kind derived and/or developed pursuant to this RFP are to remain the exclusive property of the Society.

Requests to present data or publish or present papers derived from work pursuant to this RFP in any type of publications, journals, or professional conferences must be made to the Society and prior approval must be obtained in writing from the Society.

6.7 ACCEPTANCE OF PROPOSALS

The Society reserves the right, in the Society's role and unfettered discretion, to

- a) Accept the written withdrawal of a proposal from the office at which the proposal was originally submitted
- b) Reject any or all proposals which contain qualifying conditions or otherwise fail to conform to the RFP
- c) Waive any non-compliance with the proposal documents, specifications or any conditions.

All accepted Proposals shall become the property of the Society and will not be returned.

6.8 CONFLICT OF INTEREST

The Proponent should not have any actual or potential conflict of interest or any other type of unfair advantage in submitting its Proposal or in performing or observing the contractual obligations set out in the Agreement, except to the extent any such conflict of interest or unfair advantage are set out in the Proposal.

6.9 INDEMNIFICATION

The Proponent agrees to indemnify and hold harmless the Society (including any of its bodies, agencies, councils and associations and their servants, agents, officers, directors, elected officials, successors assigns, employees and personal representatives) from and against any loss, claim, demand, damages, liability and costs and permitted assigns but only to the extent of the Proponent's negligent acts or omissions.

Neither party may assign this RFP, unless as identified in Article 6.10, or any of its rights or obligations hereunder without the prior written consent of the other party, and such attempted assignment shall be void, except that either party may assign this contract or any of its rights (including costs on a solicitor and his own client basis) to the extent caused or contributed to by the acts or omissions of the Proponent, its employees, agents or anyone else acting under its direction and control, in the performance of this agreement. This provision shall survive termination of this agreement.

6.10 INSURANCE

The Proponent, with whom the Society wishes to enter into an agreement, shall, at the Proponent's own expense, provide the Society, with the following applicable Certificate of Insurance, with an insurer license in British Columbia and Alberta, prior to the commencement of any contract resulting from this Request for Proposal:

- a) Comprehensive general liability for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.

- b) Standard automobile insurance for all vehicles owned, licensed, or leased by the successful proponent for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- c) Non-Owned vehicle insurance, for all applicable vehicles, coverage in an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.
- d) Professional liability insurance for an amount of not less than two million dollars (\$2,000,000.00) inclusive per occurrence.

6.11 ASSIGNMENT

The Proponent shall not assign any of its rights or obligations hereunder during the RFP process without the prior written consent of the Society.

The Society requires disclosure if during the RFP process there is potential for the Proponent's organization to be part of an internal reorganization which results in the Proponent being organized into a different legal entity or corporate form, whether through conversion, merger or otherwise.

6.12 GOVERNING LAW

The RFP, the Proponent's Proposal, and the resulting Agreement shall be governed by the Provincial Laws of Alberta and British Columbia, and the Federal Laws of Canada.

6.13 NO LIABILITY

The Society shall not be liable to any Proponent, person or entity for any losses, expenses, costs, claims, or damages of any kind.

- a) Arising out of or by reasons of or attributable to the Proponent responding to this RFP
- b) As a result of the use of any information, error or omission contained in this RFP document, provided during the RFP process or during the term of the Agreement
- c) That may occur between quantities of work actually done or supplied and the estimated quantities set out in this RFP

6.14 ENTIRE RFP

This RFP, any Addenda to it, and any Schedules included constitute the entire RFP.

6.15 CONTRACT

The signing of a formal written agreement shall constitute the making of a contract between the Society and a successful Proponent. No Proponent shall acquire any legal or equitable rights in relation to the Society until the signing of a written agreement by the Society. The contract shall include all portions of the RFP not expressly overridden in negotiations.

SCHEDULE A

REPORTS ON FINANCIAL INFORMATION OTHER THAN FINANCIAL STATEMENTS

The Society requires the following reports annually. This may vary from year to year.

<u>Statement</u>	<u>Facility/Program</u>	<u>Report Required</u>
Annual project data reports for Canada Mortgage and Housing Corporation	One Long Term Care Facility plus five PPDD Group Homes in Edmonton	Audit
Statement of operations, statement of changes in replacement reserve fund history and summary of mortgages for BC Housing	Six Assisted Living Programs in British Columbia	Audit
Statement of revenue and expenses for applicable Regional Health Authority	Two Residential Care Facilities in British Columbia	Audit
Long term care facility reporting in FIRMS for Alberta Health Services	Seven Long Term Care Facilities in Alberta	Audit
Statements of revenue, operating costs and reserves for tenants of Life Lease program	Two Life Lease programs	Review
Local Authorities Pension Plan for Alberta Pension Services Corporation	One Auxiliary Hospital in Edmonton	Compliance

SCHEDULE B

LISTING OF SOCIETY FACILITIES

Site Name	Address	City	Prov
Edmonton and area:			
Dr. Gerald Zetter Centre	9649 71 Ave NW	Edmonton	AB
Good Samaritan Place	8425 83 St NW	Edmonton	AB
Millwoods Care Centre	101 Youville Dr E	Edmonton	AB
PPDD Group Homes	Various	Edmonton	AB
Seniors Clinic	8861 -75 Street	Edmonton	AB
Southgate Care Centre	4225 107 St NW	Edmonton	AB
TeleCare	8861- 75 Street	Edmonton	AB
Wedman House & Village	10525 19 Ave NW	Edmonton	AB
Pembina Village	5225 50 St	Evansburg	AB
Mountainview Village	1290 Switzer Dr	Hinton	AB
Clearwater Care Centre	5615 60 St	Rocky Mountain House	AB
Spruce Grove Care Centre	415 King St	Spruce Grove	AB
Stony Plain Care Centre	4800 55 Ave	Stony Plain	AB
George Hennig Place	4808 57 Ave	Stony Plain	AB
Good Shepherd Lutheran Home	4702 Northmount Dr	Wetaskiwin	AB

Southern AB:

Lee Crest	989 1st St E	Cardston	AB
Park Meadows Village	1511 15 Ave N	Lethbridge	AB
West Highlands Centre	2687 Garry Dr W	Lethbridge	AB
Garden Vista	37 E 2nd Ave N	Magrath	AB
South Ridge Village	550 Spruce Way	Medicine Hat	AB
Vista Village	1240 Ken Thornton Blvd	Pincher Creek	AB
Prairie Ridge	328 Broadway S	Raymond	AB
Linden View	4700 64th Ave	Taber	AB

British Columbia:

Christenson Village	585 Shaw Rd	Gibsons	BC
Mountainview Village	1540 KLO Rd	Kelowna	BC
Wexford Creek	80 Tenth St	Nanaimo	BC
Victoria Heights	230 Ross Dr	New Westminster	BC
Village by the Station	270 Hastings Ave	Penticton	BC
Hillside Village	2891 15 Ave NE	Salmon Arm	BC
Pioneer Lodge	1051 6 Ave NE	Salmon Arm	BC
Heron Grove	4900 20 St	Vernon	BC