QUALITY CARE & QUALITY ACCOMMODATIONS WITHIN AN EFFICIENT & EFFECTIVE ORGANIZATIONAL STRUCTURE
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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.
2014-2015 BOARD OF DIRECTORS

The Good Samaritan Society (The Society) is governed by a Board of twelve (12) Directors, the majority of which are Lutheran; ten (10) Directors are laypeople and two (2) are Lutheran clergy. The Board of Directors of The Society is a governance board. As such, the Board defines the organization’s mission and sets its strategic directions and priorities, but delegates responsibility for staff and the day-to-day management of activities to the President and CEO. In its governance role, the Board meets regularly to:

- Establish policy
- Exercise its fiduciary responsibilities, including investment strategies
- Monitor, advise and support the achievements of the strategic plan through the CEO Contribution Agreement
- Focus on visioning for the future in an ever-changing healthcare and service delivery environment

Board Directors are elected at the Annual General Meeting of The Society and serve without remuneration. Directors are eligible for election for a maximum of three consecutive terms.
There are four standing Committees to ensure the efficient operation 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

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.

- Darryl Turner | Committee Chair
- Janet Molnar
- Marvin Molzan
- Ken Zollner
- 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
- Marvin Molzan
- Lillian Rusch
- Rev. Kim Staus
- 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 continuous improvement.

- Dr. Jeanne Besner | Committee Chair
- Janet Molnar
- Lillian Rusch
- Dr. Joanne Stan | (ex officio)

We have been strengthening the work and calling on the Board of Directors as we move through these challenging times. Our focus and goal is to look after the health and care of our residents and our staff. At times, we get lost in the bureaucracy and the details of running the business of The Good Samaritan Society, but we always come back to the care and concern of our clients.

Our residents are aging in place and with that comes the needs and desires for more service and more care, yet the funding is diminishing and the requirements from our funders continue to grow. We also find that the demand from the
families to do more for their loved ones in our care is ever present.

From 2001 to 2011, the organization grew at a rapid pace and did not change as quickly as it needed, nor did it do the due diligence required for the operations. In the past two years, the management and Board have been turning over many stones and correcting a number of issues to get the organization re-aligned with its Mission, Vision and Values. For example, we had terminated many of our Chaplains due to funding constraints and lost our way as a faith-based organization. This has been turned around this past year under the leadership of our President and CEO, and our Operations Committee; Chaplains are now available in all of our major facilities. A Faith Statement has also been put forth under the guidance of the Reverend Alfred Maier, Board Director.

Our finances are in better shape today than they have been in several decades due to the work and effort of our senior staff and the Board of Directors. In the previous year, a large number of administrative positions were eliminated and we are now reaping the benefits and moving forward with our mandate of quality care and quality accommodations within an efficient and effective organizational structure.

The Board also has a number of Committees that have been working on Governance, Finance and Audit, Quality and Safety, and several ad hoc committees that have worked on Membership, the Faith Statement, Bylaws and Compensation. Their work has also included tracking and monitoring benchmarks for quality, safety, finances, audits, investments, risks, operations, etc.

“WE ARE ALL WORKING ON THE SAME GOALS AND OBJECTIVES”

Working with operations and management, the organization has improved its financial stability, customer care, and facilities as well as catching up on many deferred maintenance projects.

Board members have been advocating and representing the organization at many events including long service awards for volunteers at our facilities; attending health care conferences in Alberta and British Columbia; and attending the Regional Health Authority Board meetings throughout B.C., where we have homes and membership on the Denominational Health Association. In addition, the Board members have visited many sites and talked to staff and residents to ensure that we understand our operations and to get direct feedback from clients and staff.

The Board has met to review our Mission, Vision and Values; our strategic plans; our operational plans and budgets; and held a long-term vision session. The sessions have included the Strategic Leadership Team and some have included the Operations Committee to ensure that we are all working on the same goals and objectives.

We took one day last fall to have a training session on the latest trends and thoughts on Board Governance and we were introduced to the “Twenty Questions for Directors” series of booklets published by the Canadian Institute of Chartered Accountants. This series of booklets gives the Board a comprehensive tool chest of questions and checklists for governance, rather than re-inventing the wheel.

Keep us in your prayers as we work towards a fulfilling mission of extending Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.
Over the last year, The Good Samaritan Society continued to engage, serve, and support our loved ones through our mission to provide Christian Hospitality to those in need and at risk. Commitment to achieving our Mission, Vision and Values remains strong within our homes and programs through the ongoing efforts of our dedicated staff. To our staff, I humbly say “thank you” for all you do to care for residents and clients! We are only successful through your efforts.

We have continued work to stabilize the organization financially, improve our residents’ homes to ensure we are providing hospitable environments, catch up on necessary improvements in information technology, establish a safety culture, and establish a senior management team that is accountable in achieving quality care and quality accommodations within an efficient and effective organizational structure. To achieve these directives, we have mandated that 95 cents of every dollar of revenue go towards accommodations and the delivery of direct care and services. This means that we are committed to spending no more than 5 per cent of our budget on management and administration; ensuring dollars go where they are supposed to – the front lines.

Last year alone, through a survey conducted by the Alberta Continuing Care Association, providers in Alberta were set to reduce over 300,000 hours of care to balance their budgets. I am proud to report that unlike many of our colleague organizations, The Good Samaritan Society did not reduce front line care hours in the last year to balance our budget.

However, committing to the above pursuit comes with its own set of challenges as we balance competing priorities. Funding is shrinking in real terms! While our staff are the key way The Good Samaritan Society achieves its Mission, Vision and Values, in both Alberta and British Columbia, funding over the last number of years has not kept up with the increases in our labour costs and other inflationary pressures. Furthermore, governments in these provinces have over invested in acute care at the expense of seniors’ care. In fact, the Canadian Institute for Health Information reports that Alberta spends 33 per cent more than the national average on acute care services and 19 per cent less on seniors’ care than any other province. Additionally, Alberta has the second lowest accommodation fees in Canada – fees that support the continued repair and improvement in residents’ homes. In response, the BC Care Providers Association asked the BC government to transfer 1 per cent of the acute care budget over the next five years to seniors’ care, to swing the pendulum from acute care to increased investment in seniors’ care.

In attaining care accountabilities (the hours of care we are contracted to deliver), we are truly stretched to try to achieve best practice within funded resources. Our seniors are frail, with multiple comorbidities that require higher levels of care than is provided by the staffing models put in place by our funders. As well, to achieve quality accommodations, homes that our residents are proud of, we are
required to meet licensing standards. The challenge is that as a result of a shortfall in accommodation revenue to support our aging infrastructure, we built up deferred maintenance in our homes. As a Strategic Leadership Team, we must balance all of this while ensuring we achieve our ever important Mission, Vision and Values.\(^1\) To balance this equation, The Good Samaritan Society relies on donations to be successful.

For the past year, The Good Samaritan Society has focused on preparing for a rigorous evaluation through the Accreditation Canada Qmentum process. In October 2015, we took part in the Accreditation survey, which assessed our leadership, governance, clinical programs and services against national standards and requirements for quality and safety. We achieved 98.3 per cent (581/591 met criteria) for the key service elements within the standard sets, and are proud to report that The Good Samaritan Society has achieved a 4 year Accreditation with Commendation, which is a wonderful accomplishment.

**WE STRIVE TO BE LEADERS IN THE INDUSTRY AND MAKE THE GOOD SAMARITAN SOCIETY HOMES, THE HOMES OF CHOICE IN THE COMMUNITIES WE SERVE.**

Our team really rose to the occasion, and demonstrated the many strengths of our organization along with our Mission, Vision and Values.

From 2001 to 2011, The Good Samaritan Society grew dramatically with expansion throughout Alberta and British Columbia. The Good Samaritan Society now has revenues of over $200 million and almost $500 million in assets. However, during this period of exponential growth, from 2003 to 2013, the organization experienced 10 years of financial losses totaling ($8.6) million.

As you will see in the financial report, The Society has managed its finances well and was able to spend significant dollars on repairing the residents’ homes which, as indicated, had been neglected for too long.

We estimate (based on observable conditions of homes, internal research, and using the depreciation or amortization as a benchmark for investment) that maintenance of our homes was dramatically under invested for a period of 10 years (2003 to 2013) due to large financial operating losses that were incurred. We estimate that our accumulated deferred maintenance was approximately $17 to $20 million. In fiscal 2014/15, The Good Samaritan Society spent approximately $8 million to reduce deferred maintenance (fix residents’ homes and replace equipment necessary to safely deliver care and service) that had accumulated. We pulled out rugs, replaced the flooring, bought new beds and mattresses, repaired roofs and building systems, improved resident common areas inside and outside, and replaced many of the nurse call systems for the safety of our residents.

Additionally, this year The Good Samaritan Society went to the marketplace through a Request for Proposal and awarded Honeywell a contract for replacement of aged building equipment to increase energy efficiency, reduce our carbon footprint, and increase investment in our homes. This is an additional investment of $8.9 million in our property, plant, and equipment, which has also contributed to a further reduction in accumulated deferred maintenance.
All of these improvements will result in safer and more comfortable homes for our residents and safer working environments for our staff.

After the Honeywell improvements are implemented over the next two years, 80 to 85 per cent of our lagging investment in deferred maintenance will have been completed. The balance will be addressed through operations, additional capital projects, and our Preventative Maintenance Plan.

You have our assurance that we are committed to providing hospitable environments for our residents, staff, and volunteers. As indicated, through continued investment, we are contributing to their safety and overall wellbeing.

Over the past year, in a further effort to improve staff safety and wellbeing, we implemented our Safety Program, *Work Safe Work Smart*, and together, we achieved great results! We have experienced an 18 per cent reduction in sick time costs and a 14 per cent reduction in the number of sick time hours. As well, in Alberta there has been a 16 per cent reduction in Workers’ Compensation Board (WCB) costs. We have successfully eliminated the WCB surcharge and poor performance surcharge on the Program for Persons with Developmental Disabilities WCB account, and are now receiving a 6.3 per cent reduction on the WCB premium charges. In our long term care sites, we have been successful in eliminating the poor performance surcharge, and we anticipate that we will be in a position to eliminate the WCB surcharge on the continuing care account by the end of 2015.

In keeping with our strategic direction to initiate a new era of organizational growth and diversification to serve our mission, we are always looking for opportunities to grow and expand. This includes looking for innovative solutions for unsustainable, marginal sites that are below a normal threshold for viability, and looking for other business ventures to support our mission. In this next year, we will be conducting site operational reviews and reviewing our cottage model for dementia care in particular.

Our focus remains on *quality care and quality accommodations within an efficient and effective organizational structure*. There is clear alignment and understanding of deliverables to the Mission, Vision and Values, strategic directions, and goals of The Society. We strive to be leaders in seniors’ homes and make The Good Samaritan Society homes, the homes of choice, in the communities we serve. To achieve this requires consistent and measurable results when it comes to care and accommodation services to our residents and clients.

Simply put, you have our commitment that we are going to provide the best services we can to your loved ones!

God Bless,

Shawn Terlson
QUALITY ACCOMMODATIONS
STRATEGIC DIRECTIONS AND GOALS

Our strategic directions and goals guide and support the progress of the organization as the service demands of our aging seniors and our clients living with developmental and physical disabilities change and grow. In this last year, Accountability Agreements were put in place to ensure that all leaders in the organization clearly understood how their accountabilities aligned with that of their peers and with the Mission, Vision, Values and Strategic Directions of The Good Samaritan Society.

The Operations Committee is responsible to ensure that our Strategic Directions are met and operationalized. In fiscal 2014/15, some of the completed deliverables under each strategic direction included:
**STRATEGIC DIRECTION ONE:**
Provide quality care, quality accommodations, and safety across our continuum of programs

Completed Deliverables:
- Implemented a Unified Communications system to integrate telephone and computer networks.
- Designed and implemented an enhanced menu builder program.
- Developed a framework for a 5-year Capital Plan.
- Reduced and controlled deferred maintenance.
- Established standards/benchmarks for market housing “move in” and “move out” inspections, and periodic inspections.
- Reviewed and amended all financial policies and procedures related to accreditation standards. Accreditation achieved October 2015.
- Prepared required regional health authority returns for funded sites and programs.
- Monitored actual performance (hours worked) against funded accountabilities and reviewed any shortfalls.

**STRATEGIC DIRECTION TWO:**
Attract and retain staff who are aligned and engaged

Completed Deliverables:
- Developed and implemented a labour relations/employee relations capacity building plan for program and site managers.
- Enhanced communication, connection and understanding between employees and with President & CEO’s office.
- Distributed, analyzed and responded to engagement survey results at all sites.
- Created a list of sites with “hard to recruit positions” and documented recruitment plans.
- Trialed Harvard Management Program for Site Managers.
- Supported success of Site Managers and Regional Administrative Assistant, and through them the success of The Good Samaritan Society.
STRATEGIC DIRECTION THREE:
Ensure diligent stewardship of resources

Completed Deliverables:
• Identified and addressed outstanding grievances and arbitrations.
• Implemented MEDITECH Healthcare Information Systems financial applications.
• Completed strategic direction for Service Desk optimization.
• Completed periodic review of RHA funding agreements to ensure resources and services are aligned.
• Developed and implemented a redesign of the budgeting process that is aligned with the Strategic Plan.
• Designed a Financial Reporting Framework.
• Developed financial reporting tools and processes to support the Organizational Excellence Framework.
• Reduced vacancies in our Market Housing through a marketing action plan.
• Reviewed and developed policies as needed for Market Housing.
• Facilitated annual external audit of the financial statements for GSS and GSC.
• Developed and implemented a Procurement Management Framework.
• Met Net Contribution to Non-operating Expense.
• Maintained or improved cost efficient operations of the Seniors’ Clinic.
• Maintained our physical plants in accordance with the Capital Plan.
• Exercised due diligence in protecting our physical plants from internal and external events like plumbing failures and severe weather.
STRATEGIC DIRECTION FOUR: Advocate for and provide quality faith-based services

Completed Deliverables:
• Facilitated the ongoing implementation of Pastoral-Spiritual Care Model at all sites.
• Provided mission leadership.
• Created an environment that sparks passion for the Mission.

STRATEGIC DIRECTION FIVE: Increase capacity for innovation, research and evaluation

Completed Deliverables:
• Developed corporate awareness of Ethics practice and its application/potential application in the organization.
• Implemented QI initiatives utilizing MDS data to improve quality of care and achieve industry and The Good Samaritan Society benchmarks.

STRATEGIC DIRECTION SIX: Initiate a new era of organizational growth and diversification to serve our mission

Completed Deliverables:
• Chief Financial Officer participated in monthly ACCA Finance Committee meetings and subcommittee working groups.
• Maintained The Good Samaritan Society quality reputation and healthy financial performance in support of growth and diversification plans; and maintained a high level of care and performance to maintain The Good Samaritan Society reputation.

As reflected in the Organizational Excellence Framework, the Strategic Plan and Accountability Agreements are reviewed quarterly and updated annually to ensure they reflect the changing context, service demands and needs, and continue to ensure alignment with opportunities and expectations facing The Good Samaritan Society.

Through the Organizational Excellence Framework, we are fulfilling our mandate to provide quality care and accommodations within an efficient and effective organizational structure. The Framework enables accountability, leadership, integrity, stewardship and transparency, which we value as leading management and employee qualities as outlined in the Good Governance Framework.
MISSION EFFECTIVENESS

DALE OLSEN, DIRECTOR OF MISSION EFFECTIVENESS

Faith has played an important component from the very beginnings of The Good Samaritan Society. With a donation of $7,000 from Gotlieb Wedman and the support of the Lutheran community, The Good Samaritan Society came into being with the building of the first home where the Good Samaritan Dr. Gerald Zetter Care Centre now stands.

The Department of Mission Effectiveness came into existence some 12 years ago to strengthen the Lutheran and Christian identity of The Good Samaritan Society, support faith and spirituality at work, integrate the mission and values, enhance Pastoral Care and nurture an ethical culture. Since then, Volunteer Services has come under the umbrella of Mission Effectiveness in order to provide strategic leadership.

With strong support from President and CEO, Shawn Terlson, and the Board, Pastoral Care Services received additional resources in order to have a Chaplain at every site while at the same time increasing hours for Chaplains already in place. The Chaplains not only provide spiritual care, but mission and ethics leadership as well. Both Mission Effectiveness and the Chaplains have created and nurtured relationships with faith leaders in the communities in which they reside. Furthermore, the Congregational Liaison Representative program has been revitalized once again to support The Society’s outreach to local Lutheran churches eager to reconnect to our communities.

Mission Effectiveness, working alongside the Chaplains, taught 10-hour Volunteer Pastoral Care Visitor Workshops throughout Alberta and British Columbia communities. The teaching modules included: Introduction to Pastoral Care, Theology of Pastoral Care, Visiting the Dying, Pastoral Care to Older People and Pastoral Care and Grief. The goal of these workshops is to provide training for people to be visitors in their congregations or become registered visitors in our homes. In some cases, the Pastor of the congregation attended to refresh their skills and learn more about Pastoral Care as it is carried out in our care homes.
Mission Month is always the highlight of the year. This is a time when we hold up the mission and values, while reaffirming staff for the compassionate care they offer to those individuals we serve. Throughout the month, there were various activities structured around the theme: “Leading with Spirit.”

The fruit of Spirit, as found in Galatians 5:22-23, was incorporated into the theme: “But the fruit of the Spirit is love, joy, peace, forbearance, kindness, goodness, faithfulness, gentleness and self-control. Against such things there is no law.”

An important and meaningful part of Mission Month is the reaffirmation of staff that occurs through the ritual of Blessing of Hands. The blessing usually happens on Founder’s Day and continues throughout the week so as to make sure staff, who want the blessing, are not missed. With the words: “These are Holy hands. Bless these hands that they may carry out the mission. Amen,” we are reminded that the work we do is a Calling and that God resides in our work.

Spirituality is not solely the work of Mission Effectiveness and Pastoral Care. All staff and volunteers are not only invited, but encouraged to bring their faith and spirituality with them as they carry out their work. To support the integration of spirituality, Mission Effectiveness created two modules: Introduction to Spirituality and Introduction to Spiritual Care. The focus of the first module was on finding purpose and meaning in relation to what is important in the life of the resident or client. In some cases, meaning was attributed to their relationship with God but for others it was family, nature, music or relationships. The modules were created so that staff would be able to assess the spiritual needs of the individuals they care for each day, offer spiritual support and make successful referrals to the Chaplain.

The support of the faith community is vital to our ability to carry out the mission to “…extend Christian Hospitality…” We offer our thanks for the many financial contributions, prayers and volunteer support that has kept the Spirit alive at The Good Samaritan Society. Countless worship services, hymn sings, Bible studies and visits were carried out at our care homes through your generous service.

Lastly, the Parable of the Good Samaritan continues to guide The Society, inviting us to be a neighbour who shows mercy to others. May we always heed the words of Jesus to: “Go and do likewise.” (Luke 10:37)
ERIKA
A FAITHFUL PASTORAL CARE VISITOR

GOOD SAMARITAN LINDEN VIEW, TABER, ALBERTA

Erika lives in the community of Taber and is one of many faithful volunteers serving at Good Samaritan Linden View. She has made it her passion to make life a little better for the residents. Since completing two 10 hour Pastoral Care Visitor Training workshops at The Good Samaritan Society, she took on the role as an Associate Volunteer Chaplain under the direct supervision of Chaplain Dallas Hjorth.

Volunteers help with portering, sitting with residents and assisting them with singing, finding pages in hymn books, holding a hand, or just giving love.

The number one problem among older people is loneliness. Fortunately, Erika loves to spend time with residents, offering a “kind ear.” She also offers palliative care to residents upon staff requests.

Good Samaritan Linden View is blessed to have so many volunteers giving their time. Residents regularly state how much they appreciate the care they receive. After hymn sing and worship, they often say, “when are you coming back?” Families are also quick to offer thanks for the care volunteers give their loved one.

Thank you Erika.

AFTER HYMN SING AND WORSHIP, THEY OFTEN SAY, “WHEN ARE YOU COMING BACK?”
FINANCIAL SUMMARY

TOTAL REVENUE

Revenue growth has been modest since The Society’s last new facility opened in November 2011 and is largely dependent on increased funding from the health authorities and increases to client accommodation fees. The Society reported total revenue of $225 million in 2014/15, a 1.3% increase from the prior year.
The Society reported a surplus of $6.7 million in 2014/15, a $2.6 million increase over the prior year’s reported surplus of $4.1 million. A focused effort to increase efficiencies in accommodation and administration costs, combined with lower interest expense on long term debt, all contributed to The Society’s improved financial performance.

A surplus of $4 million is budgeted for 2015/16.

Improved cash flow from operations is restoring health to the balance sheet that had deteriorated during prior years of losses. Total cash and investments increased to $34 million in 2014/15 finally surpassing its previous highest level attained in 2007/08.
The mix of revenue sources and expenditures on a percentage basis is almost identical to prior years.
After the staffing reductions that took place during 2013/14 to align with funding and industry averages for administration costs, staffing has leveled off at approximately 3,900 employees. The Society had a total gross payroll of $128 million in 2014/15.

The Operations of “The Society” are carried out by two legal entities. The Good Samaritan Society (A Lutheran Social Service Organization) is incorporated under the Societies Act of the Province of Alberta and carries out operations in Alberta. Good Samaritan Canada (A Lutheran Social Service Organization) is incorporated under the Canada Corporations Act and registered under the Societies Act of the Province of British Columbia and carries on operations in BC.

Both of these legal entities are registered charities within the meaning of the Income Tax Act (Canada) and exempt from income tax under Section 149(1) (f). As registered charities, these entities have stringent reporting requirements and restrictions on how business is conducted within the organizations. Both organizations have the same individuals on the Boards and have the same senior management team.

Audited financial statements of either entity are available by calling Sindy Thompson, Chief Financial Officer at 780-431-3777.
The Good Samaritan Society is about people helping people. As a not-for-profit registered charity, we rely on the generosity of others to help us enhance the quality of life of our residents and the hospitable environments in our homes. Your contributions are vitally important and graciously appreciated.

Looking back over the last 65 years, The Good Samaritan Society often reminisces on how one donation from Gottlieb Wedman contributed to the beginning and the success of who we are today. That single donation sparked a light in our communities and hearts to embrace giving so we can provide care and comfort to our residents.

While we fondly remember our past, it’s important to recognize the generosity of all of our donors in the past year who have made a difference in the lives of our seniors and persons with disabilities. The following individuals and organizations are just a few of those who have helped The Good Samaritan Society carry on its Mission, Vision, and Values.

- **Estate of Helen Hunley**
  $150,000 for a memorial garden at Good Samaritan Clearwater Centre in Rocky Mountain House, AB.

- **Augustana Lutheran Church**
  $30,000 for the Pastoral Care Endowment Fund.

- **Light Up Your Life Society**
  $33,307 for the purchase of specialized equipment at Good Samaritan Stony Plain Care Centre, Good Samaritan George Hennig Place, and Good Samaritan Spruce Grove Centre in AB.

- **The Rotary Club of Stony Plain**
  $20,000 towards the Good Samaritan Stony Plain Care Centre Capital Campaign for the “Family Room” at our home in AB.

- **Next to New**
  $10,000 for the purchase of a specialized commode, sit to stand lift, and a tub at Good Samaritan Clearwater Centre in Rocky Mountain House, AB.

- **Fraternal Order of the Eagles Aerie 2831, 4281, 2126**
  $11,701 for a tub and a bladder scanner at Good Samaritan Village by the Station in Penticton, BC.

- **Nasco Consulting**
  $12,000 towards outdoor enhancements at Good Samaritan Lee Crest in Cardston, AB.

- **Extended Hands**
  $9,420 for outdoor enhancements and electronics at Good Samaritan Southgate Care Centre in Edmonton, AB.

- **Patrick Dolphin Professional Corporation In Memory of Gottfried Bergner**
  $10,000 to Good Samaritan Pembina Village in Evansburg, AB.

- **Roy Rolheiser In Memory of Marjorie Rolheiser**
  $6,000 to Good Samaritan Dr. Gerald Zetter Care Centre in Edmonton, AB.

Our homes and programs have many fundraising events throughout the year, such as garage and bake sales, bazaars and much more. These events help bring in donations for site-based initiatives which are ongoing until the goal has been achieved. In the last year, the following fundraising goals have been attained:

- **$90,000 Raise the Roof Campaign**
  at Good Samaritan Heron Grove in Vernon, BC to develop the outdoor patio on the second floor for resident enjoyment.

- **$106,000 Bus Campaign** for a new bus to be shared between Good Samaritan Stony Plain Care Centre, Good Samaritan George Hennig Place and Good Samaritan Spruce Grove Centre in AB.

- **$88,215 Bus Campaign** at Good Samaritan Vista Village in Pincher Creek, AB.
The Good Samaritan Society has two annual appeals, which together raised over $65,000.

The funds raised through the Spring Appeal go into the Pastoral Care Endowment Fund, which supports the works of our Chaplains. A foundational pillar of The Society’s Christian Hospitality model is to provide access to spiritual care for all faiths. Our Pastoral-Spiritual Care model incorporates Chaplains as Spiritual Care Facilitators and Providers in our homes.

The funds raised through the Christmas Appeal go directly to the sites and programs to enhance and improve client living through the purchase of much needed equipment and specialized programing to better serve those in our care.

Another very successful golf tournament was held on June 12, 2014. This year we did a lot of work on rebranding the overall perception of the tournament to a more experienced, professional fundraising event. We continued with the Spirit of Caring theme as it captures the essence of the tournament and renamed the event Spirit of Caring Golf Classic. The tournament was moved to another golf course, The Quarry, as the size of the tournament had outgrown the venue we had been at for the last ten plus years. The rebranding and relocation of the tournament created a lot of anticipation with our supporters and it was very well received. Overall, we raised a record $91,000 (net) with proceeds going towards making adaptations to our shared living homes in PPDD for our aging client population.

We are very thankful for the support from our many donors that assist us in achieving our mission of delivering quality services to our residents. Thank you!
Growing up, I always had a passion to be around seniors. A lot of my favorite childhood memories are of me, as young as five years old, joining my grandmother and her friends at her neighbour’s place in the evenings and playing cards. Afterwards, we would always conclude the evening with tea and freshly baked pastries. It makes sense that all along I was destined to do what I do now.

In 2006, I graduated from the University of Manitoba with a degree in Family Social Sciences. A few weeks before graduating, I got my first position as a Recreation Therapist at a hospital in Winnipeg. That same year, I also married the love of my life, Toni. Shortly after obtaining my first job, getting married and completing school, my husband and I decided to try something new and soon enough we were moving to Kelowna, BC.

One evening at home, as my search for a full time job and the right fit continued, The Good Samaritan Society’s website
popped up. I was intrigued with its Mission, Vision and Values as it describes just the way I live and fulfill my purpose in life. The very next day, I visited Good Samaritan Mountainview Village in Kelowna and signed up to become a volunteer, and within a week I was continuing my journey doing what I love the most, spending time with seniors. It was a place where I felt at peace and at home.

A few months later the Recreation and Volunteer Coordinator at Good Samaritan Mountainview Village approached me and asked if I would be interested in applying for a casual position as a Recreation Aid. I was so excited and I immediately applied and got the job. After working a few shifts as a casual and still volunteering, I was doing a hymn sing program with the Chaplain when he informed me of a full time position I might want to apply for, with one small catch; not minding a longer daily commute from home to work. As soon as I got home, I got my resume together and applied for the position at Heron Grove in Vernon. I am happy to say I obtained my dream job!

My journey continued with The Good Samaritan Society at Good Samaritan Heron Grove in March of 2008, where I became the Recreation and Volunteer Coordinator. I love my job, coming to work every day to make a difference in people’s lives. When I wake up, I am excited to go to work as I know many can’t wait to see me and vice versa, and I work with an amazing team of people that helps one another.

As a Recreation and Volunteer Coordinator I love working and making memories with our seniors, staff, volunteers, and community. Our entire Recreation Department is all the same; everyone has a passion for what we do, and loves to have fun!

At Good Samaritan Heron Grove, I lead the implementation of an initiative to better engage our residents to lead more active and healthier lives, and the results have been unbelievable. Residents are engaged playing cards with one another, participating in activities, and out socializing in the common areas. The key has been consistency and, most importantly, having buy in from our amazing staff. We also noted many improved resident behaviors during our resident engagement initiative. Teaching and working together as a team continues to benefit residents and many staff are happier as they are having fun at work.

Another initiative that is near and dear to my heart is the Decadence Dessert Fundraiser. There are always things that we need to help our residents live a better and more meaningful life, and without donations they would not be possible to obtain. Our goal was to raise $30,000 to build pergolas on the second floor patio so residents, families, staff, and volunteers are able to use them during our beautiful sunny days that we are so lucky to get here in the Okanagan.

I am thrilled to say that all of our hard work has really paid off. Just recently we hosted the 3rd Annual Decadent Desert Fundraiser, and with some really generous donations from many wonderful people, we were able to raise enough to help complete the project this year! A huge thanks and much gratitude
to the safe side where the UN had a camp and were accepting refugees. For a full day we were scared and did not know if our parents were alive. While we were able to cross the border and were reunited with our parents, for the next 25 days we slept in cars hoping for a placement and better life in Croatia. Once we arrived in Croatia, we were safe but still struggled. We waited many hours in lines for food and clothing. My parents were amazing; they never felt sorry for themselves, they never gave up or complained, instead they worked harder.

After living in Croatia for a few years, my dad's childhood friend sponsored us to come to Canada (Edmonton). Our new life began. It was not easy, but with a positive outlook on life and hard work, we were ok. I am a strong believer that things happen for a reason and it makes us stronger and better people. We are lucky to live in a great country like Canada.

I am currently working towards my second degree, this one in Health Care Administration, and I hope to one day be a Site Manager. My husband Toni and my children are my biggest fans and supporters and they love visiting me at work and playing cards and games with all the residents. I thank my parents for raising me to be the person I am today and for all they have done. We are so close - family is everything. I am blessed and honored to work at Good Samaritan Heron Grove and be a part of The Good Samaritan Society. I will continue putting smiles on people's faces.
VOLUNTEERS, YOU COLOUR OUR WORLD!

Our volunteers are essential to our Mission to extend Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief. The Good Samaritan Society has always been blessed with having committed and dedicated volunteers that play an indispensable role in our organization. We are truly grateful for our volunteers who generously donate their time and energy. Last year over 1,700 volunteers donated over 97 thousand hours of their time!

Emrick (in photo above) volunteers 6 days a week, 12 hours a day, and has done so for the past 8 months at Good Samaritan Village by the Station in Penticton, BC. He assists care staff with providing all 3 meals of the day to our most vulnerable residents. He took the Loving Spoonful Course and feels that by assisting those who cannot feed themselves, he is truly giving the “gift of life.” Emrick says he loves volunteering; it gives him the opportunity to put his personal values and faith into action. At Good Samaritan Village by the Station he feels challenged every day to learn something new about himself and those he cares for. He shared “we are ALL called to help each other, and being with the residents allows me to feel enriched at the end of the day, it makes me feel that I have contributed and made a positive difference.”

Dori (in photo above) has been a volunteer at Good Samaritan Village by the Station since the facility opened in 2004. She says coming to our home is a highlight of her week, because she has so much fun and laughter with the staff. Dori waters all the indoor plants and she does shopping and errands for the facility, as well as doing personal shopping for residents who have no family. She loves helping residents to get their special items such as socks, shampoo, and chocolate. She shared that she feels very appreciated, both by the staff, and by the residents. When she sees the smiles on their faces... it makes her day. “I enjoy helping others... it makes ME feel good!”

Our volunteers contribute in many areas including recreation programs, special events and projects in our homes and programs. There are many compelling reasons to volunteer; this is what some of our volunteers have to say:
“I decided to volunteer at the Good Samaritan because I felt it was a great way to give back to my community and help others in a friendly, loving and support environment.”
~Amanda at Good Samaritan Southgate Care Centre

“Thank you to all of our devoted volunteers who generously donate their time each and every day. You have a profound effect on the lives of our residents and clients.

“I like to volunteer because I enjoy socializing with people and as a resident working in the gift shop, I am able to pass the time doing something enjoyable and contributing my time to Extended Hands.”
~Janette at Good Samaritan Southgate Care Centre

“As a senior citizen it gives me a sense of purpose. The comradery with other volunteers helping to make a difference in residents lives. Thanks for the opportunity.”
~Diane, President of Extended Hands at Good Samaritan Southgate Care Centre

“I volunteer for Good Samaritan TeleCare because when you retire from work, you need to find something to do outside of yourself. It allows you to do something for someone else with no expectations of getting anything in return; although what you get back is amazing! It feels good to be able to use the skills you used in your work life and knowing that you make the customers lives a bit easier. The staff in the TeleCare office are also fun to be around and they do their job well so I’m happy to be part of quality work!”
~Bev, Good Samaritan TeleCare volunteer
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<tr>
<th>VOLUNTEER HOURS 2014-2015</th>
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<td>CHOICE Program at Good Samaritan Dr. Gerald Zetter Care Centre</td>
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<tr>
<td>CHOICE Program at Good Samaritan Place</td>
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Volunteering is in their genes!

Volunteering is in their genes! It all began with grandparents Nora and Niels Villadsen. Nora and Niels were very involved in their church. Nora playing the organ, teaching Sunday School or helping the Pastor where needed. Nora also supported other churches outside of her denomination in a similar manner. Niels helped by lending his wonderful singing voice during the worship service as well as doing work around their church.

The values taught by these two people shine through their daughters, Wallis Specht and Susan Scott, their grandchildren and great-grandchildren. Wallis and Sue stated that helping at church or wherever they were needed. It was normal for their family and so both Wallis and Sue followed the tradition by helping in their church, Rosenthal of Stony Plain.

Nora also volunteered at The Good Samaritan Society playing the organ at Sunday service for as long as the family can remember. When her grandson Jon Paul Specht proved himself capable in playing piano, she took him along. Together they made music for the service. Sometime later, Jon Paul’s younger brother Daniel began playing, filling in when his brother needed time off. When Jon Paul finished high school and left for post-secondary education, Daniel took over the piano duties permanently. That tradition began a lifelong love for Daniel who still plays the piano for the worship services every Sunday at Good Samaritan Stony Plain Care Centre. Daniel is in his 30s now but his ministry began when he was about 10. Whenever Daniel is unable to play, his brother Jon Paul will fill in for the Sunday service. Jon Paul also plays regularly for his church.

Daniel’s mother Wallis explained that simply wanting to spend time with her son and appreciating his talent and gift of service inspired her to become involved in helping with the service. Susan, Daniel’s Aunt, also was inspired and she too began to help with the service. Daniel’s dad, Joe, was enlisted, thus making it a family affair.
The Specht family, along with Susan Scott, volunteers each week. Sue picks out the hymns, gets the hymn books out and ready for the first hymn, and then co-leads the singing. Sue also ensures that the altar has fresh linen and beautifully shined candle-holders and cross. Wallis welcomes the residents each week and talks about a topic related to God’s work in the kingdom as a way of helping the residents keep in touch with outside events. She also reads the lessons and leads in the singing. Daniel, of course, plays the piano both before, during and after the service. Residents are gifted with musical pieces that Daniel has performed in concerts. Joe Specht is the “transporter” as he gets the residents to service. As he porters the residents to and from the service, he engages them by talking, laughing, making them feel appreciated and welcomed to chapel. Joe also performs a unique ministry all of his own. During the offering, Joe brings along a roll of change that he offers, as a gift, to those who don’t have or have forgotten their offering. He then invites them to share their gift with the Lord. The resulting smiles on the residents’ faces tell it all. To receive and give, involves a special relationship and Joe shares that with all the residents.

The next generation has now become involved. Jon Paul has two daughters, Emily and Alison, who are learning to play the violin. These two little girls, when in attendance, grace the residents with some songs they have learned to play, making the worship service extra special for the residents.

Interesting, when Daniel and Jon Paul were learning to play the piano, their dad decided to learn to play the violin while he waited for their lessons to end. Dad, the two boys and grandma would then play at special services which were a delight to all who attended. History has repeated itself as Daniel, his brother as well as his nieces now get to play in front of an audience, that is more than appreciative.

In the end, when it was time for Nora Mom to find a care home, she chose the home she knew so well, Good Samaritan Stony Plain Care Centre, where she had played and volunteered for so many years.

Volunteering, as a way of helping others, was instilled by Nora Mom and grandpa Niels to their family.

This way of life continues down through the generations. The Good Samaritan Society is privileged to have volunteers like this family who care about people and want to share their talents and time to help improve the quality of life for those who live in the Good Samaritan Stony Plain Care Centre.
THANK YOU

The Good Samaritan Society strives to be leaders in the industry and make The Society the home of choice in the communities we serve in Alberta and British Columbia. This can only be achieved through the dedication and service of all our staff and volunteers. We sincerely thank all of you for your ongoing commitment, devotion and hard work in helping us achieve our Mission to provide Christian Hospitality to those in need or at risk.

Thank you to all of our donors and sponsors for your ongoing support. We greatly appreciate your generous contributions and your investment to enhancing the lives of our residents and clients.

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 and the Government of British Columbia for their continued financial support; Alberta Health Services; Edmonton Persons with Developmental Disabilities Board; and our partners in British Columbia - Fraser Health Region, Interior Health Region, Vancouver Coastal Health Region, Vancouver Island Health Region and BC Housing.

Our appreciation goes out to the many 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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