

WE ARE Better Together



THE
GOOD
SAMARITAN
SOCIETY

GOOD
SAMARITAN
CANADA

2017-2018

REPORT TO THE
COMMUNITY

Table of Contents

Mission, Vision, and Values	4
We are better together	5
2017-2018 board of directors.....	6
Both ends of the rainbow	8
Giving is good for your soul.....	11
Mona on the move	12
Our programs and services	14
Our care homes and service capacity	16
Servant leadership - called to be different.....	18
Fostering Goodwill in the community.....	21
Duets make the difference	22
Fund development facts and figures.....	24
Donors make life more.....	26
Financial summary	28
Thank you	30

Mission, Vision, and 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 homelike 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.

We are better together

MESSAGE FROM THE PRESIDENT AND CEO AND BOARD CHAIR



As one of the largest providers of care services in Western Canada, we know how important it is for us to form relationships with all of our stakeholders. It is an honour to share the stories within as they highlight the wonderful things that can happen when working towards a common goal of growing in strength, excellence, and creativity in caring for others.

The care team for our residents and clients is not just made up of employees. It is made up of the family members that advocate on their behalf, the volunteer who sits with them and plays a game or tells a story, the entertainers who make the day a little brighter, the donors who help us make life more by donating to increase resident comforts, and so many more.

2017-2018 saw many changes in our organization. We said goodbye to our care home in Hinton, AB, and while it was a difficult decision, we know that it was in the best interest of

the local community, staff and residents. In addition, we reviewed the possibilities of [expanding our organization](#) in other communities by strengthening our partnerships with governments and regulatory bodies in Alberta and British Columbia.

We also started the search, and [hired](#), a new President and CEO who will lead our organization into the future and help us develop and evolve by putting a strong focus on creating partnerships and fostering relationships.

We would not be able to deliver on our mission to extend Christian hospitality to those in need or at risk without the many people who surround us. Thank you for your support over the past year and into the next one. It is greatly appreciated more than words can express.

As we head towards our [70th year](#) and reflect on all that has taken place across our Good Samaritan family, there is one common theme. We are better together. From our residents and their loved ones to our staff and volunteers, we can accomplish so much more when we stand together as servant leaders.

Sincerely,

A handwritten signature in black ink, appearing to read 'Julius van Wyk'.

Julius van Wyk
President and CEO

A handwritten signature in black ink, appearing to read 'Jeanne Besner'.

Dr. Jeanne Besner
Board Chair

2017-2018 board of directors

THE GOOD SAMARITAN SOCIETY AND GOOD SAMARITAN CANADA



Dr. Jeanne Besner
Chair
Calgary, AB



Rev. Kim Staus
Vice-Chair
Oliver, BC



Dr. Joanne Stan
Secretary
Vancouver, BC



Nadine Lung
Sherwood Park, AB



Rev. Alfred Maier
Sorrento, BC



Janet Molnar
Victoria, BC



Marvin Molzan
Rolly View, AB



Wayne Petersen
Lethbridge, AB



Lisa Randall
Edmonton, AB



Norman Thompson
Kamloops, BC



Allan Welke
Pincher Creek, AB



Ken Zollner
Medicine Hat, AB

Between March 2017 to March 2018 there were four standing Committees to ensure the efficient operations of The Good Samaritan Society and Good Samaritan Canada: 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

Deals with issues assigned to it by the Board of Directors, including matters requiring attention between Board meetings.

- Dr. Jeanne Besner – Board Chair
- Rev. Kim Staus – Vice Chair
- Dr. Joanne Stan – Secretary

Finance and Audit Committee

Approves, monitors, evaluates, advises and makes recommendations on financial matters affecting the organization and its related entities.

- Ken Zollner – Committee Chair
- Marvin Molzan
- Rev. Kim Staus
- Norman Thompson
- Allan Welke
- Wayne Petersen
- Dr. Jeanne Besner (ex-officio)

Governance Committee

Advises and supports the Board of Directors on matters of governance policy, and recruits individuals for election to the Board of Directors in keeping with sections 3 and 4 of the GSS Bylaws.

- Janet Molnar – Committee Chair
- Allan Welke
- Nadine Lung
- Rev. Alfred Maier
- Dr. Jeanne Besner (ex-officio)

Quality and Safety Committee

Assures the Board that policy and processes are in place to improve continuously 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. Joanne Stan – Committee Chair
- Rev. Alfred Maier
- Lisa Randall
- Rev. Kim Staus
- Norman Thompson
- Dr. Jeanne Besner (ex-officio)

Both ends of the rainbow

GOOD SAMARITAN DR. GERALD ZETTER CARE CENTRE, EDMONTON, AB

By Edith Kendall, Volunteer Coordinator



We think of youth on one end of the volunteering spectrum, and the elderly on the other, and when both demographics are welcomed to volunteer in programs for those we serve, it is a win-win situation. At The Good Samaritan Society and Good Samaritan Canada we pride ourselves on being both youth and senior-friendly, [encouraging all ages](#) to get involved.

Volunteering is a meaningful activity, and research has proven the positive rewards of serving others!

Youth bring an energy of life, an opportunity to improve the image of themselves, and an experience that is not easily learned from a book. Their vitality, inquisitiveness, natural responses, and genuine interest are gifts that make a difference! Whether they are new babies, toddlers, elementary, high school, or university students, they reflect an opportunity for our residents to reminisce. They also bring a zest for life and an awareness of current happenings in the community into our care homes through technology, music, trends from a new generation, or a bright-eyed smile and a timely hug! Today's youth appreciate flexibility to accommodate their schedules, and simplicity, clarity and colour in communication.

On the other hand volunteerism greatly contributes to an elderly person's ability to age successfully, providing purpose and the knowledge of such benefits as altruism, learning, and socialization.

The 65+ age group possess an inherent commitment to something they believe in, a sense of empathy, and a philosophy of "sticktuitiveness." Experience matters, and older adults have a lifetime of knowledge and skills to share at their fingertips, and have a mindset of devotion and loyalty to our Good Samaritan team. Their valuable expertise accumulated over a lifetime of paid work and social participation ripples down to meaningful engagement with those we serve!

At Good Samaritan Dr. Gerald Zetter Care Centre, we are blessed with a cadre of valuable volunteers of all ages. One of our youngest volunteers, Leo, is in our Kids 'n Kuddles program. At the other end of the spectrum we have Victoria, who is 100 years old and a volunteer in our Ukrainian group. They both bring immeasurable, intangible gifts through their presence. Victoria has been volunteering with us since 1991, and was recently interviewed as a guest on CBC radio about her experience, and her personal reasons for getting involved. It certainly keeps her young at heart! I am sure that all of our care homes and programs have similar stories to share, and those are valuable threads woven into the Good Samaritan story!

While volunteers do come and go, they leave a piece of their heart and their special mark behind when they go. We only hope that they take away as much as they so generously give.

The following story is from Jennifer, a Kids 'n Kuddles mom from a few years ago.

Just today while volunteering, a resident and I shared unshed tears. He was touched just watching my son chew on a toy near him. This grown man was weeping silently, and though he couldn't express the reason with words I felt it was because he sensed the joy and wonder children can bring. Maybe it reminded him of his own children/grandchildren/great-grandchildren. Or possibly he felt closer to God when blessed with a smile from my baby.



"... children are the artisans of joy. With their miniature bodies, they laugh and run and roll about, they bounce and take off in all directions. They are so full of energy that you spot them as soon as they enter a room. They like touching and tasting everything they come in contact with. and they look into your eyes with an honesty that is so charming, that for a second you'll wonder how to respond. They do so many funny things... Life is full of ridiculous things and children have the gift of seeing them clearly." - Judy Ford



I signed up to [Kids 'n Kuddles at Good Samaritan Dr. Gerald Zetter Care Centre](#) because I wanted to share the joy that my son Christian entered into my life. The idea came when I noticed strangers taking time out of their busy schedules to coo over him, and ask for a quick cuddle. In our society where touch may make people extremely uncomfortable, and is near prohibited between strangers, we lose these inhibitions with babies!

Touch is powerful. Kids 'n Kuddles provides an opportunity for touch to barrel through the barriers of isolation. A resident's loneliness can be eased, at least for a while. Their quality of life is increased as they laugh and smile at toddlers toddling and babies babbling. People suffering from dementia may have forgotten the names of their families, but not necessarily how to love and care for children. This may increase their self-confidence and worth. The residents pass toys back-and-forth to children, while tapping their feet to the classic nursery songs, while also partaking in great "conversations!" My 11-month old babbles and banters with certain residents, and I am always wowed by the level of understanding that they achieve!

It's never too early (or late) to introduce servitude into our lives. I put my son to work at five months old. We stress about teaching our children to talk and walk, share and be fair, but how about to care and not stare? I want to raise my son to be comfortable around the elderly and disabled. Our children learn behaviours through role modeling, so I hope to instill compassion and a love of service in my baby!

My son is an only child, and Kids 'n Kuddles gives him an opportunity to play with (or along side) other children of various ages. He learns from watching older children, and I believe his confidence increases around babies younger than him! It's great playing with different toys and listening to new music too! Furthermore, I have been able to meet other moms, share information, and organize play dates.

I look forward to and enjoy my time volunteering at The Good Samaritan Society. Who doesn't like recognition? I feel that every time a resident smiles at the children's antics during Kids 'n Kuddles, I am rewarded. Like I'm getting a ribbon for "a job well done" in raising such a cute kid!

Giving is good for your soul

GOOD SAMARITAN PARK MEADOWS VILLAGE, LETHBRIDGE, AB

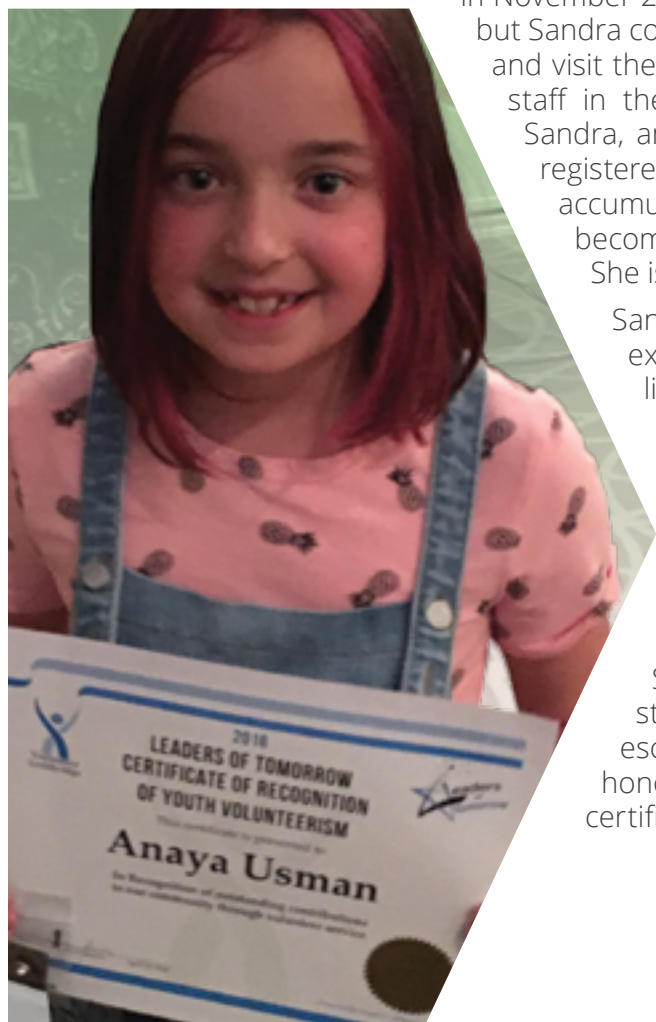
By Leslie Jastrau, Volunteer and Recreation Coordinator

Relationships form in many ways and this is a story of friendship and kindness. In March of 2012, Sandra Usman admitted her mom Vera to one of our dementia cottages. Sandra would come every day and bring her Mom's dogs in to visit with her mom and the other residents. She was always helping out the staff by setting tables and in general going above and beyond to be helpful.

In November 2013, Sandra's Mom passed away but Sandra continued to help out and to come and visit the residents every day. One of the staff in the cottage spoke with me about Sandra, and I encouraged her to become a registered volunteer. Since then, Sandra has accumulated more than 750 hours and has become a friend to staff and residents alike. She is always an advocate for our residents.

Sandra is a retired registered nurse and has excellent insight when dealing with residents living in the dementia cottages, and she helps in many ways. For example, if we have a resident that doesn't have many clothes, Sandra will find deals or raid her own closet to bring stuff in. Additionally, she helps with bingo, outings, shopping, supper club, evening escapades, entertainment and anything else that catches her interest and makes the residents happy.

Sandra has a granddaughter, Anaya, who is 10 and has started volunteering with us as well. Anaya helps out with bingo and evening escapades and we are thrilled she is following in her grandma's footsteps. Anaya was honored at the [Volunteer Lethbridge](#) - Leaders of Tomorrow ceremony this year with a certificate for volunteering, and we are very proud of her.



Mona on the move

GOOD SAMARITAN PRAIRIE RIDGE, RAYMOND, AB

By Romay Fairbanks, Site Manager



Mona has been a resident at Good Samaritan Prairie Ridge in Raymond, AB, since 2010. Years ago Mona suffered an accident that left her using a wheelchair, but she has been diligent in increasing her strength and maintaining as much mobility as possible. Mona is very talented and has a strong-willed and outgoing personality. She plays the piano, guitar, banjo and other instruments. She's taken Spanish lessons, she was a world-class ballroom dancer before her accident, and she's the kind of person that is friendly to all and knows everyone who visits in the building. She truly is remarkable.

Mona has always had strong family support from her mother, siblings, her son and nieces and nephews. However, another person entered her life that added not only support but opened up doors to new opportunities and ways to experience life while still living as a resident at the care home. That person is Tom.

In the spring of 2011, Mona met Tom while he was visiting another resident that shared Tom's hobby of ham radio. Tom himself is a very active person who is a travel and scuba diving enthusiast and has travelled the world pursuing this interest.

Tom and Mona's relationship began as just acquaintances, but after the death of Tom's wife, and him helping Mona learn how to use the Apple computer that she had been given by her family, their relationship grew. Tom and Mona share a love of adventure, and during their daily visits, Tom involves Mona in a wide variety of activities. He is her coach and cheerleader. When he's off on his travel and scuba diving adventures he keeps in contact with Mona using the computer that he taught her to use.

In 2013, Tom learned of and helped obtain a double bicycle that is essentially two bicycles linked together side-by-side. It allows two



people to ride together and provides a stable platform for someone who has problems with balance, which was a perfect solution for Mona. Each day Tom would take Mona on the bike, and they would pedal around town and to the gym for a daily workout.

In addition to bike riding, the couple swam on a regular basis, attended church dances, rode horses, and enjoyed camping at Waterton National Park. They also participate in local senior centre activities and bus trips. Road trips to destinations in Alberta and cruising in the Caribbean with some of Mona's family have been travel highlights.

In 2016, Mona's mobility no longer allowed her to use the double bicycle and precluded her from participating in some of the other activities that she had previously enjoyed. Not being able to get out and bike around town changed Mona's lifestyle, and she missed getting out so often with Tom. In 2017, Mona's family found a different type of double bicycle, from Italy, that looked like she could use it. It had a swivel seat, was a recumbent model with a lower seat and she was able to transfer from her wheelchair to the bike. Tom made a few adjustments to help Mona keep her feet on the pedals, and they are once again able to ride around town with ease. Thanks to the support of family and Tom, Mona has an active and fulfilling life. Since getting the new bike Mona and Tom have cycled 2800 km! They really are a couple on the move!



Our programs and services

THE GOOD SAMARITAN SOCIETY AND GOOD SAMARITAN CANADA

We're proud to provide high-quality accommodations with caring staff in a variety of communities and for a range of needs. To deliver efficient and effective care, we dedicate **95 cents of every dollar** (including donations) to front-line care, service, and accommodations.

This also gives us the ability to play a significant role in the development and refinement of programs, like some of our practices that have now become industry standard across Canada.

Good Samaritan Independent Living

We operate a variety of independent senior living communities that suit a wide range of needs but with flexibility as residents' needs and preferences change. Our "Aging in Place" concept provides seniors with the right level of support for continued independence.

Assisted or Supportive Living

Assisted Living Care in British Columbia and Supportive Living in Alberta, provides services for senior residents or those with developmental disabilities who don't need 24-hour care, but are not able to live independently. Residents live in private apartments but also have access to staff and supportive services, such as meals, laundry, and social activities.

Complex or Long Term Care

Complex Care in British Columbia and Long Term Care in Alberta, is available for those who need ongoing care for their complex medical needs and can no longer care for themselves independently. Our accommodations have on-site registered nurses, physicians, and health-care workers.

Good Samaritan TeleCare® Personal Emergency Response Services

TeleCare® is a mobile monitoring, support, and response service available to individuals of all ages and care needs. TeleCare® provides





a completely customizable experience pertaining to the level of monitoring and care each client desires. This service is available at all of our locations.

Day Programs

Our organization operates day programs to focus on health as a way of promoting independence. These programs offer seniors health care, social activities, and extend the time they are able to live in their own homes. Day programs are currently available at [Good Samaritan Village by the Station in Penticton, BC](#), and [Good Samaritan South Ridge Village in Medicine Hat, AB](#).

Seniors' Clinic

Based in Edmonton, Alberta, the Good Samaritan Seniors' Clinic works in partnership with the Edmonton Southside Primary Care Network to provide both primary care and consultative services to vulnerable communities and senior populations with complex medical, functional, or psychosocial needs.

CHOICE® Program

In partnership with Alberta Health Services, The Good Samaritan Society CHOICE® (Comprehensive Home Option for Integrated Care of the Elderly) Program provides seniors—who have complex medical conditions and might otherwise be eligible for admission to a continuing-care centre—the advantage of living at home by utilizing the support services available at two of our care homes in Edmonton.

Programs for Persons with Developmental Disabilities (PPDD)

The Good Samaritan Society's PPDD delivers services within the community, private homes, clients' homes, and homes we own and operate. Our support services are unique to each individual and are directed by the individuals and their families, within our guidelines. We currently operate PPDD services in the Edmonton region.

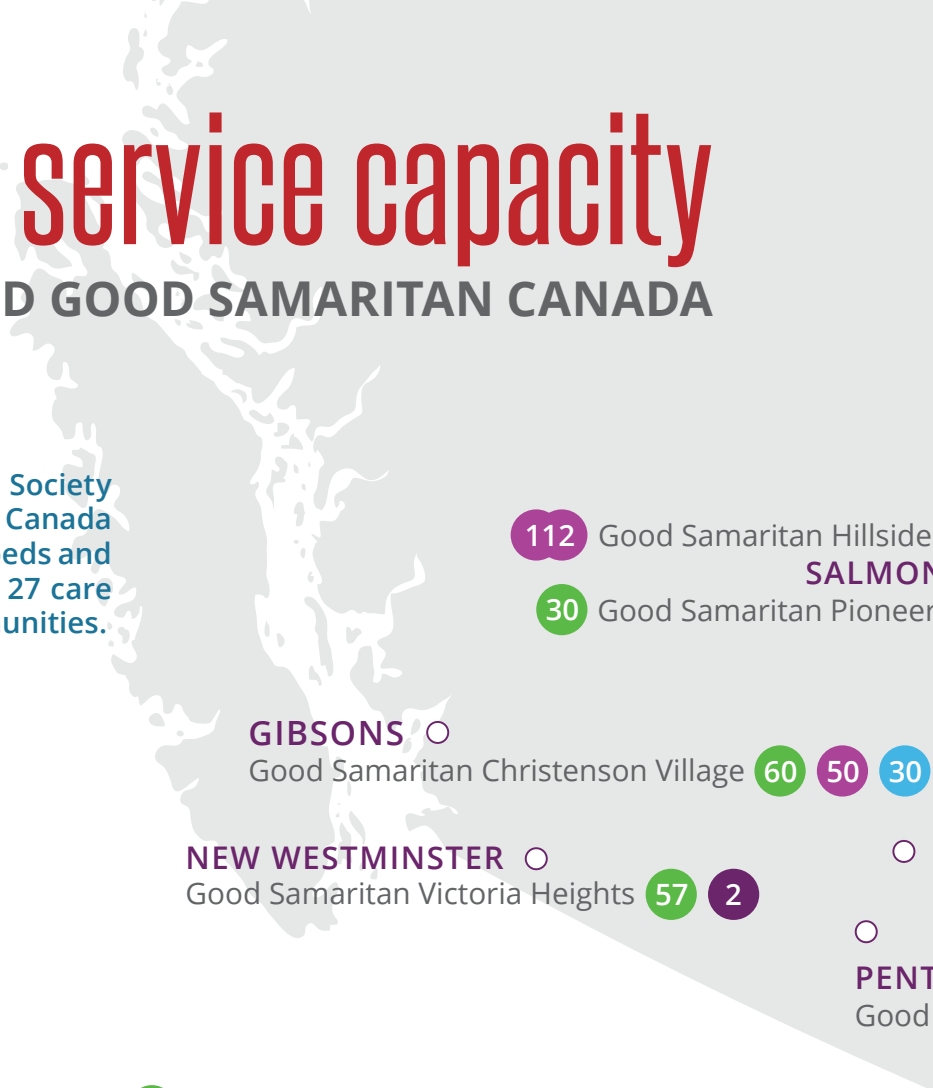


Our care homes and service capacity

THE GOOD SAMARITAN SOCIETY AND GOOD SAMARITAN CANADA



The Good Samaritan Society and Good Samaritan Canada provide 2592 public beds and 580 private beds at 27 care homes in 19 communities.



- Public
 - Assisted or Supportive Living (927)
 - Community Support (28)
 - Complex or Long Term Care (1140)
 - Dementia Care (368)
 - Programs for Persons with Developmental Disabilities (129)
- Private
 - Independent Living (104)
 - Life Lease (182)
 - Private Assisted Living (4)



Servant leadership - called to be different

REPORT FROM THE DIRECTOR OF MISSION EFFECTIVENESS,
KAREN WEDMAN

"A leader is like a shepherd. He stays behind the flock letting the more nimble go out ahead whereupon the others follow, not realizing they are being directed from behind." - Nelson Mandela

A Servant Leader believes in putting people first; in helping others grow to become the best they can be both personally and professionally. Listening to and respecting what people have to say and acting in the best interest of others is the strength of [Servant Leadership](#).

Servant Leadership is not a new idea. Fortune Magazine states that five of the top 10 companies to work for practice Servant Leadership.¹ Putting the interests of people first provides a different model of leadership.

Matthew 20:26 speaks to this model, "But among you, it should be quite different. Whoever wants to be leader among you must be your servant."

The Good Samaritan Society and Good Samaritan Canada are different because we view our work as a calling, a vocation from God to serve His people regardless of their race or religious belief.

By working through the lens of Servant Leadership, we recognize the unique gifts that each of our employees has to offer, and we want to empower them to use their gifts through the care they provide to our residents.

Our identity as a Christian, not-for-profit healthcare provider requires our Mission, Vision and Values to inform all societal actions. Mission Effectiveness formed an Identity and Values (IV) committee to champion our unique identity by putting our core values into common practice.

This past year, Mission Effectiveness provided "Living Out the Values" training and is developing "Spiritual Leadership Formation" which will be rolled out to all employees in the coming year.

¹ Ben Lichtenwalner, Founder of ModernServantLeader.com

Training on our values helped us to identify areas of strength in our mission and provided areas where we can improve as we aspire to be an organization of choice both for employees and for residents.

Training and education helps build competencies with our employees, and Mission Effectiveness continues to raise awareness around ethics and ethical practices. The Ethics Committee assists our care homes in resolving a variety of ethical dilemmas, but ethics is much more than just helping with consults. The committee also reviews numerous research proposals, updates policies, and leads the Journal Club to trend ethical issues and be proactive in our approaches. Two new initiatives will pilot the creation of care home-based ethics committees and create a research committee. Strengthening the ethical culture is not only good business sense but underscores what it means to be a Servant Leadership organization.

“Volunteers encourage residents to attend programs they might not otherwise attend. Building community within the walls of our care home and helping friendships form is a wonderful way to serve.” - Leslie Jastrau, Recreation and Volunteer Coordinator at Good Samaritan Park Meadows Village in Lethbridge, AB

Volunteerism is essential to provide quality care and enhanced well-being for residents and clients, and I am proud to report that 95,000 volunteer hours were provided over the past year. [Volunteer Services](#) oversees the many volunteers, and their role calls for expertise in volunteer management. Specialized training in volunteer management was provided to the volunteer coordinators/advisors through online education to standardize competencies. Volunteers are invaluable to The Good Samaritan Society and Good Samaritan Canada and help us form a tightknit community.

Our chaplains help build partnerships and community as they serve alongside staff, engaging residents, families and community members to help us live out our identity and values.





“Servant leadership is seen and demonstrated in the everyday intentional small acts of kindness by staff in compassionately caring for those entrusted to our circle of care.” - Dean Shingoose, Chaplain at Good Samaritan Village by the Station in Penticton, BC

Two areas that are extremely important to us are providing spiritual care to residents who are palliative or at the end of life and to people living with dementia. Frameworks on both of these areas have been developed over the past year and will be introduced as we move forward.

Servant Leadership means empathy and compassion for the “other.” It is about journeying along-side. It is about building community and committing to the growth of people. It is about serving without self-interest but looking at what’s best for the organization and for the people who work within it.

Servant Leadership does not mean being “subordinate” or “subservient.” By serving the needs of others, we grow ourselves. We demonstrate this stewardship by listening to one another; by acting with courage in difficult situations and by treating one another with respect.

“I have the privilege of working with a team of volunteers who are wonderful models of Servant Leadership. Every day, their examples give me lessons on life balance and what’s really important: human relationships, caring for each other, and selfless giving.” - Jean Kearney, Recreation, Volunteer and Adult Day Program Coordinator at Good Samaritan Village by the Station in Penticton, BC

To be Servant Leaders to one another, we need to identify and engage with our membership. Working with our board of directors, Mission Effectiveness continues their strategic work to engage The Good Samaritan Society membership and grow it by recognizing their value as not only the eyes and ears of our Good Samaritan family but vital financial, spiritual, and volunteer contributors.

Our identity as a faith-based provider should mean that we are a different kind of community: one supporting our employees in service of our residents and clients and in participation with our membership. Each of us serves in our unique vocation, living out our Mission, Vision and Values. Proverbs 2:4 states, “not looking to your own interests but each of you to the interests of the others,” sums up being a Servant Leader. Following Jesus’ example, we lead by caring for those who are entrusted to us.

Fostering Goodwill in the community

Edmonton, AB

By Johnson Tran, Supervisor, Career Connections, Goodwill Industries of Alberta

The Good Samaritan Society (GSS) has been working with Goodwill for over 20 years, providing a safe, peaceful, and social place for participants in Goodwill's Career Connections Community Employment programs. This environment provides program participants a place to volunteer and gain meaningful experiences. It has been amazing to see participants learn and grow under the guidance of wonderful staff such as Alan, Carnell, Imelda, and so many more over the years.



Goodwill's support staff of coaches and coordinators are the frontline in assisting with the skill-building of participants, however they have not done it alone. GSS has been tremendous in helping move forward Goodwill's mission by collaborating on support for the participants, being committed to their growth, and creating opportunities that benefit each other.

The partnership started in the Dining Room where the participants organized and cleaned at the end of lunch service. Today, Goodwill participants are found in the dining rooms, common and recreation areas, gardens, and the hairdressing studio, bringing their warm personalities and brightening residents' lives up to five days a week between Good Samaritan Southgate Care Centre and Good Samaritan Mill Woods Centre.

When GSS places a request for skilled volunteers, Goodwill knows that anyone placed there will be welcomed and treated with dignity – such as Rebecca, a volunteer gardener who joined the team in June and hopes to turn her learnings into a position as a florist in the future. Jotee, who volunteers four days a week in his 'dream job' of being a porter, recently decided to increase his work day from four to six hours! And Don, a dining room attendant, has been volunteering at Good Samaritan Southgate Care Centre for 22 years!

Goodwill and GSS are better together and we look forward to the future and continued collaboration.

Goodwill Industries of Alberta is a social enterprise providing individuals with disabilities the opportunity to enhance their lives through meaningful employment. To learn more about Goodwill, visit www.goodwill.ab.ca.



Duets make the difference

GOOD SAMARITAN VILLAGE BY THE STATION, PENTICTON, BC

By Kelsey Davie and Megan Knight, Summer Students

As the Good Samaritan Village by the Station's summer students for 2018, we get to do so many fun and amazing things with the residents, and we love our job! We do a daily hydration cart to help with the Okanagan heat, and everyone is so happy to see us with our lemonade wagon. We help bring residents to music programs, paint nails, do puzzles, host BBQs, take people out for walks, and spend one-on-one time with those who are lonely. However, our all-time favourite activity that we have been able to offer to the residents is an opportunity to get out on the care homes duet bikes!

These specially crafted bikes have a wheelchair in the front, and a single tandem bike in the back. The bike breaks apart so that the wheelchair portion can come into the building and a ceiling lift or mechanical device can be used to transfer a resident into the bike seat. Anyone can go! The care staff have been so helpful at getting folks ready and into the bike chair; they say "Oh, great, who gets to go today?" and they eagerly help get the resident ready. It has been a wonderful experience to see how everyone pulls together to make the magic happen.

Once in the chair and on the bike, it is a privilege to see the residents reactions. Everyone comments on how wonderful it is to be outside. One resident, Bev, said "The bike makes me feel good. It gives you fresh air. In my wheelchair, I can't get out on my own, so this is just refreshing. I love to get to see Penticton. It reminds me of old times when I was young and working." Bev enjoys the conversations we have while biking, and will ask questions about the neighbourhoods we ride through. She especially enjoys the scenery and flowers, and one of her favourite parts of the bike ride is when the people out in their yards wave at us. She enthusiastically waves back and says hi to them.

Another resident, Len, says he loves his bike rides because he gets to people watch. "I get so excited I can't stand it! Getting out is truly a treat. I look forward to my duet bike rides," said Len. When asked what his favourite part of it is, he responded "Well, I don't have to pedal, I get to relax, and enjoy the experience. I just feel bad you are



doing all the work!” We were able to reassure him we were having just as much fun, and we are! Knowing that by taking Len and others out on the duet bikes can make such a tremendous difference in their quality of life, is extremely rewarding. The smiles are such a joy to see. They make us feel good.

The care home also has volunteers who assist with the duet bike program. Volunteer Larry has been taking residents out for over six years. He says that they love it, and he does too. He is a biker and can share his love of cycling with someone who otherwise wouldn't get that experience. Larry mentioned how he developed a strong bond and friendship with a resident that he took out once a week on the bike, and how it made a difference in both of their lives. Larry believes that the stimulation of going out on the bike is very important for the residents. He says he often rides slowly so the resident can take in all the activity and sights and sounds. They seem so much brighter after a ride.

Unfortunately, there are times when we are not able to offer bike rides, and the residents certainly miss them when that happens! Down every hallway, someone will ask, “Can we ride yet? When do I get to get back on the bike?” It sure made us feel good to know how much they enjoy the biking program and our friendship.

We truly feel we have been able to create incredible friendships this summer! We never guessed that we could create such caring bonds with a group of seniors, but they all have become very dear to us. A particularly touching moment for us was when one resident delivered us beautiful cards from the gang, thanking us for our biking program, and saying how much they appreciated it.

As we return to our academics this fall, we take with us such great memories and experiences. [The duet bikes are such a great conduit for developing relationships.](#) Ride on Good Samaritan Village by the Station!



Fund development facts and figures

THE GOOD SAMARITAN SOCIETY AND GOOD SAMARITAN CANADA

For the Reporting Period April 1, 2017, to March 31, 2018



**1.1 MILLION
DOLLARS RAISED**



688 donor thank you calls



34

Monthly donors

at the end of the fiscal year



**More than 35 fundraising events
across 28 care homes**

507

Memorial gifts totalling

\$71,544



Direct mail gifts



\$69,216

427



3



Estate gifts totalling

\$320,316

Donors make life more

REPORT FROM THE DIRECTOR OF FUND DEVELOPMENT, DANICA O'NEILL

The Good Samaritan Society and Good Samaritan Canada could not create exceptional experiences for our residents and their families without our generous donors. Last year we were proud to unveil a new fundraising initiative called Make Life More and we are excited to share with our supporters, donors and staff the ways in which they [MAKE LIFE MORE](#).

[In November, we launched our new campaign](#) with a small gathering at Good Samaritan Dr. Gerald Zetter Care Centre in Edmonton, AB, that included greetings from the Honourable Danielle Larrivee, Minister of Children's Services. The Make Life More themes help to demonstrate the power donors have to transform comfortable homes into remarkable ones, and each dollar gifted directly impacts our ability to provide life-enriching programming and care.

Make Life More Soulful

Our annual [Spring Appeal](#) raised over \$10,000 towards our Pastoral Care Program, which Makes Life More Soulful for our residents and their families in all of our care homes. Chaplains help create spaces where our residents can feel safe and secure as they search for new meaning and purpose at this time in their life.

Make Life More Active

On June 8, 2017, The Good Samaritan Society along with our title sponsor, Servus Credit Union, held the [25th Annual Servus Spirit of Caring Golf Classic](#). Golfers, sponsors and volunteers gathered for a great day of fellowship, fun and beautiful weather.

For 25 years, the proceeds from this tournament have helped change thousands of lives for the better. We pride ourselves on providing the highest level of care and comfort for our residents and their families.



In 2017, the proceeds from the Golf Classic funded several different initiatives at our care homes including:

- [Music Therapy Programs](#). With the growing dementia population in our care homes, we know that the love of music is one of the last memories that a person retains. The response to music therapy for those living with dementia is incredible. Music therapy helps residents experience a sense of familiarity and comfort during a time when much of that is lost.
- A [Creative Care Recreation Program](#). The Creative Care Program is a project that will assess, explore and define the most effective methods for integrating creative engagement into our existing care model. This program focuses on shifting the therapeutic recreation model from one where residents are recipients of programming to one in which they are active participants and sometimes creators of the programming. This shift has a positive impact on the residents, staff and volunteers who surround them.
- [Rejoyce Rehabilitation Joysticks](#). A Rejoyce is a gaming system that provides intensive exercise through the form of a computer game. This initiative has helped our residents gain strength and functionality, which will decrease their pain and increase their independence, sense of well-being and a sense of purpose.

We wouldn't be able to do what we do without the generous support of our sponsors, golfers, donors and volunteers that helped to raise over \$100,000 at the 2017 tournament.

Make Life More Comfortable

The team at Good Samaritan Heron Grove in Vernon, BC, Make Life More Comfortable by creating entertaining environments that give residents and families a space to be involved in meaningful activities that will improve the quality of life for everyone. The [Evening of Elegance](#) event on October 21, 2017, raised almost \$7,500 to transform an existing living room into a recreational space that now includes age appropriate music, custom cabinetry, professional murals, and furnishings.



Make Life More Innovative

[Project REJOYCE](#) continues to raise money for a REJOYCE Joystick to Make Life More Innovative for the residents at Good Samaritan Mill Woods Centre. A fundraiser that is spearheaded by the [mother of one of our residents](#):

"This machine is absolutely amazing, not only was Zac excited to play it, what it is capable of doing for strengthening and enhancing his range of motion is incredible. I took Zac down to play on this game as many times as I could, while it was loaned to the facility on a trial basis. He absolutely loved it and it wasn't long before I could see improvement in the short time that it was there." - Shannon Greenough

THANK YOU for helping to Make Life More for those in our care – parents, grandparents, aunts, uncles, coaches and friends. [Donors](#) truly do have the power to transform lives and to take comfortable accommodations and turn them into remarkable homes for residents and clients at The Good Samaritan Society and Good Samaritan Canada.

Financial summary

REPORT FROM THE CHIEF FINANCIAL OFFICER, SINDY THOMPSON



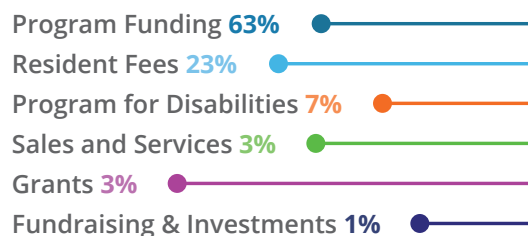
The Good Samaritan Society

The total operating budget for The Good Samaritan Society (GSS) 2017/18 fiscal year was \$170 million. The combination of revenue and expenditure on a percentage basis is very similar to previous years.

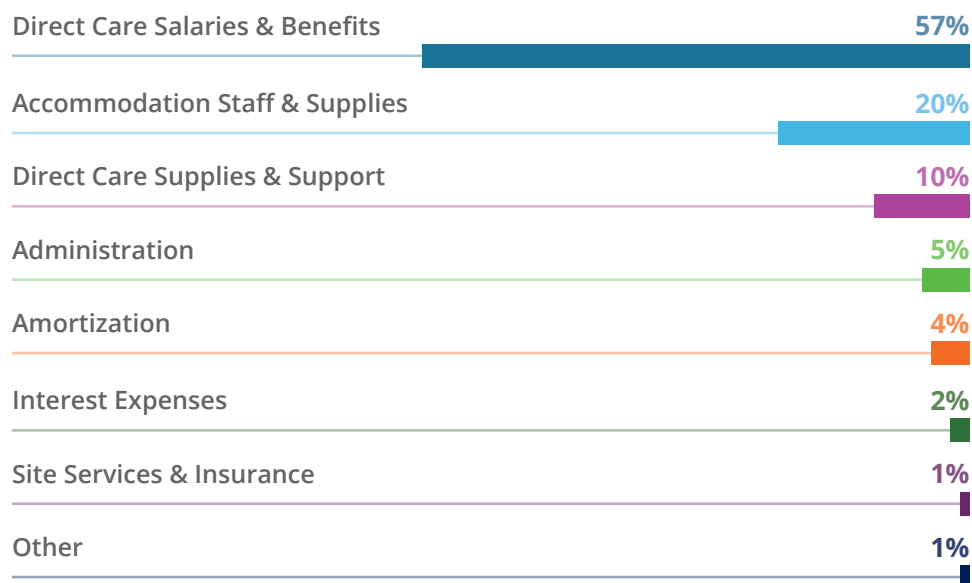
On March 31, 2018, The Good Samaritan Society sold its Mountain View Centre care home located in Hinton, AB, to Alberta Health Services. The financial results for Good Samaritan Mountain View Centre are included in the percentages presented in this report.

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.

2018 Sources of Funds - GSS



2018 Uses of Funds - GSS



Good Samaritan Canada is related to The Good Samaritan Society. The two entities are economically dependent on one another, and they share a common board of directors and strategic leadership team. Both The Good Samaritan Society and Good Samaritan Canada are not-for-profit caregiving organizations with the same mission, vision, and values.



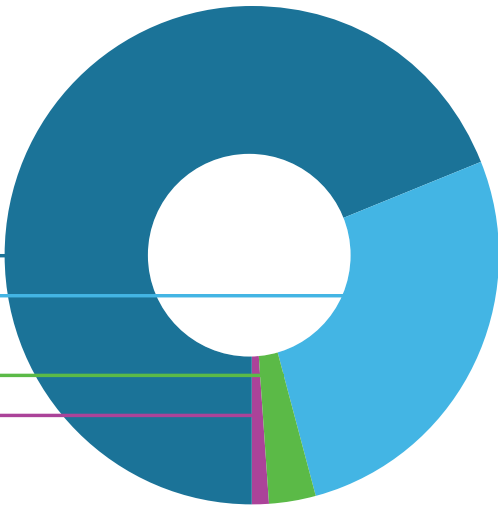
Good Samaritan Canada

The total operating budget for Good Samaritan Canada (GSC) 2017/18 fiscal year was \$52 million. The combination of revenue and expenditure on a percentage basis is very similar to previous years.

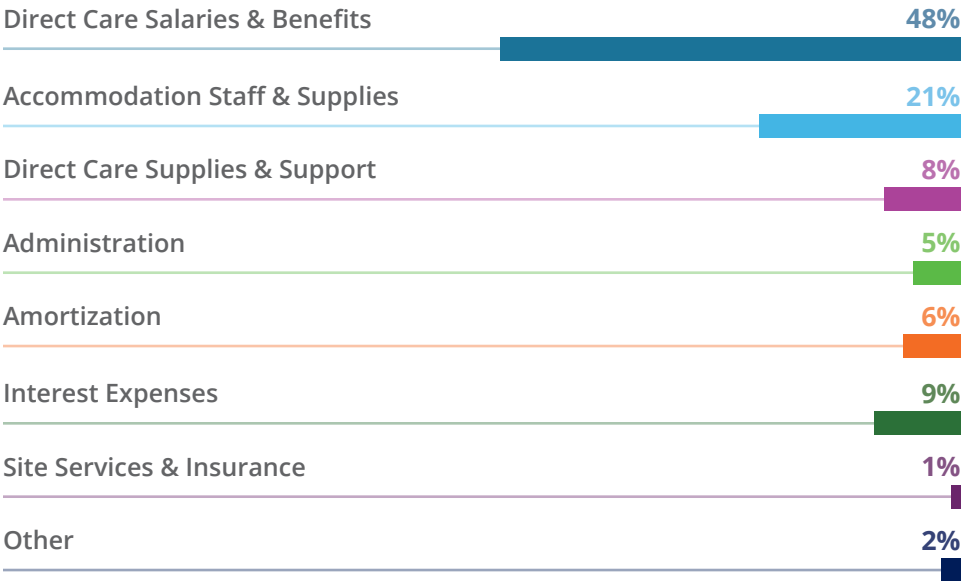
On February 23, 2018, a wholly owned subsidiary of Good Samaritan Canada entered into a share purchase agreement to acquire 100% of the issue and outstanding shares of a care home in British Columbia. As of March 31, 2018, the purchase has not been closed.

2018 Sources of Funds - GSC

- Program Funding 69%
- Resident Fees 26%
- Sales and Services 4%
- Grants, Fundraising & Investments 1%



2018 Uses of Funds - GSC





THANK YOU

Our most heartfelt thank you to our donors, supporters, employees, volunteers, and partners who help us make our mission, vision, and values come alive. We know we couldn't do this work without you, and for that we are eternally grateful.



For more information about **The Good Samaritan Society** and **Good Samaritan Canada** please contact:

Good Samaritan Head Office

8861-75 Street NW
Edmonton, AB T6C 4G8

Phone: 780-431-3600

Email: goodsaminfo@gss.org

Website: gss.org

    [@goodsamaritanCA](https://www.instagram.com/goodsamaritanCA)



**Technological
upgrades are made
possible by donors.**

Wheelchair accessible buses, rehabilitation, and exercise equipment are all extras that improve the quality of our resident's lives and can be attributed directly to donor support. Help us make Life More More Innovative today.

Donate online at
gss.org/makelifemore