



the JOURNEY

Summer 2019

Good Samaritan Mill Woods Centre Edmonton, Alta He is new

by Shannon Greenough

I would like to take you on a journey. This journey will include the horrific events that lead us to where we are today. I will take you back to that day and share with you not only Zac's story but also the emotional trauma that my family and I went through. This will tell you a story of a family whose lives were forever changed. Our family was a family of five, my husband and I, our three children and four grandchildren at that time. We lived on a farm in northern Alberta. Country life was our dream.



All three of our children were on their own, making their own life dreams, and we were starting the empty nest. Zachary Lee was our youngest. He was a dirt biking, quadding, truck driving, and guitar-playing country boy. This is where I will start the journey that took place on April 19, 2014. A day that is forever etched in my memory. A day that would change who we were, to who we are.

The knock on the door—the RCMP. That sick feeling is in the pit of my stomach. The fear, the shock, as I stood in the doorway. I was alone that early morning. They told me that my son had been in a very serious motor vehicle accident. I listened, but at the same time, I was in my head. Is this real? Where is he? Is he alive? Yet I was afraid to ask. I stood frozen in thought; time seemed to stop, and my thoughts were taking over. They told me that STARS Air Ambulance took away my son to Grande Prairie, almost an hour away. They told me not to drive; I waited anxiously pacing up and down the driveway waiting for my friend to pick me up, not knowing anything about the severity of his injuries.

When we arrived at the hospital, we were asked to wait for the doctor. He explained how serious his injuries were and that he would be flown by air ambulance to the Royal Alexandra Hospital in Edmonton. Chances were that he would not make it. They told me I could walk with him to the ambulance. I was so scared, as I walked through the doorway and down the long hallway to see Zac before they took him. Everything seemed slow and dreamlike. It was as though I could not see or hear anything around me. When I finally reached Zac, noise came back almost as though I was in and out of reality. I barely recognized him. His face was swollen, covered in blood and dirt. I knew I had to be strong and believe more than ever before. I told him I was with him and he will be okay. I will be with you every step of the way. **Do not stop fighting, Zac. Please do not stop fighting. I love you so much.**

April 19, 2014—the events of this night are painful and raw. Sharing them will help you see how far we have



Zac Greenough

come. My youngest, my son, who was 22-years-old at the time of this horrific accident. In the days to come, I would piece together the terrifying nightmare that took place that night. Here are the details from the beginnings of our new world.

My son was travelling back home with his girlfriend that Easter weekend. They were singing along to the music and cruising down a winding river road far too fast for the sharp curves. That one moment in time, that curve, that loss of control—the vehicle went over the edge rolling end-over-end several times until it finally came to a stop. There was so much force that the windshield lay on the ground shattered, yet still in one piece as if it blew out and shattered after it hit the ground. That hole, where the windshield once was, was where my son's body flew through the air. His shoes were left behind—found on the ground in front of the truck.

His body was thrown over the treetops and down the cliffs of the river embankments. His body flew three football fields away, so far from the scene of the accident that it would be hours before he was found by volunteer emergency teams from two towns. Searching by foot would be impossible, as it was a very dark sky, no moonlight, no light at all. STARS was called, "GOD SENT US ANGELS" later became a song written about how they saved my boy. STARS used their light to shine on the banks in hopes of finding him. Initially, almost four hours after the time of the accident, they found what appeared to be his lifeless body hanging from a cliff.

It wouldn't be long before it fell again if they did not move very carefully and quickly. They would be risking

their lives to rescue him. The emergency teams had to make a decision. Many of them were retired farmers who were now volunteer firefighters. They said he is gone; we will come back in daylight to recover his body. Two of the younger paramedics spoke up: "We are not leaving that boy where he is." STARS lowered them down to him. When they reached him, his mouth and nose were completely filled with mud and grass. How was he still alive?

They had to clear his airways and bring him back four times on the cliff. He was picked up by STARS and flown to Grande Prairie, then flown by air ambulance to the Royal Alexandra Hospital. Zac was broken from head to toe. Broken spine in two places, chest crushed, knee bone shattered, broken ribs, paralyzed, severed TBI, and more. Tubes were everywhere. Unlikely to survive, a vegetable if he did, we were told. Zac spent a year and a half in the hospital. During that time, he would have to fight to survive. Countless times, we were told it was in God's hands. Eleven months after Zac's accident, our family would face yet another tragedy. My husband of 33 years, my children's DAD passed away. Heartbreaking, more shattered dreams. I could not catch my breath. How do we move forward?

My every breath, my beating heart, my reason, my purpose, and my hope now lived in that boy. He needed me as much as I needed him. I stayed with him day in and day out. The hospital became my home, and the staff, my family. There was nothing I would not do to save my son. I listened, learned, and applied. I became his physical therapist, speech pathologist, bedside nurse. You name it—I became it. Hour after hour talking to him, stretching him, reading to him, sharing memories, believing in him. I vowed never to leave him, to never give up. Faith and hope were all I had now. More than anything with all that is in me, I know I loved him back to us.

In the months to follow, my family would struggle with the emotional trauma. All of us would go in the direction we needed to heal. My saving grace became my son. I will never forget the first time he opened his eyes. How beautiful that moment was, his body lay still, but the light to his sweet soul shone through those eyes. I missed him so much, and it was in those little glimpses of hope that became the big things in my life.

The days of finding our way through the healthcare system is a story of its own. So often professionals told me statistically what was going to happen with Zac.



Zac's truck after the crash



Zac in the ICU

It was a cycle of ICU to observation to floor. This would repeat over and over again. Surgery after surgery with the same news that everything would be permanent. Zac will not talk, will be paralyzed from the neck down, will never breathe on his own, trach will be permanent, and so on. That only made me more determined. "Zac hears me, he is responding, he understands," I would tell them. Then I would get that 'oh you, poor mom' look.

That was not a good thing to do to me; I set out to prove them wrong, one hurdle at a time. First, by showing them he could hear me and understand me. Zac blink your eyes once for "yes", look up for "no." He did, but it is not consistent they said. So I went to my daughter's and made a board he could point to with Yes and No written on each side. I would ask simple questions to start with, such as "Is your name Zac?" "Am I your mom?" "Are you a girl?" and so on. If Zac could read and answer, then he will read words. Again, I made word cards with opposites: Hot/Cold, Mom/Dad, Off/On. I would place the words in different places on the board. "Point to the word Hot/Cold, Mom/Dad," and he did it. If Zac could point to words I thought, then he can read and follow instructions. I bought a whiteboard and wrote directions like touch your nose, and lift your left arm, and he did! He read, he understood, and he remembered! We would jump for joy at every achievement. This went on and on, his progress was incredible, but his trips back to ICU would continue.

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Message from the President and CEO



Julius van Wyk

Over the last year, we have spent a lot of time to build a strategic plan focused on getting us back to our roots while concentrating on our mission of care. Each of our core values, along with the mission and vision, are at the foundation of each strategic priority to ensure alignment and focus. With input from our residents and families, employees, volunteers and community partners, we have developed a strong path forward to deliver on our mission of Christian hospitality. Our new strategic plan is aspirational, and it sets long-term goals and a vision of being a provider and employer of choice.

We want our story to be uplifting, warm and hopeful. The plan builds on the legacy of our organization over the past 70 years, and we want everyone to know that we are a trustworthy, professional organization with strong values.

Our priorities and directions will take us into 2024 with the messages:

Our world could use more good samaritans and rooted in what's right.

Quality of living – our fundamental reason for being

Full stop, this is why we do what we do - this priority is about bounded choice, safe environments, managed risks, individualized care/options, creative solutions, purpose, involvement and meaning.

Mission-driven culture – our fundamental way of being

Our mission is the foundation of everything we do – this priority is about servant leadership, commitment, empowered/engaged staff and volunteers who live our values, being an employer of choice, and people over tasks.

Organization sustainability – how we sustain our commitment

This priority covers our resources and growth and ensures that we continue to extend our mission to those in need.

Impactful partnerships – how we work with others

We must work in partnerships with the community, government and associations. We have to be visible – this is about collaboration, being ambassadors, our reputation, the impact we have to change the system and advocacy.

The strategy has been developed, and we have a clear roadmap to reach our vision to grow in strength, excellence and creativity in caring for others. To ensure progress of the strategic plan, we will have key performance indicators in place that are relevant to each direction.

The strategic plan also takes into account the challenges that lie ahead and answers them with specific purpose

Our world could use more good samaritans.



Rooted in what's right.



to improve the quality of what we do. In alignment with the new strategic priorities and directions, we will undertake many key initiatives as a senior leadership team in the next year. Including:

- A quality of living framework that will bring together all of the great work happening at our care homes.
- We will review our resident/client and family engagement processes to ensure that we are a people-centered organization.
- A robust human resources plan inclusive of learning and development to support our recruitment and onboarding efforts.
- Mission and culture have established the identity and values committee who continue their work to develop a framework.
- As a charitable organization, we need to continue to look at opportunities to generate additional revenue and increase our fundraising revenue.
- We will continue to build connections to establish strong communities and donor networks.

We are a well-established organization, but we are not without challenges. The next five years will focus on addressing the needs of our residents, staff and the organization. Working together, we can make life more joyful to the seniors and individuals with disabilities that we serve.

To all our residents/clients, families, employees, stakeholders and friends – I thank you for your continued commitment and support. My hope is that the new strategic plan will provide the organization with a dynamic guiding vision — one that is innovative and engaged.

Julius van Wyk

Employee spotlight

Frank Laucher



Frank at The Sammy Awards

Frank Laucher just received his 35 year-long service award in 2018. Frank works at the Good Samaritan Society head office in Edmonton for Programs for Persons with Developmental Disabilities (PPDD) Services as a Learning and Development Regional Coordinator. Frank is a valued member of the PPDD and the Learning and Development Teams.

We asked Frank a few questions so we could get to know him a bit better:

Over the years, what would you say has been the most rewarding part of your job:

Helping people acquire the skills that help them make a difference in the lives of others. For example, some of the students from my classes have successfully administered abdominal thrusts on their choking children or have successfully administered CPR

until paramedics arrived, or have, through our Crisis Prevention training, been able to address aggressive verbal or physical behaviours without taking it personally.

Your favourite GSS memory:

I had originally come from a very technical background in the UK having trained and worked as an artisan watch and clock repairer. Working with the developmentally and physically disabled was a real change in career for me, and I wasn't sure I would be effective. However, on the very first day working for GSS, I realized that this is what I wanted to do!

In the past few years, what's the most important thing you have learned:

Each person matters, every question is important and you only have this moment in time to make a difference.



Frank working at GSS in 1984

Motto or personal mantra:

"Perhaps my best years are behind me, but I wouldn't want them back, not with the fire in me now."
(Samuel Beckett)

I'm happiest when:

I feel I am making a difference—whether its clarifying a point, explaining how a policy might be applied or helping someone arrive at a practical solution to their problem.

I'm proudest of:

Becoming a Canadian citizen in 1985.

Favourite sport or pastimes:

Soccer, weight training, reading.

Top 3 highlights of my life:

1. The moment I first met my wife (February 14, 1982)
2. The birth of my children (1986, 1989, 1993)
3. Receiving my Landed Immigrant status from the Canadian embassy in London (July 1981)

People would be surprised to know:

I am a huge '70s disco fan!

Favourite movie or book (or both!):

Movie(s): 'Ferris Bueller's Day Off'

Book: JD Salinger's 'Catcher In The Rye'

TV show I am afraid to admit I love:

Not afraid to say I am addicted to 'Seinfeld' and 'Curb Your Enthusiasm' re-runs.



Frank at age two

Favourite food or snack:

Fish and chips.

What's playing on your iPod right now:

'Tunes Split The Atom' by MC Tunes Vs 808 State.

Where did you grow up:

Battersea in south London, UK.

If a genie gave you a wish, what would you wish for:

The chorus from the Faces 1973 song "Oh La La" best sums up my wish: "I wish that I knew, what I know now, when I was younger..."

Describe yourself in three words:

Loyal, dependable, organized.

In five years time, you hope to be:

Continuing to make a difference.

Any pets:

No, but my daughter has a pet Yorkie called "Sophie."

Employee Spotlight recipients receive a Good Samaritan theme basket. If you have someone you would like to nominate, email communications@gss.org.

well wishes

Send an online message to your loved one!

Family members now have the ability to send well wishes to their loved ones in our care.

Visit us online, fill in the online form, and click send. It is that easy! We will print your message and hand-deliver your well wishes to your loved one the same day.

Well wishes are a great way for friends and family from far away to send a thoughtful note to someone they care about.

No special occasion is needed ... if you are thinking about someone... you can let them know. Your kind words can brighten their day... *today*.

Visit gss.org/well-wishes for all the details!

THE GOOD SAMARITAN SOCIETY

GOOD SAMARITAN CANADA

Good Samaritan Pembina Village Evansburg, Alta Shining star gala

by Vicki Vincent, recreation/volunteer coordinator

On Saturday, February 9, 2019, we held our third annual Family Fun Night at Good Samaritan Pembina Village. The theme this year was Shining Star in celebration of all of our shining stars including families, residents and staff.

This is a special evening for our residents to enjoy an extra fancy meal with their family and friends. It was an enjoyable evening with great company, food, music and trivia.



Good Samaritan Heron Grove Vernon, BC

Our Christmas adventures

by Jarka Webb and Jennifer Cox, health care aides

About eight years ago, we decided to try to find ways to make the residents living in one of our cottages feel more at home. Our first adventure was creating hand-painted door signs, which portrayed each resident's personality and interests. Watching the first 14 residents open their door signs made us realize how something so little can bring so much joy and happiness to their lives. As residents passed on, it surprised us how many families wanted to keep their loved one's sign. When new residents moved in, within days, families would start asking when their mom or dad would get a door sign. That is when we decided every new resident would receive a door sign at Christmas.

We wanted everyone to receive a gift on Christmas, so we had to get creative and come up with more ideas for gifts. As the families and residents really started to enjoy our Christmas gift-opening day, they also started to get each other little gifts, such as hand creams, chocolates, homemade pillowcases, tiny packages of Kleenex and much more. Our Christmas gift-opening day turned out to be a truly family-oriented tradition that everyone looks forward to every Christmas and enjoys participating in the festivities. Over the years, we tried to create gifts that are useful but still personalized. Among some of the gifts were handbags for wheelchairs and walkers, then came a mailbox for each room with their room numbers on them. And last year, each family got involved. They supplied two sets of hand towels and face cloths for their loved ones and Jarka, and I embroidered each one with the resident's name on it.

We loved seeing how much the family members were excited and willing to participate in our Christmas gift-giving day. This past Christmas, we asked the families to participate in doing personalized placemats. Each family supplied Jarka and I with photos of their loved ones. Because we got the families involved, more of them were excited to come to our Christmas gift-opening day to see the placemats. We also got to learn more about our residents and their family. Even though it takes a lot of time and effort, we always look forward to bringing more joy to the residents at Christmas. Seeing those smiles and joy makes it all worthwhile.



Good Samaritan Good Shepherd Home Wetaskiwin, Alta

Gardening grows the spirit

by the Good Shepherd Writers Group

Some of our residents kept busy this spring planting petunias, pansies, daisies, and pumpkin seeds. Two ladies, in particular, Joan and Adena, have been working hard to get the plants ready to go outside into the raised planters in the courtyard for everyone to enjoy. Both ladies have also enjoyed sharing a little bit of their gardening experiences.

Adena has spent many hours helping in the garden watering and transplanting. She has a wealth of gardening knowledge and likes sharing her insights with the beginner gardeners.

She started gardening in her teens "to get out of milking cows!" she says. At 15-years-old she started at Leo's Garden Centre. There she was responsible for planting, transplanting and finding soil wherever possible. Later she worked at Arbers Greenhouse (not the big operation it is today) mostly transplanting plants.

She enjoys all plants and does not have a favourite. She says, "sun and rain are so important for successful gardening", as we all know. Her favourite time out in the garden is after a good rain when the sun is out and shines on the leaves. It looks so beautiful!

Over the years, she has seen many changes. She says plants change

just like people. Many of the plants have different names now.



▲ Adena's gardening tip is not to put the plants too deep that the soil covers up the leaves. It weakens the plant.

Joan remembers the gardens her parents had growing up. She chuckles as she tells stories of swiping the vegetables from the garden as a teenager and getting scolded by her mother. Working with the soil has always been therapeutic for her. She says it makes her happy.

Joan has taken her love of gardening all the way to Scotland. She planted a vegetable garden while she lived there for a year. While working in her garden she had discovered worms she had

never seen before. The first was a tiny worm that you could hardly see. The second was when she shelled peas; she could see thick worms in the pea pods. Those experiences did not dampen her love of gardening.

Since moving into a care home, Joan thought she would never be able to garden again. She feels a sense of accomplishment since this is the first time she has ever grown flowers from seeds. She is now planning on entering some of those plants that she grew from seedlings into the 2019 Wetaskiwin Horticultural Society Flower Show.



▲ Joan's gardening tip is not to transplant the plant until it has at least four leaves. This way it has a better chance of surviving.

Good Samaritan Dr. Gerald Zetter Care Centre Edmonton, Alta

Concerts in Care

by Tracey Mann, recreation therapist

*Concerts
in Care*

Presented by Health Arts Society of Alberta

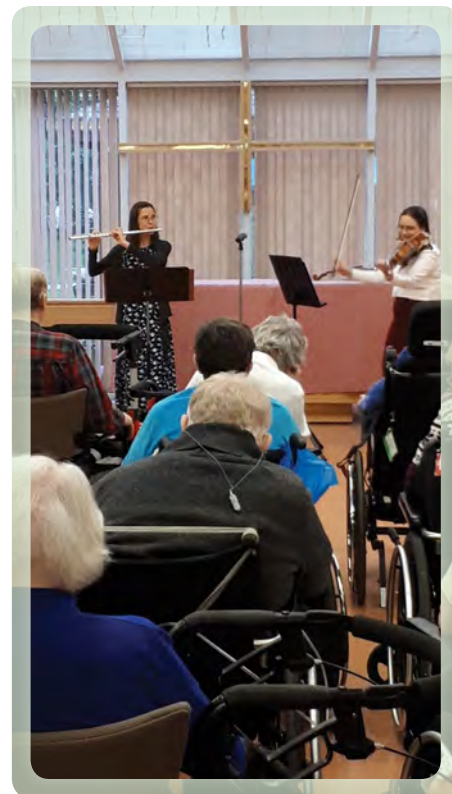
Music is something we know that speaks to the soul. There have been many studies done on the value of music, particularly for residents living with dementia.

Good Samaritan Dr. Gerald Zetter Care Centre has partnered with the Health Arts Society to bring "Concerts in Care" to our residents. Since 2006, The Health Arts Society has provided over 12,000 high-quality professional "Concerts in Care" throughout Canada. These concerts have brought the rich experience of musical arts to people in care homes.

The performances will happen five times throughout the year, and our residents will enjoy musicians from the Edmonton Symphony Orchestra, professional recording artists, and world-renowned musicians.

The performers come from diverse backgrounds bringing jazz, classical, and string quartets to the care home while inspiring feelings of deep pleasure and enjoyment. The quality of the music provided with the intimate settings creates a magical connection for the residents.

We are very fortunate for this partnership with the Health Arts Society, and look forward to the concerts!



Good Samaritan Dr. Gerald Zetter Care Centre Edmonton, Alta

Spooning up love and stirring it into life

by Edith Kendall, volunteer coordinator



Family-style dining, with its components of social interaction is very much what being a Loving Spoonful mealtime assistant is about. The program is a win-win for the residents and the volunteers!

Volunteering in this role requires specific training; however, if the volunteer is keen on making a difference, the quality of the mealtime experience for

the resident is enhanced through improved ambience and socialization. Understanding the significant role food plays in quality of life is the foundation of volunteering in this role.

Jo-Anne Frost, a dedicated Loving Spoonful volunteer at Good Samaritan Dr. Gerald Zetter Care Centre, shares the following:



"Even before I retired from my 35-year career as a Registered Dietitian with Alberta Health Services (AHS), I knew that I wanted to join the Loving Spoonful team. Over the years, I had seen too many meals prepared by proud and caring food service staff go untouched because our patient /resident was unable to feed themselves. And although staff do their best to help out, there are never enough staff to go around.

That's where Loving Spoonful volunteers come to the rescue!

After a four-hour training session lead by Occupational and Speech Therapists and some practical training with real residents, I was ready to begin my "new" career.

I volunteer at Good Samaritan Dr. Gerald Zetter Care Centre at breakfast one day a week. In addition to feeding one or two residents, I help set up the dining room. I serve the 'early risers' coffee, as well as learning and remembering each person's name, and I like to challenge myself to remember who takes 'double-double' and who likes their coffee black.

The time at the care home goes by very, very quickly. I leave each week feeling enriched, and I like to think that I have returned the favour and left a little something with each resident I worked with that day.

Oh, in case you're wondering, the qualifications for the 'job' are:

- 1. Smile*
- 2. Listen*
- 3. Smile and...*
- 4. Be able to repeat the weather forecast!*



Jo-Anne helps feed a resident breakfast

*This program is currently only available at some Good Samaritan care homes in Alberta. Reach out to the volunteer coordinator in your community to learn more.

Good Samaritan Stony Plain Care Centre Stony Plain, Alta

50 years of giving back to the community

by Rod Hall, recreation therapist/volunteer service



Eileen Baron was recognized at our annual volunteer appreciation tea held in April for her 50 years of service at the Good Samaritan Stony Plain Care Centre.

Eileen started her volunteer work in 1968 as a member of the Ladies' Auxiliary. She has served on the executive of the auxiliary and has been instrumental in raising money to benefit the residents at the care home.

Our current auxiliary president, Joyce Altheim, said at the tea that



Eileen "has made the lives of people here so much like home. We can't thank Eileen enough for her hard work, generosity and kindness."

Eileen's dedication to the residents at Good Samaritan Stony Plain Care Centre has been a great inspiration to all of us.

Over the years, the Ladies' Auxiliary has fundraised for many items to support the comfort and care of our residents. This includes items such as tablets for recreation programs, special mattresses for residents, a memorial bench, and an outdoor wheelchair accessible area including picnic tables and large flowerpots. The Ladies' Auxiliary also runs the gift shop at Good Samaritan Stony Plain Care Centre with all proceeds donated back to the care home.

Additionally, each year they purchase small gifts for our residents at Easter, Christmas, Mother's Day and Father's Day.



Good Samaritan Village by the Station Penticton, BC

Volunteer appreciation

by **Andrea Jones**, recreation therapist and volunteer coordinator

Our Hawaiian Luau Volunteer Appreciation Day was on May 8. It was a gorgeous, warm Okanagan day. We had 85 volunteers attend. They came dressed up as “wacky tourists,” and one wonderful lady won the prize - a great bottle of wine. Volunteers were greeted with a flower lei by our care manager and chaplain. “Tiny bubbles” were blowing over them as they entered our courtyard which was decorated in a Hawaiian style. Soft Hawaiian music lulled in the background. We had several booths set up for the volunteers to explore and try. These were: hula hooping, coconut bowling, coconut squeeze relay, photo booth, piña colada and Hawaiian iced tea drink shack, kebabs and orchids, pineapple ring toss and our Good Samaritan 70th-anniversary balloon darts.

Then it was time to eat! The kitchen prepared some incredible delicacies: pulled pork on a bun, salads, shrimp cocktail, and ice cream for dessert. Speeches were made, and then the lovely hula dancer, Jane, performed and then taught us how to hula. Chaplain Dean and Andrea Jones entertained with a guitar and ukulele. Both the recreation team and hospitality teams had a wonderful “Hawaii 5-0” skit that took the crowd by surprise. A basket of Hawaiian treats was given as the door prize. The Aloha spirit was alive and well!



▲ Jane performs a traditional hula dance for the crowd



▲ Volunteers shaking their hips at the hula hoop booth





▲ Rev. Kim Staus, board member, enjoying the delicious food served by Kathy Stevenson and Rhiannon Hoffman



▲ One of our volunteers prepares the delicious fruit kebabs



▲ Skit before the luncheon

Good Samaritan Lee Crest, Cardston, Alta For his wife

by Sherel Burrows, health care aide

*I see you as you enter, softly greeting the
childlike faces that echo feelings around them.*

Residents in wheeled chairs, going nowhere.

*Minds wandering, but becoming lost along
the way.*

*Your encompassing smile warms the day
bringing peace to them as they stare.*

*No one would guess the tears you shed each
night as you fall into bed.*

*You cry out from the regret for the life and the
dreams that lay ahead.*

*Now alone at night, like elusive wisps of
smoke, those dreams are surely dead.*

*By fate's cruel hand the plans you made lay
crashed and ripped apart.*

*The one you love was torn from you, not by
death, but he's lost in the dark. The mind, once
strong and bright has been dampened and is
full of decay. The once familiar words he spoke
have all but faded away.*

*You sigh as you reach the body of the man, so
like the one who stole your heart.*

*The big strong hands, the bright blue eyes, the
mind was once sharp and smart.*

*You wistfully gaze back through time and the
memories cause a tear to start.*

You promised forever as you made your vows.

Now forever seems far away.

Your children are raised.

*You struggled and toiled, together, each step of
the way.*

*Now with the curves that life has thrown you
just take everything day by day.*

*The children come to say hi to Dad, but then off
again they go.*

*Their lives are busy, so much to do, the deep
heartache they never really know.*

*But here you are and here is he, trapped and
frozen in time.*

*There are no answers, no defining cause, no
reason to this rhyme.*

*I cannot know or understand your pain, how
deep the tempests rage.*

*You carry on with stoic will, determined to
weather this stage.*

*Life has left its marks on you etched deep
within your heart, but truth whispers of eternal
promises when the body's flaws depart.*

~

*Sherel wrote this poem based on the wife of
a dementia care resident who resides at
the care home.*

He is new (continued)

by Shannon Greenough

One day I left the hospital to go to my daughters to shower and rest. The phone rang; it was the hospital. "You must come right away, Zac's stats have dropped, and we don't think he's going to pull through. The emergency team is trying to revive him." That 20-minute drive to the hospital seemed like forever.

I kept repeating, "Please God don't take him. Please, God, don't take him." I ran into the room. The team was doing everything to bring him back, surrounding him. I ran to his side; tears fell from my eyes onto his cheek. Within seconds his stats went back up, he looked into my eyes. "Mom," he said, the only word he ever said. Oh, my heart.

Things like this happened so many times, and every time he pulled through, he would do something he could not do before. Then the time came when Zac would be placed in transition. I was terrified again. You see when Zac was in ICU, I felt safe and knew that he was being watched carefully. When he moved to observation, I was so scared again, yet thankful for nurses being in the same room with him. Then when they moved him to the floor where they just checked on him, he would always end up back in ICU to observation, and that cycle would continue. Therefore, when transition came, tears of terror fell again.

I felt helpless at that time, as Zac still needed suctioning through the trach site. He still had a large open pressure sore, and his emotions were changing. He was so angry and often had to be restrained. The nightmare continued. He was only calm if I was there. It was not long in transition, and he was rushed back to ICU as his stats were dropping, then back to transition. I was becoming exhausted, yet so afraid to leave him. Then the day came when I was told I had to choose a care home. This became another task that made me sick to my stomach. I just wanted to take my son home. I promised we would return, but the reality was that I had lost everything.

My home had flooded while I was with Zac in the hospital. A broken pipe took out two floors and all the contents, and with my husband's passing it would be years before all the insurance, estate and so on would be sorted. More importantly, Zac's medical needs were too complex and fragile for that to happen. I felt as though I had failed him, my husband, my family and my community that prayed endlessly.

I would pick myself up and go in search, again alone, with a decision that would be one of the hardest both emotionally and mentally. Again, feeling so afraid. How do you pick a care home for your now 24-year-old son?

He was 24 and being placed in a care home for the elderly. It was devastating. One again Zac's emotional struggle changed, he would cry and cry, especially with music or if I sang to him (no it was not my singing). Just another release of his pain and memories. I was handed a list of care homes having no idea where to begin, what to ask, or what it meant for our future. I was told to choose my top three, number one being my top choice and so on.

I spent hours and days going from care home to care home. What I was learning broke my spirit even more, as it seemed that a care home was the end, where you go to wait to pass. "My son is 24; please, God, guide me." I fought so hard to get Zac to rehabilitation centres with letters from all the professionals and myself pleading for help. I would find out what their criteria was, only to work so hard to have Zac reach it and they would change it or add to it repeatedly. After the final letter I wrote, they agreed to come and see him in person, only to let us down again. The reason this time was that the trach was still open. My response at that was, I would do it myself as I have been since the beginning.

My attitude and determination would keep me going. I continued on my quest for a care home, handed in my three choices completely disheartened. I spent all of this time searching, being told that Zac would be placed in one of my choices and then could be moved to my top choice when a bed became available. That is not

what really happens. Zac was placed at the General, which was not one of my choices. Heartbroken, we were given no options. The General was full of elderly people with dementia. Staff was good, but my son was 24. Would they work with him? 20 minutes a week of physio is all that he would get. The rest of the time, he would just exist. I could not let that happen. I believe in him and worked with him daily, showing everyone his progress and continually asked why he is not in rehab. Zac continued to struggle with his emotions. He spent so much time alone; he needed people his age to socialize to bring back his spirit. I was determined to get him to Good Samaritan Mill Woods Centre. I fought, I phoned, I shared my story in tears, and finally, a bed became available at a care home. It was my first choice because Good Samaritan Mill Woods Centre was not the same. It was a care home for young adults. Moving day was again bittersweet. You see Zac and I made family wherever we went, but I knew this was not where Zac would end. We said our goodbyes. We had hope, a new beginning where there were residents who Zac could relate to.

Our beginnings in our new home were not without setbacks, struggles, and more terrifying, time where we would almost lose our Zac repeatedly. It would become another battle I would have to fight. Zac's trauma was not over. Let me explain Zac's condition when we arrived at Good Samaritan Mill Woods Centre. He had made great strides in his progress. He was now able to communicate using an alphabet board, spelling words one letter at a time. It took time, but he knew what he wanted to say. His emotions were much better, although he still had times of deep sadness. He also found his inner rock star again, as we would rock out to music and his smile, oh that smile melted my heart.

Prior to moving into the care home, Zac had only been in a wheelchair a few times due to the constant reopening of the pressure sore and his struggle to hold up his body. He still needed me to go with him to the gym. He was scared and had to be encouraged to try, but it was not long before he started to find his own way. Zac's health, however, was still scary. He could go from being fine to hospital in a matter of minutes. I knew the signs that something serious was wrong and Zac often ended up in hospital two or three times in a short period of time, it seemed like he would just get back and off he went again. Zac would come close to passing and at times just barely revived. Zac went into sepsis shock from UTIs, throwing up and asphyxiating



Zac in rehab

from tube feeds, sending him to hospital for surgery to close his trach, then aspiration pneumonia—ICU often when we only had minutes to spare! He lost his toe due to a pressure sore. I cannot tell you the mental, emotional high state of anxiety this became for me. I literally became ill every time the phone rang or I arrived to find him in a critical state. Doctors at the hospital telling me he would have died if we did not have gotten him to hospital. I was terrified to leave him.

I felt as though my nightmare would never end. Would I ever feel safe again? New management took over at the care home, and I remember thinking, “they don’t know us; I have to start all over.” I was so tired, but I knew I had to share with them my pain, our story, or at least a part of it. Then the day came when I would be able to breathe again, to trust and to feel that my son would be ok. On this day Zac had just returned from hospital and was on antibiotics when suddenly I got the call that something was wrong. His stats were dropping, and they could not keep them up without oxygen. He was shaking and boiling hot with fever. I was terrified again. He was in bad shape. Zac said “hospital” and asked for the doctor. The doctor was called, and he examined Zac

and said, "Give the antibiotic a couple more days. If there's no change, we will send him back to hospital." I said, "Look at his stomach," as I could see a yellow tinge, same answer. I looked at my daughter. I have to get him to the hospital. I tried to trust the doctor, but I knew; my gut told me to fight.

I went to the site manager, and I am sure she could see the terror in my eyes. I said, "Please, we have to get him to the hospital." Immediately she said "ok" and went toward the front desk. I ran back to Zac. I do not know who was there that day, but I do know that because she listened, she heard and trusted me. There was a team of people there that day. That team of people made the decision to override the doctor's decision and get Zac to hospital. Zac was taken straight to critical emergency and there a medical team of doctors surrounding him.

He ended up in ICU with antibiotics through the vein in his neck to get them in faster at a higher dose. His catheter had been plugged, and his body was full of poison and e-coli poisoning as well. I am so thankful to all who made that decision. I know I would not have my son today if they had not listened to me. Thank you for hearing me for the first time since our journey into care began. Again, my boy survived. I began to feel more secure, and life for us began to change at that point.

My Zac now. What a wonderful story he has become. My son is a survivor; he is my hero, my light, we have made miles since that day! Zac is now a social, smiling person with the best sense of humour. He attends wheelchair class, can wheel himself around, and enjoys hand exercise class where he is printing and his fine motor skills have come a long way. His pressure sore has healed. Having the trach site surgically closed enabled him to begin to talk again and improved his lung strength. He attends speech class and is now able to speak using his voice. He has a nova chat as well. He is also working on swallowing. He is really also a little mischievous, just as he was before the accident (he gets that from his dad). He is so funny, so loving and loved by so many. His smile lights up a room. When I feel down now, I go to Zac and he makes me laugh so much. He is the sweetest person, and best of all, Zac has not been in hospital for anything serious in well over a year. For the first time since this journey began, I can take time to heal, take holidays and feel safe. Zac and I still mourn the loss of the old Zac before the accident, but this new Zac is just as amazing, and I feel so blessed to know and love them with all my heart. I'd like to share this poem I wrote called HE IS NEW.

*He is not the same, on knees I bow. He is new
He is not the same, sweet life chosen. He is new
He is not the same, he was reborn. He is new
He is not the same, God gave him back. He is new
He is not the same, a special gift to unpack. He is new
He is not the same, I mend the worn. He is new
Every day I struggle between the old and the new. It is a
struggle that will last a lifetime I'm sure. As a mom, I
mourn the loss of the son I once knew.
He is not the same, I mourn the loss. He is new
He is not the same, I feel the pain. He is new
He is not the same, a body remains. He is new
He is not the same, a road we cross. He is new
He is not the same, this beautiful soul. He is new
He is not the same, I see him again. He is new
He is not the same, still blessings Amen. He is new
He is not the same, I loved him then. He is new
He is not the same, I love him now. He is new*

On the other side, I am so thankful to be blessed with a new soul in the same body. Life has become a rollercoaster of emotions, but what I know for sure is that I am blessed as my son was reborn. This new soul is just as precious, just as wanted, and just as loved. Our story continues...



Zac and his Mom Shannon in 2014

in TOUCH

News and information from mission effectiveness



Rejoicing together for 70 years

by Karen Wedman, director of mission effectiveness



Karen Wedman

This year GSS/GSC celebrates its 70th anniversary. We have had the privilege of caring for people in many communities across Alberta and British Columbia for 70 years.

As we celebrate, we look to the past to Gottlieb Wedman, who had a dream of providing a home for those who were elderly and had no family to look after them; to the wonderful communities who came together with a vision to make Gottlieb's dream become a reality.

Psalm 118:24 says, "This is the day that the Lord has made; let us rejoice and be glad in it." We rejoice together as we continue our journey honouring our heritage of providing compassionate care to all who reside in our care homes and planning ways to extend Christian

hospitality in the years to come.

This past year the organization worked on the creation of a new five-year strategic plan. At the heart of the strategic plan is our mission, vision and values. These principles help form the Good Samaritan's identity in all that we do. While our field is clinically focused and driven, we are in the business of serving people. Christian hospitality drives all that we do. People-centred care is more than tasks and programs; it is a community caring for one another. As we step back to think about our history and our future, it is good to ponder who we are right now and who we want to be.

From these many discussions came our strategic priorities: Quality of Living (our fundamental reason for

being), Mission-Driven Culture (our fundamental way of being), Organizational Sustainability (how we sustain our commitment) and Impactful Partnerships (how we work with others) are rooted in our mission, vision and values.

We believe it is important to understand who we are, what is important to us, and what we believe in to inform our practice. GSS/GSC has strong values, and we continue to strengthen our commitment to living out our values through this new five-year strategic plan.

The Identity and Values Committee has been working hard to incorporate our core values into common practice and understanding within the

organization. Having fun is also a priority, so we held a hashtag competition asking staff for hashtags that they think best represent our value of Healthy Relationships.

Hashtags such as #BeingGoodSamaritans, #CaringforOthers, #CommittedtoOthers, #CompassionandCompromise, #EmpathyMatters or #SupportingEachOther are just a few of the hashtags that were entered but they all demonstrate the importance of healthy relationships within our organization. Using the information from the hashtag competition, we will be deciding on a tagline to accompany the value so all staff will have the same understanding of what the value means.

Values and ethics go hand-in-hand. We are committed to ethical

practice in all parts of our organization. GSS/GSC executes all decision-making policies and procedures through our mission, vision and values supported by practical applications of ethics and ethical principles. Mission Effectiveness is also very involved in building capacity for ethics at GSS/GSC and for our residents and families as well. This past year we developed a new ethics framework that provides tools for values-based decision making and a new process for discussing ethical issues. It is important that we learn from every ethical issue and so we have started following trending issues and will share the recommendations that come from ethical consults with all the care homes. In this way, we can become proactive in providing the best care to all our residents.

Central to our mission of providing Christian hospitality is providing

holistic care for our residents. Caring for their physical, mental, emotional and spiritual wellbeing brings joy to each person and to our staff as well.

Chaplains provide spiritual and religious care to all people. Journeying with individuals at this point in their lives, sharing stories, hearing words of wisdom from those who have experienced life all help provide meaning and purpose to both people. As a faith-based organization, we are able to provide spiritual care to residents and staff alike. Our Good Samaritan Chaplains remind us by their presence and ministry that we are not just here for a shift, but that each of us has a calling to care and that we can share together. Our chaplains are involved in programming, ethics, leadership and the community. They are a thread connecting us and representing the mission we share: to bring Christian hospitality to all in need, at all times and in all places.

We look forward to the years ahead, journeying alongside those who live at our care homes and we pray for God's wisdom, caring and love to accompany us on this journey together.



You can now subscribe to receive *The Journey* online, by visiting: [https://gss.org/contact/ newsletter/](https://gss.org/contact/newsletter/).



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Duet bikes make life more active for residents and clients.

Bicycle built for two

by Leslie Purvis, recreation therapist

A few months ago, while flipping through a seniors supply magazine, the recreation therapy staff at Good Samaritan Place CHOICE (Comprehensive Home Option for Integrated Care of the Elderly) Program noticed a three-wheeled bike for purchase.

Knowing that they had raised money at some bake sales and had donation money in the budget, they thought how wonderful it would be for the CHOICE clients to feel the wind blow through their hair once again while riding a bike.

In June, the bike arrived and since that day many clients have ridden the bike with the assistance from the recreation therapy staff.

Staff have seen a transformation within the clients as, each day, a few new clients try out the bike.

"It has been years since I have ridden a bike and never one like this," expressed Barb V. as she rode down the street.

Many clients with physical and psychological challenges have said they could not ride the bike, but with encouragement from their peers and the CHOICE staff they have gotten on the bike and overcome their limitations.

The goal for this summer is to have all 90 clients and CHOICE staff ride the bike at least once and to ride 6,521 km, which equals riding across Canada.

CHOICE client Ferida H. shares, *"I cannot believe that I am riding this bike. For me, I have had many challenges, but this gives me the feeling of freedom."*



Your support is crucial

Make your gift today to celebrate our 70th anniversary and to help provide exceptional care for 70 years to come.

To donate, or for more information, please visit: www.gss.org/makelifemore

Why give

1 THE NEED

Seniors and persons with developmental disabilities deserve a high quality of life. Recreation, activities, art, and music programs enrich residents' and clients' lives in care homes and go beyond the basic care services funded by government and residents' fees.

Support from donors is needed to fund art and music programs, enhanced therapies, community outings, and enriched outdoor spaces.

These simple, but crucial changes will take us from good to great. They take life and make it more.

2 THE GOOD SAMARITAN DIFFERENCE

We are a focused, well-run organization with the reach to deliver quality care and quality accommodations for seniors and persons with developmental disabilities in need through our network of care homes across Western Canada.

95 per cent of all donations goes towards direct frontline care and services—your support impacts those who matter most.

3 CARE FOR THOSE WHO CARED FOR US

Help us cultivate joy and provide a better quality of life for our parents, grandparents, teachers, coaches and neighbours. Your support will create a better future for the many individuals who helped you grow into the person you are today.

With your generous support, we can deliver the quality care and accommodations these individuals deserve.

By the numbers

CARE AND INDEPENDENT LIVING BEDS



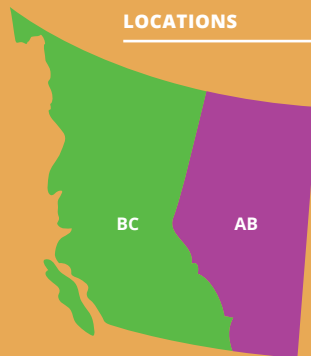
EMPLOYEES



ADULT DAY PROGRAMS (WEEKLY CLIENT AVERAGES)



LOCATIONS



A total of **29** locations in **20** different communities

8 locations in



7 BC communities

21 locations in



13 AB communities

PPDD

128 in Programs for Persons with Developmental Disabilities (PPDD)

VOLUNTEER HOURS (2018/2019)



Data shown current as of July 9, 2019

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SPIRITUALITY & WHOLENESS WORKSHOPS



Dean Shingoose, MA

Conversation is food for the soul: conversations in spiritual care

Lethbridge, AB, Friday, September 13, 2019 Coast Lethbridge Hotel and Conference Centre

Dean has over 29 years of combined congregational and chaplaincy experience. He served in pastoral ministry for almost 19 years and then served for 11 years in a variety of health care chaplaincy contexts: Foothills Medical Centre, Chinook Hospice, St. Mary's Hospital and Good Samaritan Village By The Station. Educationally, Dean holds a graduate degree, Master of Arts (Leadership & Ministry), Canadian Theological Seminary, Calgary, Alberta. Dean is ordained with The Pentecostal Assemblies of Canada.

Workshop overview: You could say many people, especially patients, residents and clients are “dying” to have heartfelt “caring conversations” with their family, friends and caregivers. In our fast-paced modern society, and health care is no exception, we’ve seemingly lost the simple art of heart-to-heart conversation. Even with the ubiquitous nature of social media, people of all ages in our society are feeling more isolated and disconnected.

The Mexican proverb: “Conversation is food for the soul,” provokes pleasant images of “breaking of bread” or sharing a good meal with a good friend that satiates both body and soul.



Anna Madsen, PhD

Restoration for the restorers: caring for those who care

Edmonton, AB, Friday, September 27, 2019 Our Lady of Perpetual Help Church

Kelowna, BC, Friday, September 20, 2019 First Lutheran Church

Anna Madsen is a “freelance theologian” in Two Harbors, MN with a Ph.D. in Systematic Theology focusing on the Theology of the Cross from Regensburg, Germany. Prior to her family's return to Sioux Falls, SD, where Anna was to begin a call as an assistant professor of religion, an accident killed her husband and severely injured her young son Karl. The event powerfully shaped her theology and her life, not least of all by being the catalyst for OMG: Center for Theological Conversation, and now the Spent Dandelion Theological Retreat Center.

Workshop overview: The word “rest”, with its roots from the Latin word “restaurabo”, is precisely what caregivers could use all the more of. We will talk about the difficulties of valuing self-care, of availing oneself of self-care, and of the sacrality of rest and of restoration. Our own well-being, and that of those whom we serve, deserve to be fed.

For more information and to register, visit: www.gss.org/events

One man's dream, supported by a community,
created a legacy that
continues to grow in
strength, excellence
and creativity in
caring for others.



With a gift of \$7,000, Gottlieb Wedman's dream for providing a comfortable place for senior citizens to live with dignity and receive the high quality of care they deserve was born.

Good Samaritan has learned and changed a great deal since 1949, but who we are remains the same. Our defining principles continue to guide our dedication to provide safe, comfortable communities that inspire involvement, where people experience a sense of caring, belonging and purpose.



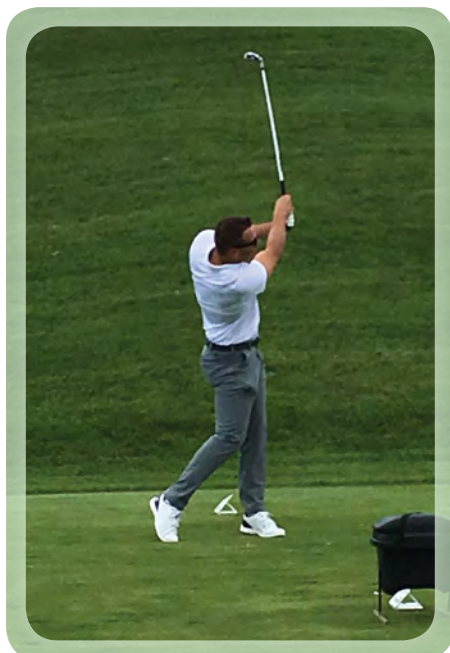
The First Annual Southern Alberta Spirit of Caring Golf Classic

The Good Samaritan Society hosted the First Annual Spirit of Caring Golf Classic in Lethbridge on June 25th with title sponsor, PharmaCare. The inaugural event was a great success made possible by the generosity of the sponsors and vendors who made the day possible.

The 90 golfers and more than 30 volunteers had a great day surrounded by the beautiful scenery at Paradise Canyon Golf Resort. The tournament helped to raise more than \$25,000 for the New Initiatives in Care Excellence (NICE) Program.

Thank you to sponsors, golfers, donors and volunteers for making the event a great success!

We look forward to the Second Annual event next June.



Thank you to our 2019 Southern Alberta Spirit of Caring Golf Classic Sponsors

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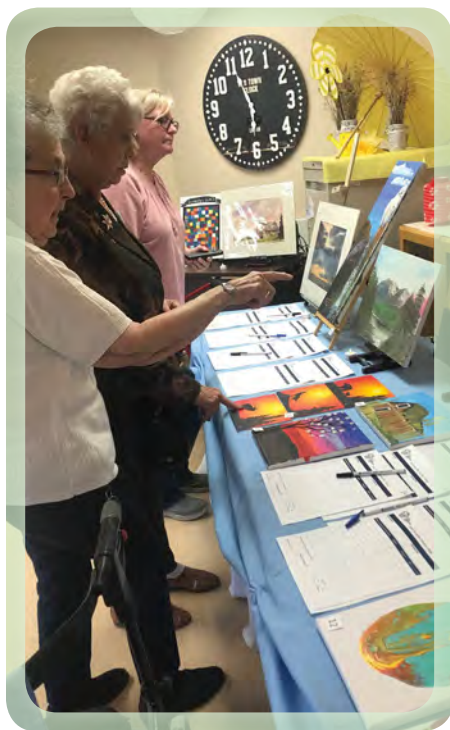
Konica Minolta

Good Samaritan Pembina Village Evansburg, Alta

Art silent auction

by Vicki Vincent, recreation/volunteer coordinator

On April 26, Good Samaritan Pembina Village hosted a fundraising event featuring artwork created by residents at the care home in addition to local artists who generously donated their work. The event featured a silent art auction, 50/50 draw, wine, cheese and fantastic live music by a local musician.

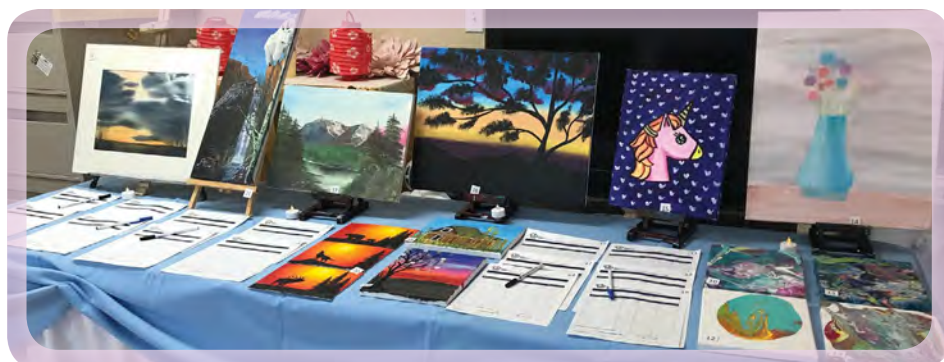
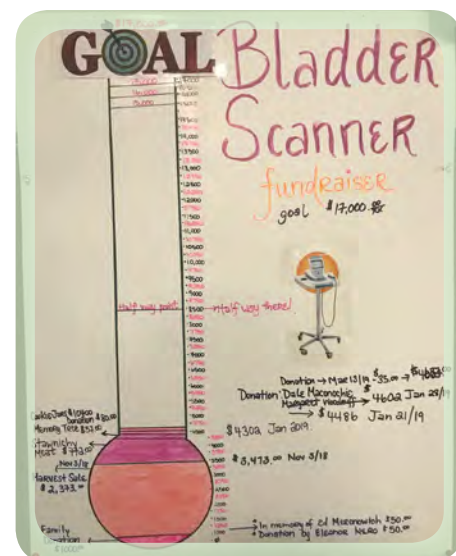


The residents had a wonderful time enjoying an evening with family, friends and fundraising raising \$1,626 in support of The Bladder Scanner Fund! Great work, Pembina Village!



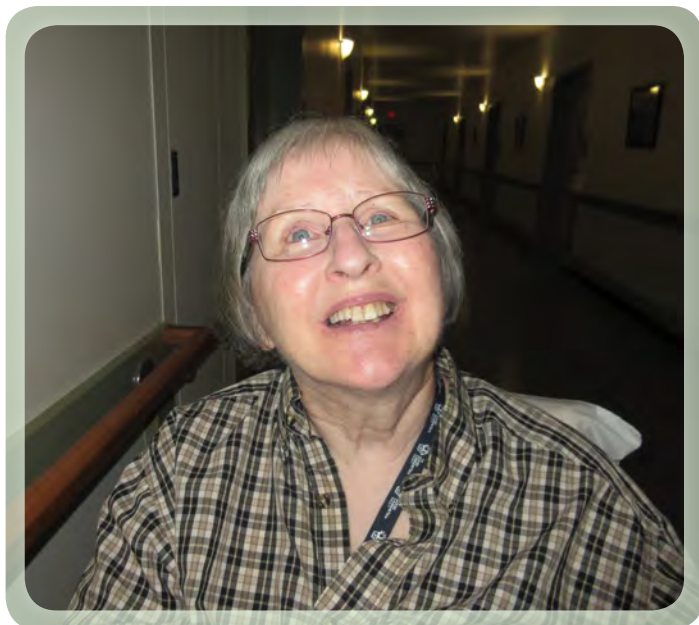
Did you know?

Art therapy changes lives. The creative process, along with psychotherapy facilitates self-exploration and understanding. Using imagery, colour and shape as part of this creative therapeutic process, thoughts and feelings can be expressed that would otherwise be difficult to articulate.



Good Samaritan Village by the Station Penticton, BC

Resident Hardship Fund



Maura Taylore, pictured above, resident at Good Samaritan Village by the Station in Penticton, BC, was so excited to be fitted for her new glasses. "When Maura's glasses were put on, she beamed from ear-to-ear. She was so overwhelmed she had tears in her eyes" shared Andrea Jones, recreation therapist and volunteer coordinator.

Maura was fortunate to be the first resident to benefit from the newly-established Resident Hardship Fund.

The fund was created to give residents in need a helping hand for personal care, social activities and other opportunities that they otherwise could not afford.

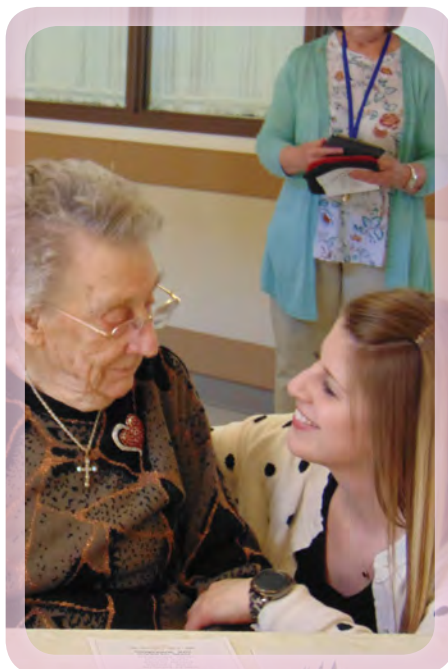
Thank you so much to the incredible team at Good Samaritan Village by the Station for making this happen for Maura; you embody our mission of what it means to be a Good Samaritan!

Good Samaritan Stony Plain Care Centre Stony Plain, Alta Celebrating over 700 years!

by Rod Hall, recreation therapist/volunteer service

We are incredibly happy to have celebrated over 700 years of life at Good Samaritan Stony Plain Care Centre on March 21, 2019. Family members, volunteers, and staff joined President and CEO Julius van Wyk in acknowledging this unique gathering and the significant milestones of the seven celebrants. Thank you to the Honourable William Chow, mayor of Stony Plain, for his kind words and commitment to seniors' care in the community.

Happy birthday, Shirley Bathgate, Susie Crozier, Evelyn Glover, Alice Hough, Hazel Kristensen, Annie Shumlich, and Jane Vandenburg.



Good Samaritan Heron Grove Vernon, BC

Theatre room

by Chris Smith, recreation and volunteer coordinator

We are excited to announce that we have used the proceeds from our annual Evening of Edible Elegance and built our very own theatre room! Our recreation department will be hosting movie afternoons the 2nd and 4th Wednesdays of the month on its massive 120" projector screen! This room has a giant popcorn machine, curtains to block out the light and muffle outside sound, "Now Playing" chalkboards and a concession stand.

Besides just movies, staff can put on regular cable for that "big game" or show YouTube videos for those in attendance. Families can ask to show slide shows on this gigantic screen for their loved ones to enjoy. Many staff, families, residents, and volunteers worked hard to make this theatre room a reality. Special thanks to Betty Gillen (recreation therapy aide), Krista Cardinal (recreation therapy aide), Jarka Webb (health care aide) and the leadership team at Good Samaritan Heron Grove for their hard work and dedication on this project!



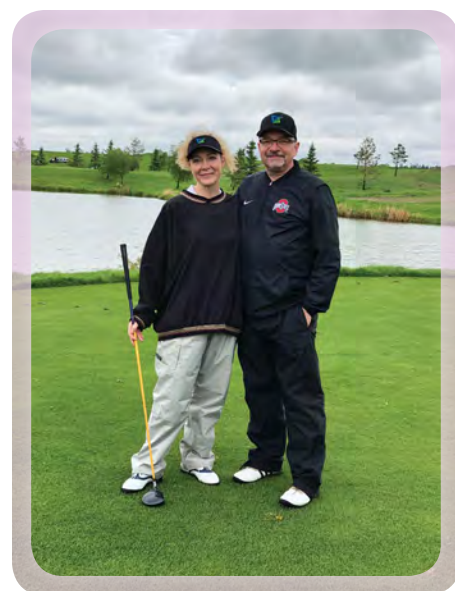
27th Annual Northern Alberta Spirit of Caring Golf Classic

On Thursday, June 6, The Good Samaritan Society, along with our title sponsor Servus Credit Union, held the 27th Annual Servus Spirit of Caring Golf Classic at the Quarry Golf Course in Edmonton.

More than 185 golfers and volunteers braved the weather and made the best out of a rainy day to raise funds for the New Initiatives in Care Excellence (NICE) program. This program offers improved resident comforts and additional therapies that are making a lasting impact on those who call The Good Samaritan Society home.

THANK YOU to the generous support of our sponsors, golfers, donors and volunteers who helped raise over \$150,000 at this year's tournament. Thank you for helping us make life more active, peaceful and accessible for our residents and clients.

We look forward to seeing you out on the course in 2020!



Thank you to our 2019 Northern Alberta Spirit of Caring Golf Classic Sponsors

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**SPRIT OF CARING
GOLF CLASSIC**

NORTHERN ALBERTA CHARITY GOLF TOURNAMENT
IN SUPPORT OF THE GOOD SAMARITAN SOCIETY

December 1, 2018 - May 31, 2019

Donations

As charities, The Good Samaritan Society and Good Samaritan Canada depend on the support of our donors to help secure items not otherwise funded for such as our beds and specialized equipment needed to care for our residents and clients. The generosity of our donors helps make this happen—thank you!

2018 Christmas Appeal

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