

Rooted

Celebrating 70 years of compassionate care



2018-2019
Report to the Community



THE
GOOD
SAMARITAN
SOCIETY

GOOD
SAMARITAN
CANADA

70
YEARS
OF CARING

Table of Contents

- 2 Mission, Vision, and Values
- 4 A Year in Review
- 6 2018 - 2019 Board of Directors
- 8 Terry Mayne's 40 Years of Volunteering
- 10 By the Numbers
- 11 Programs and Services
- 12 Jean Bain's 50 Years of Service
- 14 Care Homes and Service Capacity
- 16 About Zac
- 18 Strategic Plan
- 22 Celebrating Our Past
- 25 Fund Development Facts and Figures
- 26 Financial Summary
- 28 Thank You

Mission, Vision, and Values

Our Mission

To extend Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief.

Our Vision

To grow in strength, excellence, and creativity in caring for others.



Our Values

Reflecting Christian Hospitality, the values of The Good Samaritan Society and Good Samaritan Canada are:

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;
- supporting the potential in everyone.

Hospitable Environments

We provide safe, comfortable communities inspiring involvement, where people experience a sense of caring, belonging, and purpose.

We do this by:

- putting people first before tasks;
- providing home-like surroundings;
- providing safe, non-threatening environments;
- 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;
- serving others without self-interest.



A Year in Review

Message from our President and CEO, and Board Chair

Our organization has come a long way since 1949. Long before the establishment of government-funded health programs in 1957, Mr. Gottlieb Wedman donated funds to help provide care for the elderly. From the 1955 opening of a single auxiliary hospital with 70 beds (renamed the Dr. Gerald Zetter Care Centre in 1988), The Good Samaritan Society and Good Samaritan Canada, through its 4,100 employees and 1900 volunteers, now provide care to more than 5,000 residents and clients in 29 distinct locations across Alberta and British Columbia. One thing that has not changed over the years is our dedication to extending Christian hospitality to all individuals needing care, regardless of race or religious belief.

Our commitment to excellence in service has been strengthened this past year through the elaboration of a strategic plan that will drive our service priorities over the next five years. These include focusing on quality of living – not just quality of care; promoting a passionate work culture grounded in our Mission, Vision, and Values; and ensuring the long-term vitality and sustainability of our organization, in part by working effectively and respectfully with our stakeholders.

Quality of Living/Work Culture

In our ongoing effort to engage with residents, staff, volunteers, and other stakeholders, the Board Directors attended, as often as feasible, staff/volunteer recognition and other celebratory events (such as Christmas parties) held at care homes in their respective communities. Several Board members also participated or volunteered in key fundraising events, such as the 27th annual Spirit of Caring Golf Classic in Edmonton, and the first annual Golf Classic held in Lethbridge in June.

Relationships are fundamental to how we deliver our services. Whenever possible, the Board of Directors and senior leaders take time to hear directly from residents and family members about their overall satisfaction and suggestions for improving the resident experience at our care homes. This includes regular review of overall themes coming from Resident/Family Council meetings. We ensure that we are listening to our residents and families and address any concerns as efficiently and quickly as possible.

Organizational Vitality/Sustainability

As a not-for-profit organization, it is crucial to be good stewards of our resources. Unfortunately, our funding has not kept pace with the ever-changing continuing care environment — including capital funding to address issues of ageing infrastructure and/or upgrades to our homes to meet the needs of our residents/clients. In particular, several of our care homes in Edmonton must be redeveloped or repurposed. The Board and Senior Leadership Team are actively engaged in reviewing options for a solution.

Stakeholder Relationships

Partnerships with stakeholders are a key component to ensuring the future success of our organization. We endeavour to be an organization that is receptive to recommendations and ideas from our partners in the healthcare industry. Together, with a united voice, we can promote new health initiatives to all levels of government and advocate for those in our care.

We want to share our deepest gratitude to the staff and volunteers at all levels of our organization, for their unbelievable commitment and for serving our residents and clients with unfailing dedication and pride. The Board of Directors and our Senior Leadership Team are sincerely grateful for the commitment of our staff to faithfully carry out our mission.

Sincerely,



Julius van Wyk



Dr. Jeanne Besner

Julius van Wyk
President and CEO



Dr. Jeanne Besner
Board Chair



2018 - 2019 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



Rev. Alfred Maier
Sorrento, BC



Janet Molnar
Victoria, BC



Marvin Molzan
Rolly View, AB



Lisa Randall
Edmonton, AB



Norman Thompson
Kamloops, BC



Allan Welke
Pincher Creek, AB



Nadine Lung
Sherwood Park, AB



Wayne Petersen
Lethbridge, AB



Ken Zollnar
Medicine Hat, AB

Work of the Board

Four standing Committees ensure the efficient operations of The Good Samaritan Society and Good Samaritan Canada: Quality and Safety, Finance and Audit, Compensation and Human Resources, and Governance. Committee members elect the Committee Chair and receive authority from the Board of Directors.

Quality and Safety Committee

Assures the Board that policies and processes are in place to continually improve the quality and safety of care and services across all programs and services. This will include promoting a culture of safety and a systematic approach to continuous improvement.

Finance and Audit Committee

Approves, monitors, evaluates, advises, and makes recommendations on financial matters affecting the organization and its related entities. The Committee's mandate involves four oversight roles: audit process, financial reporting, investments, and organizational risk.

Compensation and Human Resources

Provides oversight in the areas of leadership evaluation, compensation, and succession planning. Additionally, this committee ensures that talent management policies and procedures are in place and provide input, oversight, and approval of these processes.

Governance Committee

Advises and supports the Board of Directors on matters of governance policy, and recruits individuals for election to the Board of Directors.



Terry Mayne's 40 Years of Volunteering

Good Samaritan Southgate Care Centre, Edmonton, Alta.

By Alan MacKenzie, Volunteer Coordinator

Over the past 70 years, volunteers have devoted countless hours of their time, energy and talent to assist and enhance programs and resident comforts at The Good Samaritan Society and Good Samaritan Canada. Volunteers come and donate their time for different reasons. Terry Mayne has become a permanent fixture at Good Samaritan Southgate Care Centre. She has logged over 12,000 hours over 40 years of volunteer service at the care home.

Terry was born in the small town of Manning just north of Edmonton. Terry and her husband, Robert, have moved from city to city due to Robert's job. However, Edmonton has been their home over the past 50 years. Terry had no issues settling in wherever Robert's job took them. Terry's friendly demeanour is contagious, and therefore she had no problem making new friends.

During a trying time, Terry went to seek guidance from her parish pastor. Terry's daughter, Ann, became very ill during her last year of high school and her pastor suggested that Terry visit mass at the Good Samaritan Southgate Care Centre on Monday mornings. One fateful Monday morning, Terry decided to take a seat at the back of the room. It was there when volunteer, Sister Helene, commented, "Look, Father, the Lord has brought us a new worker."

Terry's intention during mass was to pray for Ann to heal and become healthy. As time moved forward, Ann recovered and remains well to this day.

In 40 years, Terry has lead in some morning worship; engaged with residents by doing activities, such as swimming, shopping, having tea, and participating in bazaars. Terry has even gone as far as taking

residents to doctor appointments and having special one-on-ones with residents when she is not busy setting up birthday parties or running the canteen.

In October 1981, Terry was invited to attend a meeting where she and three other chartered members, Gladys Ponech, Ada McIntosh, and Marion Forrester, came up with Extended Hands — where volunteers assist residents in daily activities. The goal of Extended Hands was to assist Good Samaritan Southgate Care Centre with volunteer service and fundraising endeavours, which directly benefit the residents.

Terry held many positions with the Extended Hands group. She has acted as President and Secretary during her many years of service.

The first-ever fundraiser, held at Southgate Mall, was over three days long. The time and effort the members of the Extended Hands group put in during those three days are long gone, but not forgotten.

Today, fundraising activities such as bake sales and bazaars, and running the canteen has led to the Extended Hands group donating over \$300,000 to Good Samaritan Southgate Care Centre for the comfort and joy of residents! This outstanding achievement cannot go unrecognized.

Terry's ultimate goal is to enhance the lives of those we serve through warmth and with a caring and personal touch.

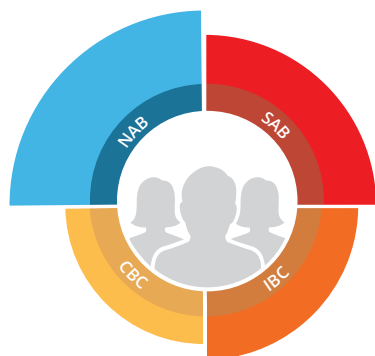
In the past 38 years, Extended Hands has ensured all the residents receive a welcome, birthday, and Christmas card. Over 25,000 personalized cards have been handed out since 1981. There are not enough words, and we extend a heartfelt thank you to Terry and the Extended Hands group.

"It is a well-known truth that, in life, the good deeds we do come back to light on us. The volunteers' actions of love that make a difference to the lives of the care home residents also make a difference to the lives of the volunteers," says Terry. "They are blessed with much love to give, and we are blessed to receive much love in return."

Thank you, Terry, for your time, generosity, your kind heart, and your giving soul. As Winston Churchill said: "You make a living by what you get; you make life by what you give."



By the Numbers



4133
employees

NAB: 1797
SAB: 1088
IBC: 711
CBC: 537

21 care homes
in **thirteen** communities

8 care homes
in **seven** communities

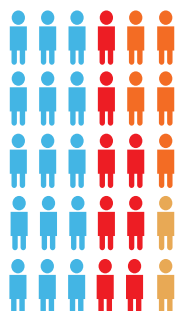
2672 care beds



290 Independent Living



128 Programs for Persons with Developmental Disabilities (PPDD) individuals in Edmonton, Alta.



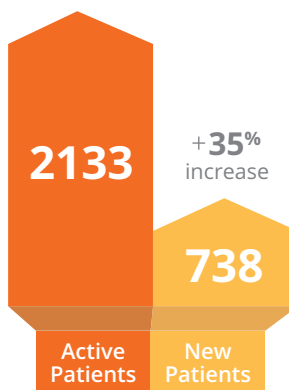
1241
volunteers

NAB: 635
SAB: 333
IBC: 213
CBC: 60



74,217+
volunteer hours

NAB: 40,283+
SAB: 16,023+
IBC: 14,344+
CBC: 3567+



+35% increase

Good Samaritan Senior's Clinic patients (April 2018 - March 2019)

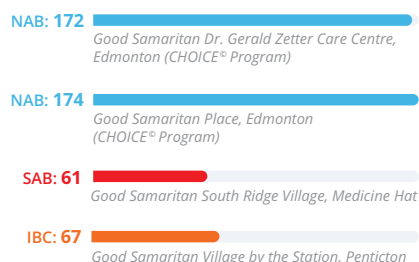


157 total referrals from Home Care or Community Care Management Team



2827 total home visits by physicians or other health care professionals

Adult Day Programs (weekly client averages)



NAB Northern Alberta
SAB Southern Alberta
IBC Interior British Columbia
CBC Coastal British Columbia

Data collected is current as of September 24, 2019

Programs and Services

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, British Columbia, and Good Samaritan South Ridge Village in Medicine Hat, Alberta.

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 home—the advantage of living at home by utilizing the support services available at two of our care homes in Edmonton, Alberta.

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.



Jean Bain's 50 Years of Service

Good Samaritan Stony Plain Care Centre, Stony Plain, Alta.

By Sherry Busslinger, Site Manager

Jean started working on August 17, 1968, as a full-time Nursing Attendant at Good Samaritan Stony Plain Care Centre, where she continues to this day to work 12-hour shifts as a Health Care Aide. In April 2006, the dementia care cottage opened, and Jean chose to go work in the cottage, as the dementia clients she serves are her passion. Jean very much lives and breathes the values of The Good Samaritan Society — she welcomes everyone into the care home: residents, families and staff, and makes them feel at home immediately.

Jean always has a smile for everyone, and her caring and compassionate nature is evident in all that she does. She is an excellent teacher and mentor to new staff. It takes an extraordinary person, with dedication, compassion, and commitment, to do what Jean has done for 50 years, and she is an inspiration to us all.

Her positive attitude and sense of humour have been a gift to everyone who encounters Jean, and the world is truly a better place because of her.

Jean's co-workers say they enjoy her humour (apparently, Scottish words are funny) and that she is a great people-person with staff and residents. One

of her co-workers remembers going to school with Jean in the horse and buggy days and then working together shortly after. Here are some quotes from her co-workers:

"Jean, it's always a pleasure working with you. You have just a way of making a person's day. You are amazing! Congrats on your 50 years!"

"Jean, I'm so grateful that I get to work beside such an amazing, hard-working and fun person. You make our days brighter and easier when you are on shift. I love your sense of humour and how dedicated you are to the job. You are truly a great advocate for the residents, and we need more staff like you. My favourite time with Jean is watching her when she is on the computer; let's just say she hates it. I usually help her out when the computer is not working properly. Thanks for all the great memories, and I am looking forward to many more. We love you and congrats on your 50 years of service."

Jean, congratulations on achieving 50 years of services and thank you for the work that you do to make a difference in the lives of our residents.



Public

- Assisted or Supportive Living (927)
- Community Support (35)
- Complex or Long-Term Care (1140)
- Dementia Care (570)
- Programs for Persons with Developmental Disabilities (128)

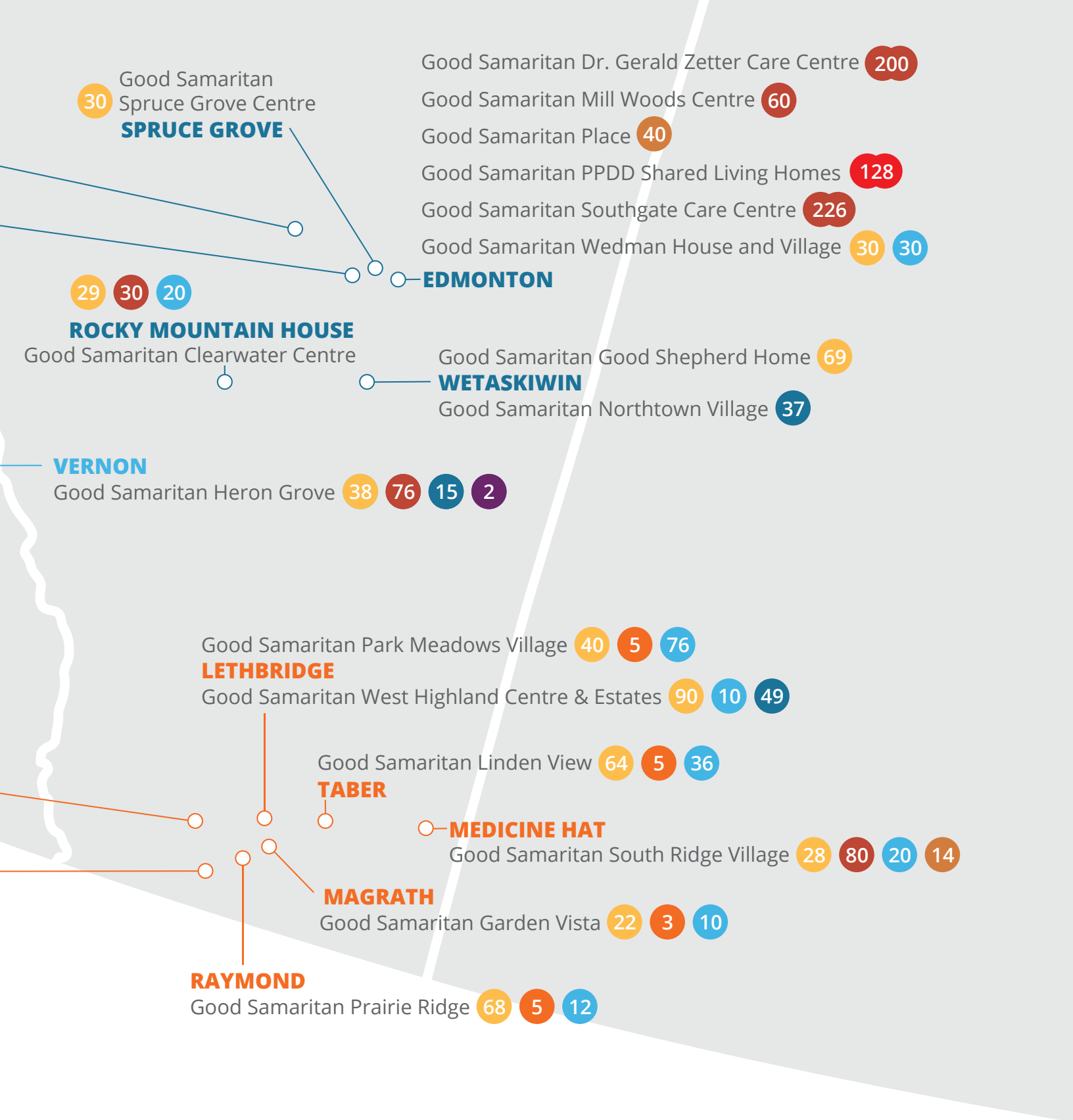
Private

- Independent Living (104)
- Life Lease (182)
- Private Assisted Living (91)



Care Homes and Service Capacity

The Good Samaritan Society and Good Samaritan Canada



About Zac

Good Samaritan Mill Woods Centre, Edmonton, Alta.

Shannon Greenough shared the horrific events following her son Zac's motor vehicle accident in the summer 2019 edition of The Journey newsletter. Shannon and Zac attended our May 2019 Leadership Forum to share their story with our site management and leadership teams.

Zac Greenough wanted to share a few things about himself as a follow-up to the story his mom shared. He has lived at Good Samaritan Mill Woods Centre in Edmonton for the last five years. Zac regularly attends a wheelchair class and hand exercise class, where he is learning to print. His fine motor skills have come a long way. He attends speech therapy and is now able to speak using his voice and a nova chat which is a speech-generating device (tablet) used by a wide variety of individuals who cannot rely on their speech for communication.

We asked Zac the following questions:

What is your favourite activity or pastime?

Dirt biking (before the accident) and now visiting The Boss (the nickname Zac has given the site manager at the care home).

What is your favourite movie?

The Avengers.

What TV show are you afraid to admit you love?

The Food Network and Marilyn Denis.

What is your favourite type of music and musician/band?

COUNTRY! Keith Urban.

In the past few years, what is the most important thing you have learned?

Don't drive like an idiot!

If you could do anything, what would it be?

Dirt bike, snowboard and hunting because my dad used to hunt.

How do the staff at the care home help you on a daily basis?

Nozomi gives me wheelchair class and keeps me from being bored.

In the past few years, what has been the most challenging for you?

Not being able to walk and eat what I want.

In your opinion, what improvements would you like to see at the care home?

A better gym, so I can be strong!

What do you think is your best quality?

LOVING!

Zac, your enthusiasm and beautiful smile brings joy, every day, to your family at Good Samaritan Mill Woods Centre. People who truly love others want them to be safe, secure, and happy, and this is evident in Zac's actions.

Good Samaritan Mill Woods Centre is a young adult (non-senior) long-term care home. Services offered at the centre include rehabilitation, spiritual care, and social work. A wide range of recreation programs are available throughout the week including scheduled outings. We encourage community interaction as the centre is located close to bus routes, shopping centres and medical/health services.



Zac and The Boss



Our world could use more
good samaritans.

Rooted in what's right.



Strategic Plan

2019-2024 Strategic Plan

This year marks the launch of our new strategic plan to guide our organization for the next five years. Through valuable input from our residents and their families, employees, volunteers and community partners, we are confident that we have developed a strong strategic plan — one focused on our mission. Our renewed plan is an opportunity to bring a fresh perspective to our mission, vision, and values. At The Good Samaritan Society and Good Samaritan Canada (Good Samaritan), we believe our world could use more good samaritans — just like you. This overarching theme informs our strategic priorities and directions, all while ensuring our activities and decisions align.

Our world could use more good samaritans.

For us, every day is an opportunity to feel inspired and make a difference. Our work and service of providing care to those in need give meaning to our lives. It is this passion and commitment to care that inspires us to expand our service and welcome other mission-driven people into our family. We strive to

be leaders in our community for the programs and services we provide. By focusing on relationships and building long-lasting connections, we can bring joy to those we serve.

Our four strategic pillars — quality of living, mission-driven culture, organizational sustainability and impactful partnerships — act as a foundation for all of our actions. We are committed to living these values and ensuring that all of our decisions are aligned with them. By understanding our fundamental way of being, our fundamental reason for being, how we sustain our commitments, and how we work with others, we ensure our organization continues to provide compassionate care both now and in the future.

Overall, we aim to inspire others to follow in the footsteps of other good samaritans. Because we believe that everyone, no matter their background or their religious belief, can be a good samaritan. Together, by showing the world the values of service and compassion, we can create a better environment for our families and our community.

Rooted in what's right.

At the heart of our actions lies one core principle: rooted in what's right. Our volunteers, staff and leadership team are motivated by doing good in the world. From giving a simple smile to lending an ear to our residents, to homes that are safe and comfortable and cared for, to ensuring our programs and services are industry-leading, our team is always seeking out new ways to do what's right. The Good Samaritan values are infused in all of our words and actions and guide us daily.



Quality of Living **Our fundamental reason for being**

Provide excellence in care and service delivery in partnership with those we serve.

Our residents and their families expect the highest quality of care. The Good Samaritan Society has been recognized for decades as a leader in compassionate care throughout Western Canada. Our reputation for excellence, along with our quality amenities and accommodations, enable us to serve to the best of our ability by partnering with our residents and clients to be engaged in their own care and service.

Create safe communities that promote and empower autonomy and individual choice.

Safety is top-of-mind in all that we do. For our residents and clients, staff, volunteers, and visitors, we believe in creating safe places where care and service can take place. We aim to provide peace of mind for anyone who steps in our centres. The Good Samaritan Society values independence, autonomy and individual choice for our residents and clients by engaging them in the decisions around their care and service, including living with risk.

A safe work environment not only supports our employees in the ways they provide care and service, but it also supports a safe community for all.

Engage in collaborative relationships to develop a learning environment that supports a quality and safety culture that understands system risks and strives for continuous improvement.

For us, relationships are fundamental to how we deliver our services. An open, collaborative environment means one where ideas are freely shared, partnerships are openly encouraged, and learning is at the forefront of our minds. With our commitment to continuous improvement and attention to detail — along with our communications strategy — we ensure that we are listening to our employees, volunteers, and residents, while addressing any concerns as efficiently and quickly as possible. If our employees feel safe, supported, and cared for, we know that these qualities will be passed on to our residents. Our commitment to ongoing quality improvement is never-ending.



Mission-Driven Culture **Our fundamental reason way of being**

Create an environment where our mission, vision and values are integrated into everything we do.

For our employees and volunteers, our centres are like a second home where they can care for and serve others. For our residents, our centres are places where they can feel at peace, knowing their needs are taken care of and that they can rely on us for support. We are committed to creating spaces where everyone can feel safe and cared for, and where our mission, vision, and values shine through in all of our actions.

Attract, engage, and empower employees and volunteers who are mission-driven.

Everyone can become a good samaritan. We welcome all with open arms and open hearts to join our team. With us, anyone can live their dream of doing meaningful work that makes a difference in people's lives. We encourage and empower our employees so they can bring their ideas to life. By creating an environment where our employees feel supported, we can ensure that they have a chance to succeed professionally and also personally.

Expand our mission in service to others.

At The Good Samaritan Society, employees can use their skills and talents to the best of their ability as they provide selfless care and service for others. With employee and volunteer-lead initiatives,

creative campaigns and plenty of opportunities for personalized care, we support our staff so they can be a light in the lives of our residents.



Organizational Sustainability

How we sustain our commitment

Strengthen organizational excellence through resource stewardship and innovation.

As a non-profit organization, it is crucial to be good stewards for all the resources we are blessed with. We have mandated that 95 cents of every dollar we have will be spent towards direct care and services. At the foundation of stewardship is the concept of trust. Our donors, partners, and stakeholders trust us with their time, talent and contributions. Our priority is to use what is given to us in the most responsible way. We raise funds to provide loving care and quality service to honour the diverse population we serve. The more we can pass along our resources to the residents in our centres — together with transparent and responsible communication of our finances — the more we can show our supporters that we respect their contributions.

Explore opportunities for sustainable growth.

As an organization, we are passionate about finding new opportunities to realize our mission and values. This means seeking out new partnerships, new technologies, and new approaches to care, all with the goal of sustainable growth in mind. As the world constantly changes around us, we need to change with it. Whether it's a new partnership or new piece of technology, we are always on the lookout for new ways that will make our residents feel safe and cared for. By being mindful of our values and innovative with our thinking, we can grow our organization responsibly and expand our services to more people in need.

Increase our fundraising capacity through donor engagement, empowerment and retention.

The Good Samaritan Society's approach to organizational sustainability includes being good stewards of our financial resources. By telling the Society's story, sharing successes, and promoting the good we do in the lives of our residents and in our

communities, we can inspire donors to support our mission. We want our donors to feel empowered, knowing that their contributions have made a direct and tangible difference in the lives of our residents and clients. By communicating and celebrating their generosity, we can retain current donors and attract new ones to ensure the future success of our organization.



Impactful Partnerships

How we work with others

Strive to be a recognized leader for the programs and services we provide.

With our financial and personnel resources, we aim to provide our residents with the highest quality programs and services possible. Our goal is for The Good Samaritan Society to be recognized throughout the country as the provider of choice for individuals and families seeking a supportive place to call home.

Maximize involvement with strategic advocacy groups.

Partnerships with strategic advocacy groups are a key component to ensure future success. We strive to be an open organization that is receptive to recommendations, ideas and cross-organizational work from our partners in the healthcare industry. Together, with a united voice, we can promote new health initiatives to all levels of government and advocate for the health of our residents and the general public.

Build connections to establish a strong community and donor network.

We believe that one of our greatest strengths is the community and donor network that supports us. Maintaining and enhancing these relationships are the keys to our future success. The Good Samaritan Society strives to build enduring connections with people and organizations that share our vision of a world with compassionate care. Together, people from all walks of life can share the same path as fellow good samaritans. With continual support, investment and belief in our mandate, our communities and donors will ensure a sustainable future for our organization.



Celebrating Our Past

Report from Karen Wedman, Director of Mission and Culture



“This is the day the Lord has made, Let us rejoice and be glad in it.” Psalm 118:24 ESV

What a wonderful year The Good Samaritan Society has had, visioning for the future in the preparation of our new five-year strategic plan. Reviewing our past and discovering ways to move forward as we enter our 71st year of service has been a privilege. Recognizing how far we have grown as an organization, we are excited to see the direction for the coming years.

This strategizing was timely, as we looked back over 70 years of caring for those in our care homes and realizing the dream that our founder Gottlieb Wedman had so many years before. Have we changed as an organization? Has our vision or mission changed in those 70 years? Are we moving forward, learning the lessons of the past 70 years? We reflected on these questions as we planned for our future.

Who we are as a faith-based, not-for-profit organization remains the same. We have a wonderful mission to extend Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief, and we live this through our values of Healthy Relationships, Hospitable Environments and Servant Leadership. We have learned a great deal over our 70 years, but we continue to provide homes for people to live in dignity where they experience meaning and purpose in their lives.

The Good Samaritan Society feels strongly that our mission, vision, and value statements are as true today as they were 70 years ago. Our mission is the overarching commitment to carry out the four pillars (Quality of Living, Mission-Driven Culture, Organizational Sustainability and Impactful Partnerships) of our new five-year strategic plan.

One of the pillars, Mission-Driven Culture, describes our fundamental way of being. Who we are and how we do business is extremely important. Mission Effectiveness has been looking at “who we are and how we live out our values” through the Identity Values (IV) Committee this past year. Meeting with stakeholders, both within and outside the organization, has helped us realize the importance of common language and understanding regarding our mission and values. The committee has been hard at work planning ways to help staff understand what it means to be a faith-based organization and how this affects the work we do.

Taglines are often used as a reference point for understanding, and so the IV committee held a hashtag competition for our value “Healthy Relationships” in order to come up with a tagline we could use with the value. There were around 185 hashtags submitted, describing, in three words, what healthy relationships mean to our staff and, from that, the committee chose “People Helping People” as the tagline we will use.

As a faith-based organization, we continue to build on our Lutheran principles of “Grace” and “The Priesthood of all Believers.” We are engaging staff to live out the calling they have received from God for the work they do. Connecting staff to the purpose of our mission and to their work has been exciting, and we are encouraged as we continue to work on what it means to serve each other and our residents.

We are also blessed to have caring spiritual leaders in our chaplains. They are our mission leaders at the care homes. Chaplains provide spiritual care to residents and to our staff upholding our mission of Christian Hospitality.

Spiritual care involves helping people to find meaning in their lives. This is often done through storytelling. Residents have wonderful stories of their lives to share. Sharing experiences helps us to learn and can transcend both the storyteller and the listener. Chaplains help residents to find meaning from the past to gain peace for the present. We are privileged to have a chaplain presence at all our care homes.

Another area under the mission effectiveness portfolio is ethics. This past year we have studied ethic frameworks from places such as the Saskatoon health region, Health PEI, Manitoba Provincial Health Ethics Network, and The Center for Clinical Ethics — to name a few.

Following this study, we have developed a new ethics framework, which will help us in organizational decision-making, for difficult decisions regarding our residents and clients and ethics in research. The ethics committee is also trending the recommendations that come from these decisions to share information and to be proactive in ethical decisions going forward. I want to thank all the members of the ethics committee for the work they have done on this updated framework and to Sarah Rudd, Manager of Mission and Culture, for her many gifts in organizing, arranging, and developing the policies and documents. This summer, Sarah and I visited all our care homes, training staff on our new ethical framework. Going forward, we are developing new training modules and are working towards the completion of a world's most ethical business certificate.

Our vision statement to grow in strength, excellence, and creativity in caring for others also provides direction for our strategic plan. To achieve our vision, we are engaging our staff, volunteers, residents, and their families in care decisions. In partnership, we are discovering what is important and are working together to provide the best care possible. This person-centred approach helps us define what is essential in our plans for the future.

Mission Effectiveness involved residents and their families in the development of the new ethics framework, and we are engaging them in regard to our volunteer program as well.

Volunteers spent 74,217 hours at our care homes this past year. This special care helps provide extra quality of life for our residents. Volunteers serve in many capacities and bring joy to staff and residents alike.



Edith Kendall, Volunteer Coordinator at Good Samaritan Dr. Gerald Zetter Care Home, shares with us a story of one of the volunteers who has served since 1991.

Edie asks, “Who do you call when you need advice on anything Ukrainian? Victoria Zignash, of course!” Victoria has been volunteering at the care home, currently assisting, regularly, with our Ukrainian Visiting Group, sharing the language, music, culture, and faith with our residents. During her weekly Thursday visits, she and the other volunteers gather residents, sing the old songs, and share stories in their native tongue. This group also coordinates special Christmas and Easter masses, and Victoria goes above and beyond to ensure that each resident attending has a meaningful experience. With a smile and gentle pat on the arm, Victoria calms agitated residents and redirects their focus in a kind and respectful manner during programming.

At 103 years of age herself, Victoria’s own story is one of change, challenge, and courage. Living independently, she travels via the Edmonton Transit Service to and from her volunteer placement. At the recent volunteer recognition event at Good Samaritan Dr. Gerald Zetter Care Centre, held on May 2, Victoria received recognition for 1,750 hours of service. She is a wonderful example of our mission, vision, and values. Lifting our site community, Victoria is “the Volunteer Factor,” engaging, enhancing, and enriching the lives of our residents through the sharing of her gifts and talents. While speaking with her on her unique connection, and why she came, rain or shine, for 28 years, she grins and says, “It is my duty to bring joy to the old people!”

We rejoice for what the Lord has done for The Good Samaritan Society over the past 70 years, and we are glad for the days He gives us, as we continue the journey providing Christian Hospitality to all who enter our care.

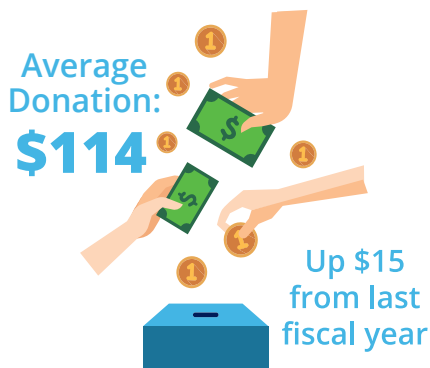


Fund Development Facts and Figures

The Good Samaritan Society and Good Samaritan Canada
Reporting Period April 1, 2018, to March 31, 2019



\$117,736
Grants
Received



Average
Donation:
\$114

Up \$15
from last
fiscal year

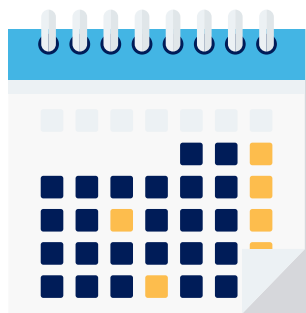


2318
Donations

from **1021**
Donors

55 Monthly
Donors

at the end of the fiscal year



with the giving amount up by
\$5,000 to \$14,980



\$908,000
Dollars Raised



304 Memorial Gifts

totaling **\$42,357**

3 Estate Gifts Totaling



\$159,026



849
donor thank
you calls



162 Online
Donations
with a total value of
\$71,123

Kick off of the 70th
Anniversary campaign
in support of recreational
therapies: **\$13,786**



\$145,000 Raised
from the 26th annual

Spirit of Caring Golf Classic

Financial Summary

2019 Sources of Funds The Good Samaritan Society

64% Program Funding

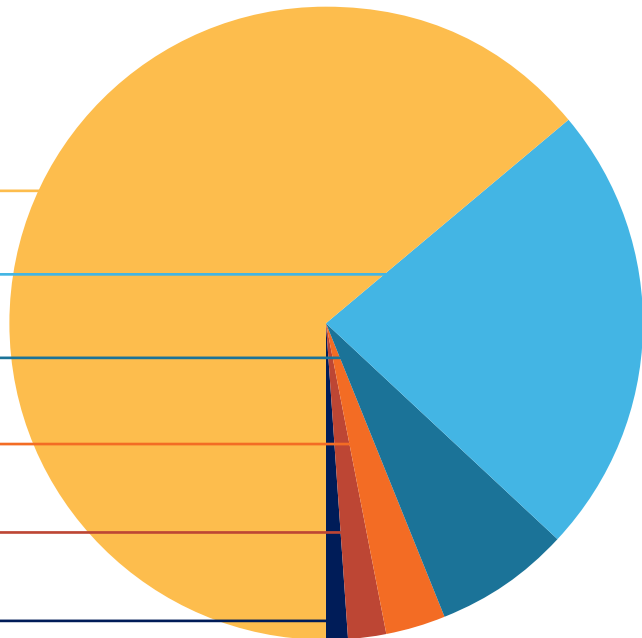
23% Resident Fees

7% Program for Disabilities

3% Sales and Services

2% Grants

1% Fundraising and Investments



2019 Uses of Funds The Good Samaritan Society

57% Direct Care Salaries and Benefits

19% Accommodation Staff and Supplies

10% Direct Care Supplies and Support

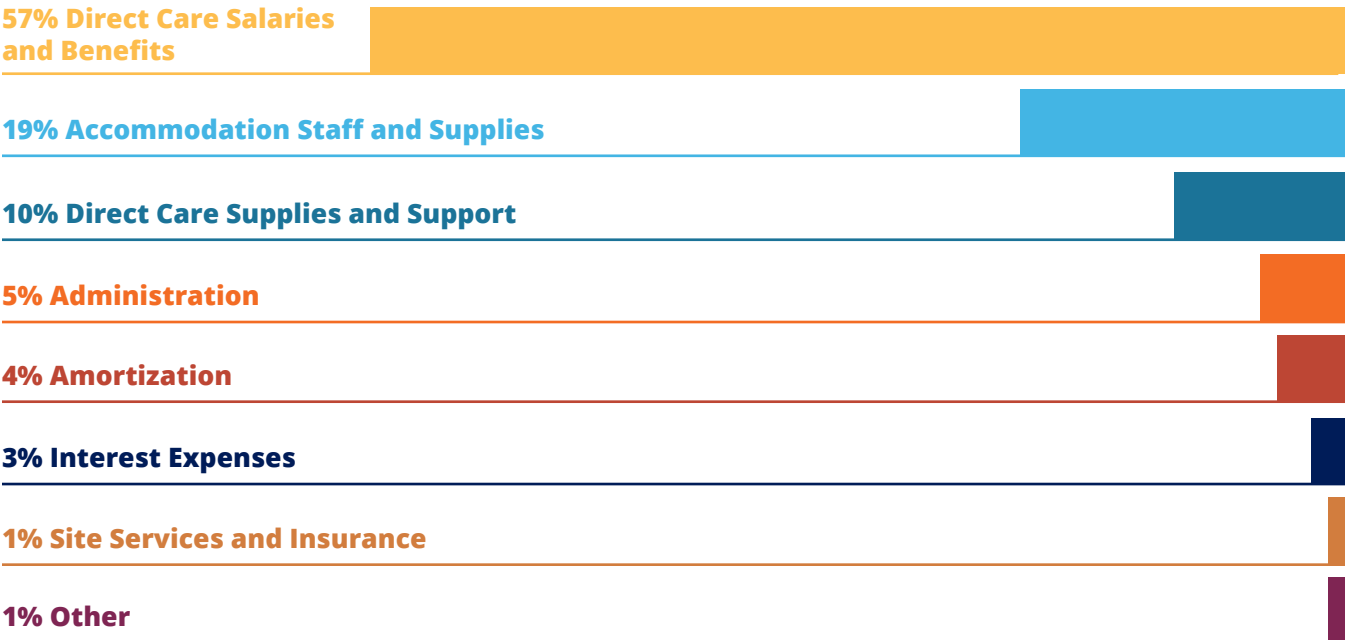
5% Administration

4% Amortization

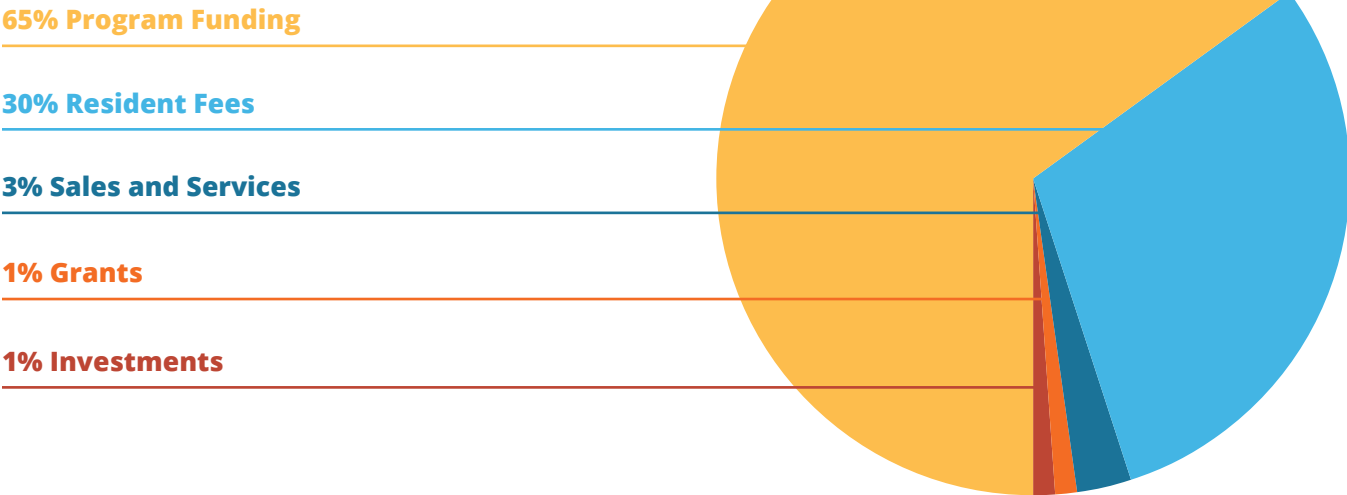
3% Interest Expenses

1% Site Services and Insurance

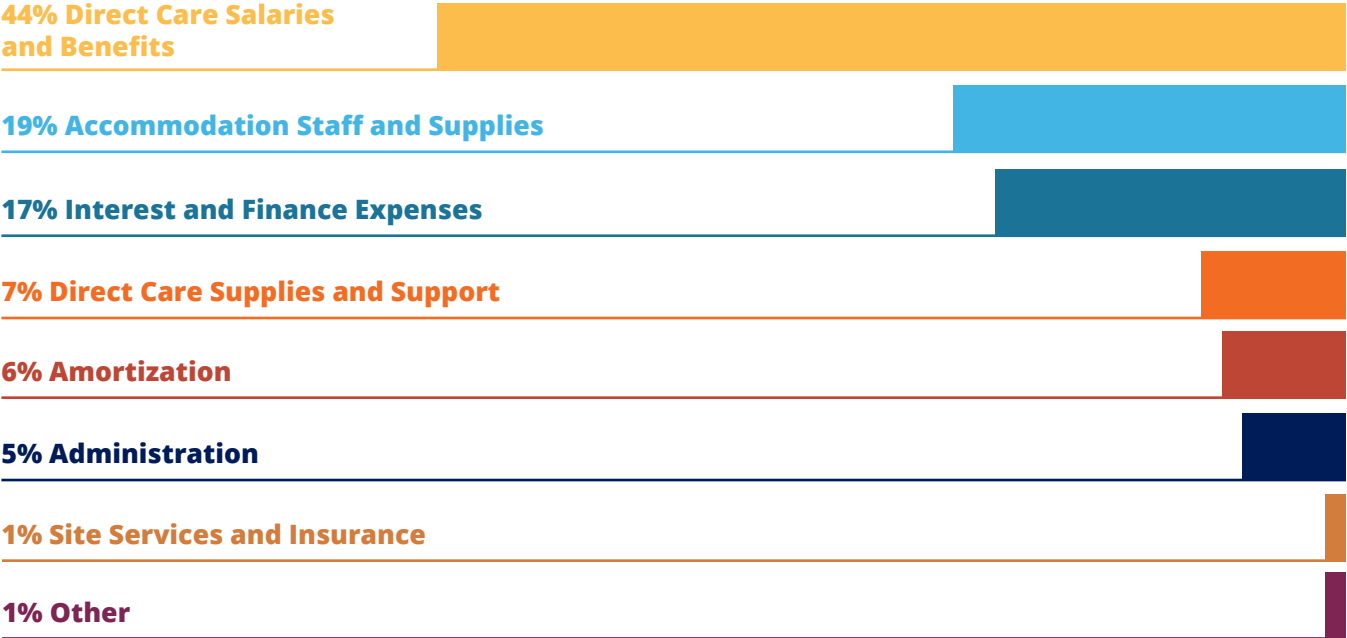
1% Other



2019 Sources of Funds Good Samaritan Canada (Consolidated)



2019 Uses of Funds Good Samaritan Canada (Consolidated)





Thank You

Our donors, supporters, employees, volunteers, and partners play a significant and crucial part in the work that we do to extend Christian Hospitality to those in need. Over the past 70 years, we have been extremely blessed in building healthy relationships

with all of you. Our mission would not be realized without your support, commitment, and dedication. We are so grateful for everything that you do to Make Life More joyful for our residents and clients.



Good Samaritan Head Office

8861-75 Street NW
Edmonton, AB T6C 4G8

Phone: 780-431-3600

Email: goodsaminfo@gss.org

Website: gss.org



@GoodSamaritanCA

Rooted in what's right.