

working together

*One for all.
All for them.*

2019-2020
Report to the Community



THE
GOOD
SAMARITAN
SOCIETY

GOOD
SAMARITAN
CANADA

Table of Contents

Mission, Vision, and Values	2
The Meaning Behind the Logo.....	3
A Year in Review.....	4
2019 - 2020 Board of Directors	6
Being and Belonging	8
Accredited with Exemplary Standing	9
The Journey Continues	10
Care Homes and Service Capacity.....	12
By the Numbers	14
Programs and Services	15
2019-2024 Strategic Plan Overview.....	16
Stakeholder Engagement.....	17
Memberships	18
Seniors Safety and Quality Improvement Program.....	19
The 1st Annual Spirit of Caring Golf Classic	20
Fund Development Facts and Figures	21
Financial Summary	22
Thank You	24

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.

The Meaning Behind the Logo

The Good Samaritan Society and Good Samaritan Canada (GSS/GSC or Good Samaritan) are multi-faceted organizations with different streams of service and a number of programs falling under each of these streams. The logo and its icons play an important role in graphically depicting the values of the organization. To ensure clarity and consistency, nothing is more important than the correct use of our logo. Its components — the sun, the heart, the cross, the hand, and the house — are the cornerstone of our identity.

Each icon of the logo represents an area of the organization and when put together represents Good Samaritan as a whole:



The Sun

Symbolizes the light and warmth of life and Jesus' invitations to "go and do likewise."



The Heart

Exemplifies the nurturing nature of GSS/GSC arising from Jesus' direction to love one's neighbor.



The Cross

Embodies our Christian roots and represents the ever-present Christian values to which we subscribe.



The Hand

Personifies assistance and the compassionate hand that the Good Samaritan extended and which we extend to everyone who is touched by our organization.



The House

Illustrates that GSS/GSC is a family and that a home-like environment is one of our primary goals.

A Year in Review

Message from our interim President and CEO, and Board Chairperson

No one could have predicted in April 2019 that by the end of the fiscal year (March 2020) the COVID-19 pandemic would have begun to overwhelm the long-term care system in Canada, dramatically affecting the quality of life of our residents and the demands placed on our entire workforce, most particularly on our direct care providers. What started as a celebration of the 70-year legacy of care begun by Gottlieb Wedman in 1949 and was punctuated by highly successful Accreditation results in October, ended with heightened public awareness of the need to address long-standing issues in the long-term care system. While this pandemic has created tremendous upheaval and strained our resources to the breaking point, it has also renewed our commitment to prioritize the improvements needed in our infrastructure and workforce.

Gratitude and Perspective

The 2019/2020 fiscal year brought a significant shift in perspective. It was an exceptionally busy year that was marked with accomplishment, reflection and transformation. In the latter months, the organization adapted to a 'new normal' and became focused on ensuring that resilience and gratitude laid the foundation for the significant accomplishments we managed to achieve.

We are extremely grateful for the dedication and commitment exhibited by all our employees, who have shown time and time again their devotion to one of our fundamental values – servant leadership - as they care for our most vulnerable residents under very challenging conditions.

We are also grateful to our residents, donors, families and partners. We value our relationships with all our stakeholders and this year has shown us how critical those relationships have been to the success and support of our organization.

Resilience and Accomplishment

Throughout 2019 we celebrated our 70th Anniversary in care and group homes / programs, each of which hosted a Good Sam's Diner Rock Around the Clock party. The celebrations honoured employees through small expressions of appreciation, contests and prizes to say thank you for all that they do. After all, we wouldn't have been

able to provide 70 years of compassionate care without them.

In 2019, GSS successfully completed the Qmentum Accreditation Program which aims to improve outcomes through assessment and measurement of the organization against global standards. A significant amount of preparation is required long before Accreditors come on site. The remarkable effort on the part of our employees resulted in achieving accreditation with exemplary standing, which is the highest commendation that an organization can receive.

We continued to establish the groundwork for strategic alignment of our work in the upcoming four years. While our strategic priorities (quality of living, mission-driven culture, organizational sustainability, and impactful partnerships) continue to serve as the overarching framework that guide our actions, COVID-19 will no doubt require a reframing of specific priorities to be addressed in the coming months and years.



Reflection and Recognition

While this Report to the Community is a reflection back on the last fiscal year, we would be remiss not to underscore the COVID-19 pandemic that began in March 2020 but continues to exert tremendous pressure on the organization. It is through the resilience of our employees and the patience and understanding of our residents, clients, and their loved ones that we have been able to manage as well as we have. This has not been an easy time for anyone, and we have faced difficult days, but every day, we hear inspiring stories from across our homes and programs, we share lessons with each other, and we work together to weather this storm. Our residents and clients, families, employees, donors, community partners and volunteers are the source of our success – they are the reason we continue to grow in strength and continue our journey as Good Samaritans.

Sincerely,



Michelle Bonnici



Dr. Jeanne Besner



Michelle Bonnici, B.A., LL.M
Interim President and CEO



Dr. Jeanne Besner, C.M., PhD, MHSA
Board Chairperson

2019 - 2020 Board of Directors

The Good Samaritan Society and Good Samaritan Canada
and Good Samaritan Delta View Care Centre Ltd.



Dr. Jeanne Besner
Chairperson
Calgary, AB



Wayne Petersen
Vice-Chairperson
Lethbridge, AB



Nadine Lung
Secretary
Sherwood Park, AB



Janet Molnar
Victoria, BC



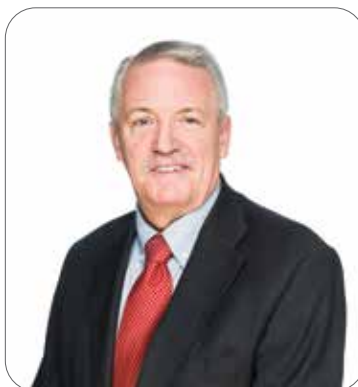
Marvin Molzan
Rolly View, AB



Lisa Randall
Vancouver, BC



Rev. Kim Staus
Oliver, BC



Norman Thompson
Kamloops, BC



Allan Welke
Pincher Creek, AB



Rev. Alfred Maier
Sorrento, BC



Dr. Joanne Stan
Vancouver, BC



Ken Zollner
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 Committee

Provides oversight in the areas of leadership evaluation, compensation, and succession planning. Additionally, this committee ensures that human resources 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.

Being and Belonging

Our Being and Belonging Quality of Living initiative launched last year and replaced our former model of care. We chose to use the words “quality of life” and “person-centred” to describe what we do, but we also want to ensure that our actions and behaviours also reflect these ideals. Our Being and Belonging initiative helps support and direct all aspects of service delivery so that we can stay focused on those that we serve. This initiative brings passion and purpose to the work our employees do on a daily basis.



Accredited with Exemplary Standing

In October 2019, The Good Samaritan Society, Good Samaritan Canada and Good Samaritan Delta View Care Centre Ltd. faced the culmination of four years of hard work as we underwent the Qmentum accreditation program survey process. Participating in the Accreditation Canada program helps our organization strengthen our quality improvement efforts by identifying what we are doing well and where improvements are needed.

12 of our care homes across Alberta and British Columbia were assessed by the surveyor team between October 6 to October 11, 2019. However, accreditation is an ongoing process, and not something that stops once the survey is completed. As an organization, we are continuously monitoring and evaluating ourselves against the established standards in order to assist with quality improvement. Every four years, Accreditation Canada surveyors, who are health care professionals, visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the ongoing cycle of assessment and improvement continues.



Being accredited is a mark of pride for our organization, but more importantly, it helps us create a strong and sustainable culture of safety and quality. We are proud that Accreditation Canada has deemed that we have gone beyond the requirements of the Qmentum accreditation program and that we have been accredited with exemplary standing until October 2023.



"The overall leadership and direction of the organization is very good, in particular in its responsiveness to strategic planning to embrace the need to change and to respond to community needs and expectations."

"The quality improvement board in each home is an excellent communication tool for all to review progress on key indicators that cover a wide range from care issues from falls to security breaches."

"Community partners speak well of their association...and describe communication as open and transparent."

"...staff demonstrate a commitment to promoting a resident- and family-centered approach throughout the organization."

"There is a culture of safety in the homes. Staff are attuned to eliminating risks and enhancing safety."

"The organization is acknowledged for its comprehensive ethics framework and the resources available for education and support."

– Accreditation Canada

The Journey Continues

Report from Karen Wedman, Director of Mission and Ethics



**"There is a time for everything, and a season for every activity under the heavens."
Ecclesiastes 3:1**

This past year, Good Samaritan has seen a flurry of activity and the Mission and Ethics department was no different. Starting with accreditation last fall, we were busily reviewing policies and procedures, standardizing practices, producing training sessions, in general getting ready for Accreditation Canada to oversee all that we have been doing the past few years. The results were worth the effort. Receiving exemplary status helped everyone feel like they had contributed significantly to providing the best care and the best practices possible.

During all the hard work, we also took time to celebrate 70 years of service! That is a long time for an organization to be providing such wonderful care to residents. During those 70 years we have continued to expand and to grow but our defining principles remain the same to provide safe comfortable communities that inspire involvement, where people experience a sense of caring, belonging and purpose.

Through the work of our Identity and Values Committee, we identified ways where we could further embed the mission, vision and values based on Lutheran principles. We are currently drafting modules for identity training so we will be ready for education sessions to begin once we are able to safely do so.

Mission Month

Mission month is a time for Good Samaritan to recognize our employees and to reflect on our values. The theme of mission month in 2019 was "The Journey Continues" celebrating healthy relationships for 70 years. The image was open doors reflecting the journey we are on together as we continue to live our founder Gottlieb Wedman's vision to care for senior citizens. The image brings to mind hope and excitement. Led by the light, we celebrate and grow together on this journey. Although we do not know where this journey will take us, we have faith and hope as we take it together.

Spirituality and Wellness Workshops

Workshops were held in Edmonton, Lethbridge and Kelowna. They were relevant topics and the workshops were well attended. Anna Madsen, PhD presented on **Restoration for the Restorers: Caring for those who care**. Talking about opportunities to rest, to be restored, and to be fed in body, mind and spirit. Together, participants discussed the difficulties of valuing self-care, of availing oneself of self-care and of the sacrality of rest and restoration. Sessions were held on the importance of "Me", the importance of "We" and the importance of "Re" (Restore, Renew, Reenergize, Relax, Reflect and Retreat). Anna presented in Edmonton and in Kelowna.

In Lethbridge, Chaplain Dean Shingoose, MA presented on **Conversation is Food for the Soul: Conversations in Spiritual Care**. Dean shared, "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. It is a simple but profound life recipe or remedy for the disconnection and



Chaplain Dean Shingoose

isolation that we too often experience and feel. It's been said, "conversation is a dialogue not a monologue" so there needs to be a mutual exchange of thoughts and feelings between two people for there to be meaningful conversation." This workshop examined conversations in culture, religion and spirituality, values for spiritual care conversations and guidelines for spiritual care conversations.

Pastoral Care

Chaplains continued their work to engage the community by hosting Pastoral Care Workshops. Modules on; Introduction to Pastoral Care, Theology of Pastoral Care, Visiting Older People, Visiting with People Living with Dementia, Grief and Loss, and Visiting the Dying are taught either as a full workshop or as individual modules. These workshops provide basic understanding of Pastoral Care given to hospital patients, long term/complex care and assisted/supportive living residents, community shut-ins, congregation members, along with practical skills in visiting. If you or your church would like to have a chaplain present a workshop, please contact Sarah Rudd, Manager of Mission and Ethics srudd@gss.org or the chaplain at any of our care homes.

Chaplains also share their knowledge and expertise in the community by training with community partners such as hospitals and community centers. For the past two years, Chaplain Gretchen Johnson has been

invited to speak with NAIT students enrolled in the Advanced Care Paramedic class on Cultural Foundations and Foundations of Spirituality. Students receive an introduction to themes of spirituality; introduction to major world religions and rituals in support of spiritual wellness, illness, and dying; and cultural

nuances at play in communication dynamics. This community engagement opportunity developed out of a relationship with the class instructor, who previously attended a Palliative Care and Spirituality workshop offered jointly by Good Samaritan Stony Plain Care Centre and Light Up Your Life Foundation, Parkland County. Chaplain Johnson is a co-instructor for the palliative care and spirituality workshop, offered one to two times a year to the Parkland County community.

Ethics

In preparation for accreditation, Mission and Ethics developed and implemented a new ethical framework. Orientation on this framework helped staff at the care homes understand that an ethical framework is a decision making tool used for organizational ethical decisions and for ethical consults regarding individual residents at our care homes.

Ethics is important for reviewing bioethical issues that arise in healthcare. The ethics committee reviewed issues such as privacy concerns, end of life issues, pain and pain management research and cannabis legalization to name a few and shared the information within the organization. Trending of ethical issues helps the organization to be proactive in preparation of handling future issues.

Closing Thoughts

Ecclesiastes 3:1 tells us that there is a time for everything and every activity under the heavens. This past year was certainly a time of preparation, celebration and ending with a pandemic that offers challenges and opportunities for our organization going forward.

70 years of extending our mission of Christian Hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief inspires us as we continue to provide care to the residents and staff of the Good Samaritan. The parable, our name is based on, describes care that goes beyond what is expected. As our journey continues, we will follow the words of Jesus as the end of the parable to "go and do likewise."



Chaplain Gretchen Johnson

Care Homes and Service Capacity

The Good Samaritan Society and Good Samaritan Canada

- Public**
 - Assisted or Supportive Living (927)
 - Community Support (35)
 - Complex or Long Term Care (1140)
 - Dementia Care (570)
 - Programs for Persons with Developmental Disabilities (126)
- Private**
 - Independent Living (104)
 - Life Lease (182)
 - Private Assisted Living (91)

60 50 30 Good Samaritan Christenson Village

GIBSONS

DELTA

Good Samaritan Delta View Care Centre

7

202

87

50

5

20

NEW WESTMINSTER

Good Samaritan Victoria Heights

57

2

Good Samaritan Mount

KELOWNA

PENTICTON

Good Samaritan Village

Good Samaritan H

SALMON ARM

Good Samaritan Pi

Good Samaritan He

VERNON

30 Good Sama

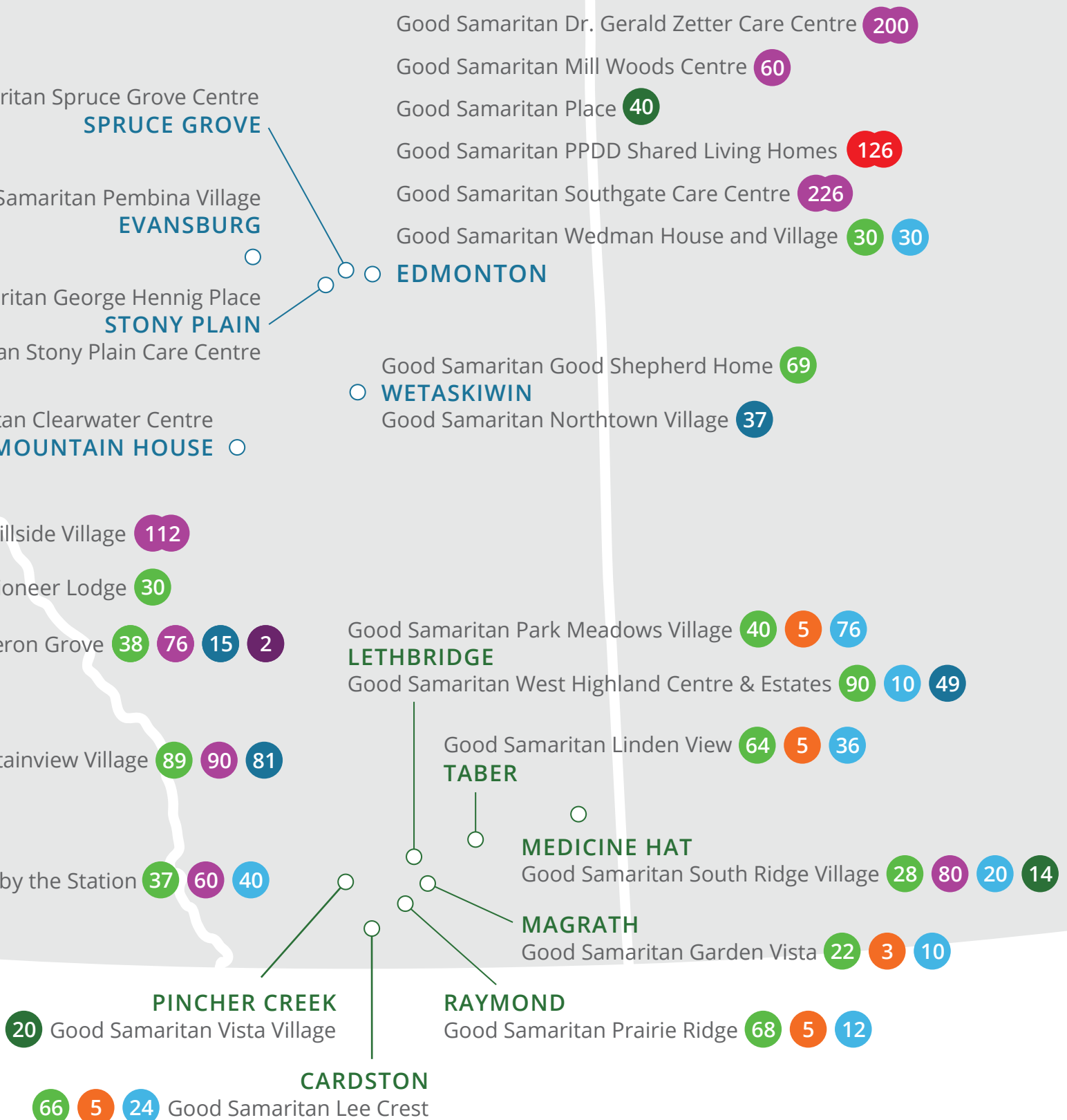
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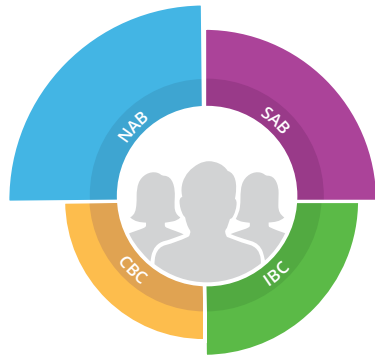
126 30 Good Samarita

29 30 20 Good Samarit

ROCKY M



By the Numbers



4454
employees

NAB: 2054
SAB: 1001
IBC: 810
CBC: 589

21 care homes
in **thirteen** communities

8 care homes
in **seven** communities

2822 care beds



272 Independent Living



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

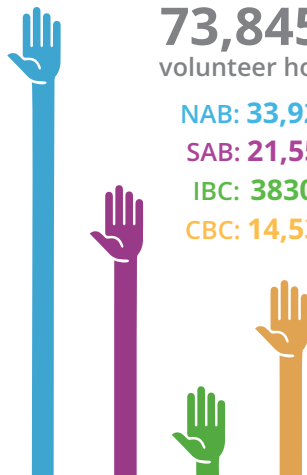


1264 volunteers

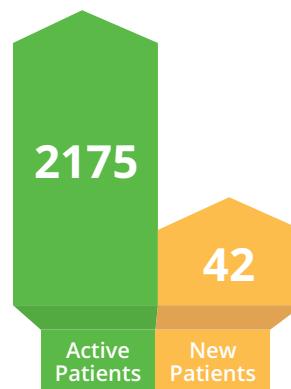


73,845+
volunteer hours*

NAB: 33,923+
SAB: 21,553+
IBC: 3830+
CBC: 14,539+



* past year prior to COVID-19



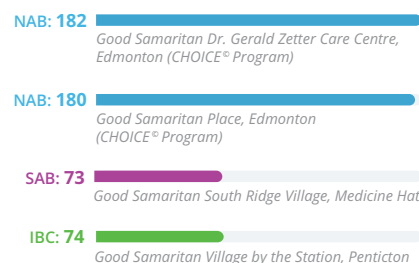
Good Samaritan Senior's Clinic patients (April 2019 - March 2020)

138 total referrals from Home Care or Community Care Management Team

2776 total home visits by physicians or other health care professionals

Adult Day Programs

(weekly client averages January, 2020)



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

Data collected is current as of August 19, 2020

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.

2019-2024 Strategic Plan Overview



Quality of Living

Our fundamental *reason* for being.

- Provide excellence in care and service delivery in partnership with those we serve.
- Create safe communities that promote and empower autonomy and individual choice.
- 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.



Mission-Driven Culture

Our fundamental *way* for being.

- Create an environment where our mission, vision and values are integrated into everything we do.
- Attract, engage, and empower employees and volunteers who are mission-driven.
- Expand our mission in service to others.



Organizational Sustainability

How we *sustain* our commitment.

- Strengthen organizational excellence through resource stewardship and innovation.
- Explore opportunities for sustainable growth.
- Increase our fundraising capacity through donor engagement, empowerment and retention.



Impactful Relationships

How we *work* with others.

- Strive to be a recognized leader for the programs and services we provide.
- Maximize involvement with strategic advocacy groups.
- Build connections to establish a strong community and donor network.

Stakeholder Engagement

By Aly Devji, Director of Stakeholder Relations and Business Development and Julie Williams, Director of Communications and Stakeholder Relations

In alignment with our mission, vision and values as well as our strategic priorities, work continues behind the scenes to further enhance GSS/GSC stakeholder relations capabilities. Our Board and senior leadership team placed a priority on ensuring the organization conducts meaningful engagement with all of our partners, both internal and external, so that we can be responsive to the needs of all.

Senior representatives of GSS/GSC have been involved in discussions with all levels of government as well as with community members, to ensure that the needs and expectations of our stakeholders can be met. Work has been done to suggest health policy changes that will improve the quality of life of our residents and clients. As well, pressure has been placed on health authorities to make investments and recognize the sector and our organization's greatest asset, our frontline care and support services staff.

This past year, a focus was placed on connecting with both internal and external stakeholders, soliciting feedback and working together to accomplish our goals. Initiatives such as Accreditation and the roll-out of our 2019-2024 strategic plan provided us with the opportunity to reach out to those around us (residents, family members, employees, volunteers, funders, donors, governments) to gather essential feedback, to learn from differing perspectives and to become stronger as an organization.

Our 70th anniversary was a time to celebrate with those internal and external to the organization and recognize the legacy of Good Samaritan and all that can be accomplished when we work together to provide quality care to those in need. One of our greatest strengths is the communities that support us, and we know that fostering relationships within them is vital to our success. Anniversary celebrations at our homes were a perfect occasion to invite community members and partners in to celebrate and learn more about us.

The Board also approved a stakeholder engagement plan for Alberta which will guide the Board in their efforts to analyze stakeholder influence and their impact on the organization. Furthermore, the plan will assist the Board to develop appropriate strategies and tactics for effectively engaging stakeholders in a manner appropriate to their interest and involvement in the day-to-day operations of the programs and services the organization provides. The plan also includes a comprehensive stakeholder register which will be regularly reviewed and updated and provides the Board with tools to continually monitor stakeholder engagement.

As part of our strategic plan, Good Samaritan is striving to be recognized as a leader in the care sector, and a part of that work includes participating in various strategic advocacy groups. Our goal as a member of these organizations is to share information, collaborate on initiatives and, most importantly, ensure that we are a voice for those we care for and their loved ones.

The work to enrich the lives of those we serve, and those who serve with us, will never end. We hope that in the coming months, our stakeholders will begin to feel more like our partners and that the communities we serve within, will embrace our mission and vision and see themselves as Good Samaritans.



Aly Devji



Julie Williams

Memberships

The Good Samaritan Society and Good Samaritan Canada are proud members of the following advocacy groups:



Alberta Continuing Care Association

Mission: Championing quality of care, quality of life and enhanced wellness for Albertans requiring Continuing Care.



BC Care Providers Association

Mission: We champion quality of life for seniors accessing housing, care and support services through innovation and partnerships, education and advocacy.



Canadian Association for Long Term Care

The Canadian Association for Long Term Care (CALTC) is the national voice of long-term care providers. Since its inception in 2002, CALTC has been working together to share information, best practices and evidence to improve the quality of care provided to residents in long-term care, no matter where they live.



Christian Health Association of Alberta

Mission: To follow the values of our faith so that we may serve all Albertans in need of care and compassion, by supporting and engaging our residents, communities, members and our governments through inclusive leadership, education, awareness and advocacy.



Denominational Health Association

Established to represent the owners of British Columbia's faith-based health care facilities in strengthening understanding between them and government.



Seniors Safety and Quality Improvement Program

Good Samaritan Canada

Five of our Good Samaritan Canada care homes were fortunate to receive funding through the Seniors Safety and Quality Improvement Program (SSQIP) in August of 2019. The program was funded by the BC Ministry of Health and administered by the BC Care Providers Association (BCCPA).

The program supported items to improve the safety and quality of life for seniors in publically funded care homes. The care homes received a combined \$257,000 to purchase items such as:

- Good Samaritan Christenson Village – Enhanced music therapy programming, slings for ceiling lifts and dementia dolls and accessories.
- Good Samaritan Heron Grove – Pergola sun covers for the dementia cottages, modifications to the resident bus to increase accessibility and enhanced music therapy programming.
- Good Samaritan Hillside Village – Shower chairs, sit-to-stand slings, thermometers and blood pressure monitors.
- Good Samaritan Mountainview Village – Wheelchair accessible bicycle, environment enhancements in the dining rooms and dementia cottage courtyard refresh.
- Good Samaritan Village By the Station – Specialty mattresses, Broda tilt wheelchairs and infection control seat cushions.

The purchased items have had a lasting impact on residents and staff at the Good Samaritan care homes. Thank you to BC Care Providers Association and the BC Ministry of Health for the incredible support!



The 1st Annual Spirit of Caring Golf Classic

Lethbridge, Alta.

In 2019, Good Samaritan expanded the Spirit of Caring Golf Classic event with the 1st annual event in Lethbridge with title sponsor, PharmaCare. The inaugural event was a great success made possible by the generosity of the sponsors, vendors, golfers, volunteers and community partners.

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 bringing the total to more than \$170,000 from both golf tournaments in 2019.

These funds had a huge impact on the residents who call Good Samaritan home. Some of the projects that were funded include:

- Purchasing a wheelchair accessible garden swing for Good Samaritan Good Shepherd Home.
- Adding personalized door clings to the resident rooms at Good Samaritan Hillside Village, Good Samaritan Village By the Station and Good Samaritan Good Shepherd Home to create a more home-like environment.
- Creating a Peer Support Program at Good Samaritan Mill Woods Centre to help meet the emotional and social needs of the residents.
- Enhancing the courtyard at Good Samaritan Park Meadows Village to create a safe outdoors space for the residents to enjoy.
- Purchasing a Rejoyce Retouch to support the rehabilitation program at Good Samaritan Southgate Care Centre.

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

Fund Development Facts and Figures

The Good Samaritan Society and Good Samaritan Canada
Reporting Period April 1, 2019, to March 31, 2020

\$1,018,261



dollars raised



Introduced the 1st annual spirit of caring golf classic in Lethbridge and both tournaments raised over

\$170,000

1 estate gift
totaling
\$33,750



\$262,116

raised through grants and funding requests.

Up from \$117,736 in the previous year



55 monthly donors
at the end of the fiscal year.

The monthly/payroll giving amount went up by \$11,060 to \$26,040.



2,742 donations
made by **1,137** donors

368
memorial gifts



totaling
\$47,324

More than
1,000
donor thank you calls.



3 cars
donated through
donate a car Canada



161 online
donations
with a total
value of **\$47,324**



Financial Summary

2020 Sources of Funds The Good Samaritan Society

Program Funding 64%

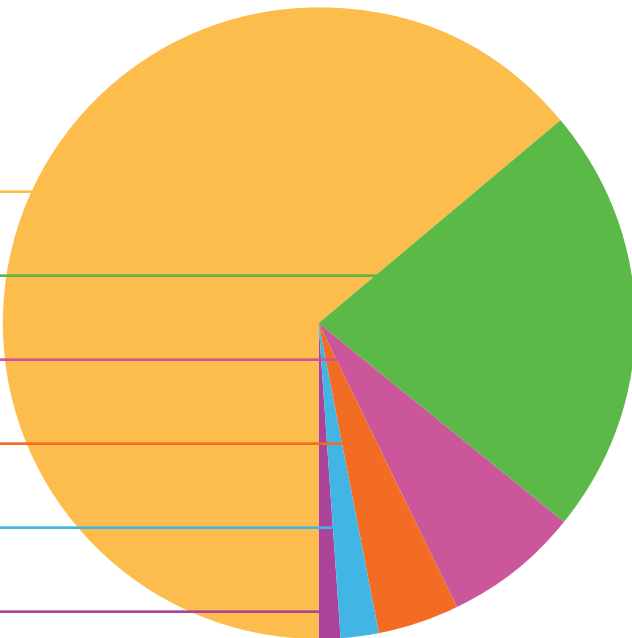
Resident Fees 22%

Programs for Disabilities 7%

Sales and Services 4%

Grants 2%

Fundraising and Investments 1%



2020 Uses of Funds The Good Samaritan Society

**Direct Care
Salaries & Benefits 56%**

Accommodation Staff & Supplies 19%

Direct Care Supplies & Support 10%

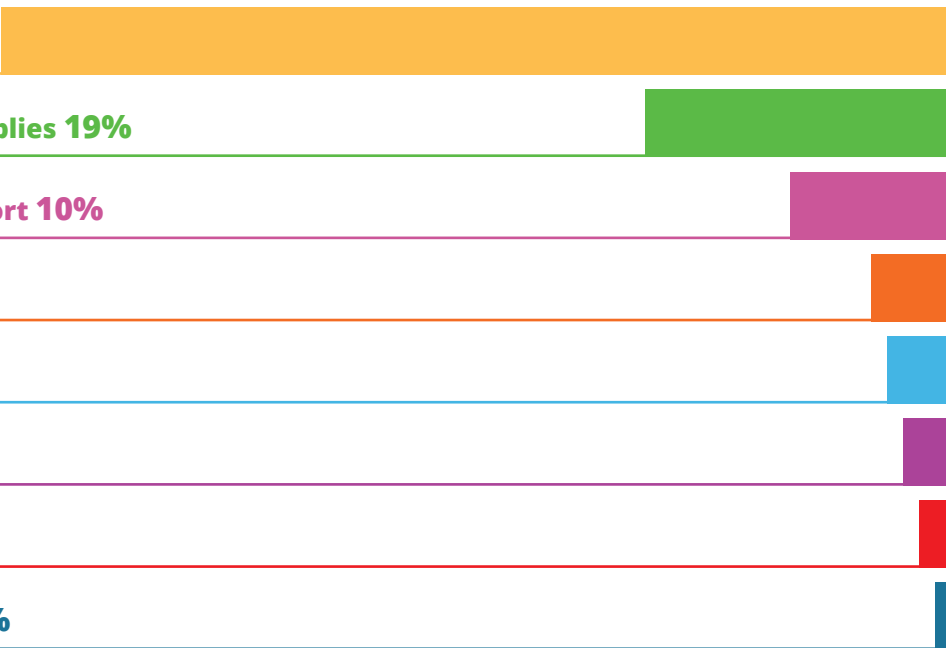
Administration 5%

Amoritization 4%

Interest Expenses 3%

Other 2%

Site Services & Insurance 1%



2020 Sources of Funds Good Samaritan Canada (Consolidated)*

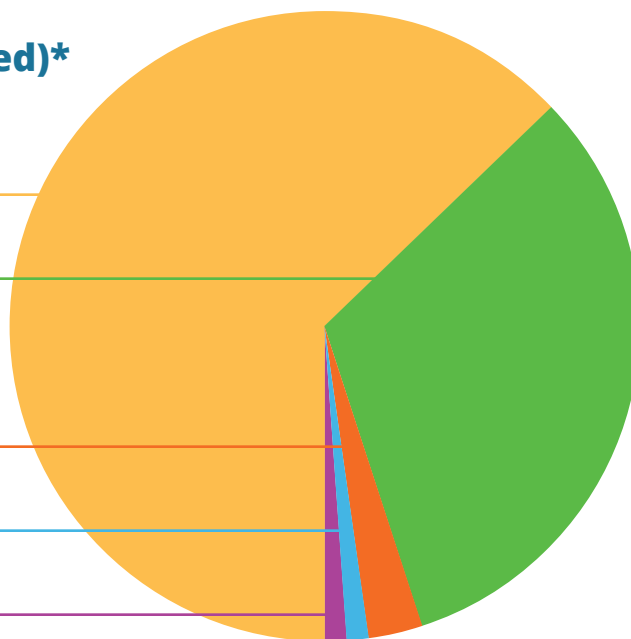
Program Funding 63%

Resident Fees 32%

Sales and Services 3%

Grants 1%

Fundraising and Investments 1%



2020 Uses of Funds Good Samaritan Canada (Consolidated)*

**Direct Care
Salaries & Benefits 42%**

Accommodation Staff & Supplies 17%

Direct Care Supplies & Support 6%

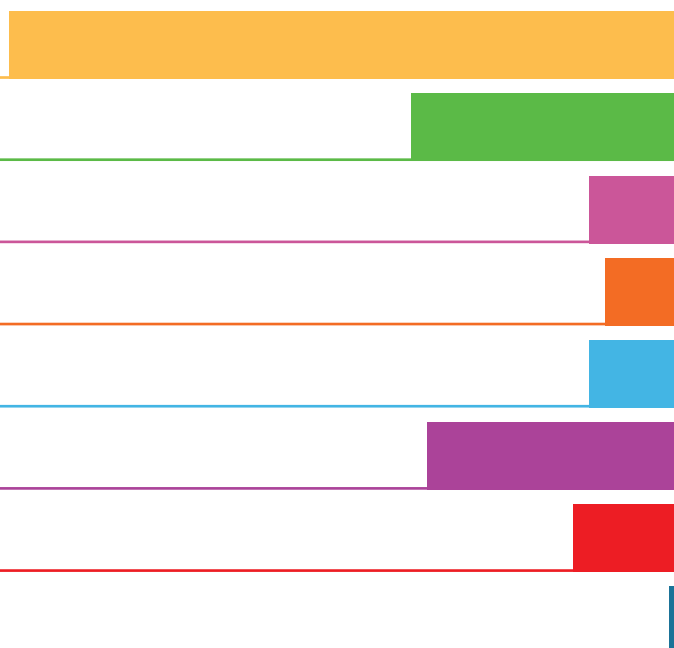
Administration 5%

Amoritization 6%

Interest Expenses 16%

Other 7%

Site Services & Insurance 1%



*Good Samaritan Delta View Care Centre Ltd. is included in Good Samaritan Canada's financial summary.

Thank You

While we wish that we could individually thank each and every person that has made a difference in our organization over the past year, the list would simply be too long. For that reason, we want to thank all of our donors, employees, volunteers, partners, residents and families for putting the GOOD in Good Samaritan. We would not be able to deliver on our mission to provide care to those in need or at risk without your support and feedback. We value your opinions and ideas and know that together, we can do amazing things. If you would like to share your opinions, thoughts and ideas with us, please reach out to goodsaminfo@gss.org or connect with us on social media – we would love to hear from you!



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

CURRENT CARE HOMES AND PROGRAMS

Southgate Care Centre 1973	Mountainview Village 2002	Christenson Village 2006	Northtown Village 2010
Delta View Care Centre 1976	Vista Village 2002	Garden Vista 2006	Lee Crest 2011
Programs for Persons with Developmental Disabilities 1976	Park Meadows Village 2003	Pioneer Lodge 2006	Linden View 2011
Good Samaritan Place 1983	Pembina Village 2003	Heron Grove 2007	Stony Plain Care Centre 2011
Dr. Gerald Zetter Care Centre 1988	Village by the Station 2003	Good Shepherd Home 2008	
Wedman House & Village 1994	Clearwater Centre 2004	Victoria Heights 2008	
Mill Woods Centre 1995	Seniors' Clinic 2004	Prairie Ridge 2009	
CHOICE Zetter 1996	Hillside Village 2005		
George Hennig Place 1997	West Highland Centre & Estates 2005		
Spruce Grove Centre 1998			
CHOICE Place 2001			
South Ridge Village 2001			

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