



DOWN COVID-19 CAN'T KEEP A
CAN'T KEEP A GOOD SAMARITAN
EP A *GOOD SAMARITAN* DOWN
D SAMARITAN DOWN COVID
OWN COVID-19 CAN'T KEEP A

2020-2021
Report to the Community



THE
GOOD
SAMARITAN
SOCIETY

GOOD
SAMARITAN
CANADA

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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.

About Good Samaritan

The Good Samaritan Society and Good Samaritan Canada, are non-profit charities with over 72 years of experience providing long term and complex care, supportive and assisted living, and other specialized health care programs and services in innovative and caring environments across Alberta and British Columbia. Good Samaritan Delta View Care Centre Ltd. is a wholly owned subsidiary of Good Samaritan Canada and was established in 2018 to purchase the Delta View Care Centre in Delta, B.C.

As one of the largest not-for-profit care providers in both provinces, we provide safe, comfortable communities inspiring involvement, where people can experience a sense of caring, belonging and purpose. Our organization is passionate about finding new opportunities to realize our mission, vision and values. As such, we are evolving our mandate to enhance our focus on mental health and Indigenous health issues and services. By being mindful of our guiding principles, we can grow our organization responsibly and expand our services to more people in need.

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.

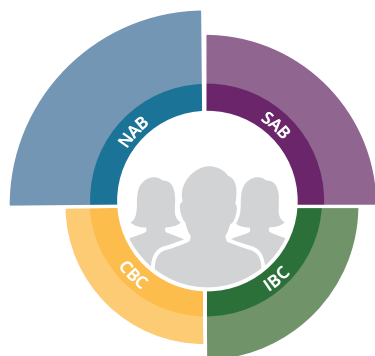
SERVANT LEADERSHIP

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.

By the Numbers



4,509
employees

NAB: 2138

SAB: 989

IBC: 820

CBC: 562

21 care homes
in **thirteen**
communities

8 care homes
in **seven**
communities

2,822 care beds



NAB: 950

SAB: 847

IBC: 574

CBC: 491

272 Independent
Living suites



NAB: 107

SAB: 69

IBC: 96

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



2,433 volunteers

NAB: 1,078

SAB: 402

IBC: 349

CBC: 152

VIRTUAL: 452



49,919+
volunteer hours*

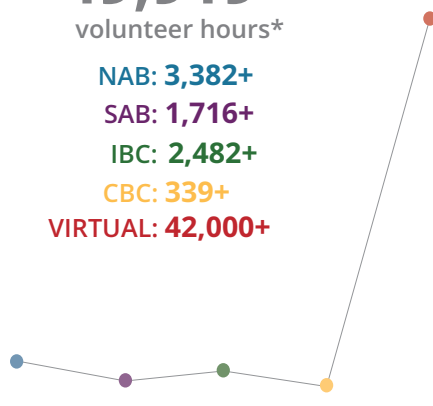
NAB: 3,382+

SAB: 1,716+

IBC: 2,482+

CBC: 339+

VIRTUAL: 42,000+



* includes virtual volunteer hours since
March 2020

Good Samaritan Seniors' Clinic (April 2020 - March 2021)

1,938
Active
Patients

107

total referrals
from Home Care
or
Community Care
Management Team

3,004
total home
visits

by physicians or other health care
professionals (includes virtual visits
for time period due to pandemic)

Adult Day Programs

(weekly client averages August 2021)

NAB: 90

Good Samaritan Place, Edmonton
(CHOICE® Program)
Clients with emergent needs only, 68 home visits

NAB: 60

Good Samaritan Dr. Gerald Zetter Care Centre,
Edmonton (CHOICE® Program)
Clients with emergent needs only, 24 home visits

SAB: 20

Good Samaritan South Ridge Village, Medicine Hat
Phase I opened with 50% clients

IBC: 0

Good Samaritan Village by the Station, Penticton
Closed since March 19, 2020

NAB Northern
Alberta

SAB Southern
Alberta

IBC Interior
British Columbia

CBC Coastal
British Columbia

A Year in Review

Message from our President and CEO and Board Chairperson

We acknowledge the Indigenous Peoples of all the lands that we live, work and play on and their importance. We do this to reaffirm our commitment and responsibility in improving relationships between nations and to improving our own understanding of local Indigenous Peoples and their cultures. From coast to coast to coast, we acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people that call this land home. At Good Samaritan we reflect and acknowledge the harms and mistakes of the past and ask all of you to consider how we can each, in our own way, try to move forward in a spirit of reconciliation and collaboration.

In November 2020, the Board of Directors welcomed Dr. Katherine Chubbs as President and CEO. This past year, Dr. Chubbs has taken time to learn about the organization of which an important component was visiting all of our care homes and programs. Making connections at all levels of the organization including external stakeholders has also been a priority.

This past year the COVID-19 pandemic has gripped the continuing care sector and our focus has been in ensuring the safety of our residents, their families and our employees. We

pray for an end to this pandemic and express our deep appreciation and admiration to our staff and leaders for their resilience and determination to serve, no matter the cost to their personal well-being. To our residents and their families, we are as grateful for your continual support, patience, and understanding as we navigate through the COVID-19 pandemic. To our volunteers, the communities we serve, and the many, many people that have provided prayer and messages of hope to our healthcare workers and to those that we serve, we are so thankful for all of you.

As we navigated through the fourth wave of the pandemic, high COVID-19 vaccination rates among our employees, residents, and their families contributed vastly to minimizing deaths and hospital admissions among our residents. With the COVID-19 vaccine now being mandatory for all of our employees, we are hopeful and look forward to a day when outbreaks and their devastating impact on our residents come to an end. In the meantime, the pandemic continues to require heroic efforts on the part of our staff and leaders to manage each outbreak. This includes providing timely and accurate information to our residents and their families who worry about the possibility of their loved one falling ill.

Amidst the fourth wave of the pandemic, were the wildfires in British Columbia (B.C.) which required significant preparation in the event of evacuation. Particularly affected was our care home in Vernon, Good Samaritan Heron Grove, as the city was put on evacuation alert early August. Our site leaders and frontline employees all worked together to ensure that our care homes were prepared and thankfully, none of our care homes were evacuated. The extensive preparation by our team was impressive and recognized by Interior Health. Our teams were requested to help move residents from others provider's homes to other parts of B.C. In addition, we offered up spaces and prepared to receive evacuees from care homes in the interior that were relocated to our care home in Delta, Good Samaritan Delta View Care Centre. Our employees rose to the challenge and their strength and resiliency in the face of adversity was immensely appreciated.

Another significant accomplishment which started in February 2021 was the completion of a comprehensive, evidence-based, organizational design, led by Dr. Chubbs, using a framework developed as part of her research. All levels of leadership throughout the organization assessed organization structure, position

titles, job descriptions, matching of people to roles, and wage grids. The toolkit developed in leading the Good Samaritan through this massive change process has been copyrighted and is being applied to internally generated research and future business opportunities for the organization.

The operational elements of the strategic plan evolved by the Board last year were also completed and the detailed plan is now available on our website. Stemming from the strategic plan, a tactical operational plan has been developed by leadership which be used to ensure realization of goals are on track in this strategic period.

We are truly blessed to have such dedicated employees who have shown significant resilience this past year which has been extremely difficult and challenging for all of us. The pandemic has affected each of us in different ways but one thing that is certain is that we will get through this together.

Sincerely,



Dr. Katherine Chubbs



Dr. Jeanne Besner



Dr. Katherine Chubbs, RN BN MHS CHE DBA
President and CEO



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

2020 - 2021 Board of Directors

The Good Samaritan Society, 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



Marlene Raasok
Irma, AB



Janet Storch
Victoria, BC



Allan Welke
Pincher Creek, AB



Ken Zollner
Medicine Hat, AB



David Dorward
Edmonton, AB



Rev. Kim Staus
Oliver, BC



Rev. John Boyd
Kamloops, BC

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 Risk Management, 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 Risk Management 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.

Strategic Plan



Our world could use more
Good Samaritans.

STRATEGIC PLAN 2021-2024

The 2024 Strategic Plan was developed in consultation with our residents and families, employees, volunteers and community partners through a variety of forums; including focus groups, surveys (Work Life Pulse Survey, Patient Safety Culture Survey, and Strategic Planning Survey) and one-to-one interviews. With their input, we were able to develop a strong path forward that will help us deliver on our mission of caring. At the foundation of each strategic

priority is the unique mission, vision and values of our organization.

The strategic plan builds on the legacy of our organization over the past 72 years. This plan is aspirational, and it sets long-term goals and a vision of being a provider and employer of choice. The plan also takes into account the challenges that lie ahead and answers them with specific objectives and strategies to improve the quality of what we do at Good Samaritan.

Our mission is to extend Christian hospitality through a continuum of care to those in need or at risk, regardless of race or religious belief. Our vision is to grow in strength, excellence and creativity in caring for others.

Our world could use more Good Samaritans is the overarching theme of our plan.

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 gives meaning to our lives. We strive to be a leader 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.

Strategic Initiatives

At the heart of our actions lies one core principle: rooted in what's right. Our staff, volunteers and leadership team are motivated by doing good in the world. From giving a simple smile to lending an ear to our residents, from 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 of healthy relationships, hospitable environments and servant leadership are infused in all of our words and actions and guide us on a daily basis.



Quality of Living - Our fundamental *reason* for being

- We will provide excellence in care and service delivery in partnership with those we serve.
- We will create safe communities that promote and empower autonomy and individual choice.
- We will 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.

Initiatives	Measures of Success
Develop and implement a quality model.	<ul style="list-style-type: none"> • 95% of Accreditation Canada standards are met on surveys during this strategic cycle.
Develop and implement a strategy for resident/client/family collaboration.	<ul style="list-style-type: none"> • 100% of care homes have established resident/family councils that meet standards. • 85% of families agree that Good Samaritan provides information, encourages family involvement and family/most frequent visitor are involved in decisions about care.
Develop and implement a capital asset management plan.	<ul style="list-style-type: none"> • 20% of deferred maintenance has been addressed.
Implement the just culture policy.	<ul style="list-style-type: none"> • 100% of employees have received just culture training.



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

- We will create an environment where our mission, vision and values are integrated into everything we do.
- We will attract, engage and empower employees and volunteers who are mission-driven.
- We will expand our mission in service to others.

Initiatives	Measures of Success
Develop and implement a workforce strategy.	<ul style="list-style-type: none"> • 20% reduction in turnover of management positions. • 10% reduction in overtime rates.
Develop and implement a strategy for employee engagement.	<ul style="list-style-type: none"> • 65% of employees rate their job experience as good to excellent.
Develop and implement a diversity strategy with focus on Indigenous Health.	<ul style="list-style-type: none"> • 50% of employees have received cultural competency training.



Organizational Sustainability – How we *sustain* our commitment

- We will strengthen organizational excellence through resource stewardship and innovation.
- We will explore opportunities for sustainable growth.
- We will increase our fundraising capacity through donor engagement, empowerment and retention.

Initiatives	Measures of Success
Complete organizational design.	• 100% completion of organizational design.
Meet financial targets.	• All board financial targets met.
Complete a comprehensive review of each site for efficiency, effectiveness, sustainability, and innovation.	• 100% of locations have undergone a comprehensive review.
Develop and implement a donor engagement strategy.	• 10% increase in donations.



Impactful Partnerships – How we *work* with others

- We will strive to be a recognized leader for the programs and services we provide.
- We will maximize involvement with strategic advocacy groups.
- We will build connections to establish a strong community and donor network.

Initiatives	Measures of Success
Develop and implement an employee recognition program.	• 10% increase in employees that say they receive recognition for good work.
Develop and implement an external stakeholder engagement strategy.	• Completion and implementation of external stakeholder engagement strategy.

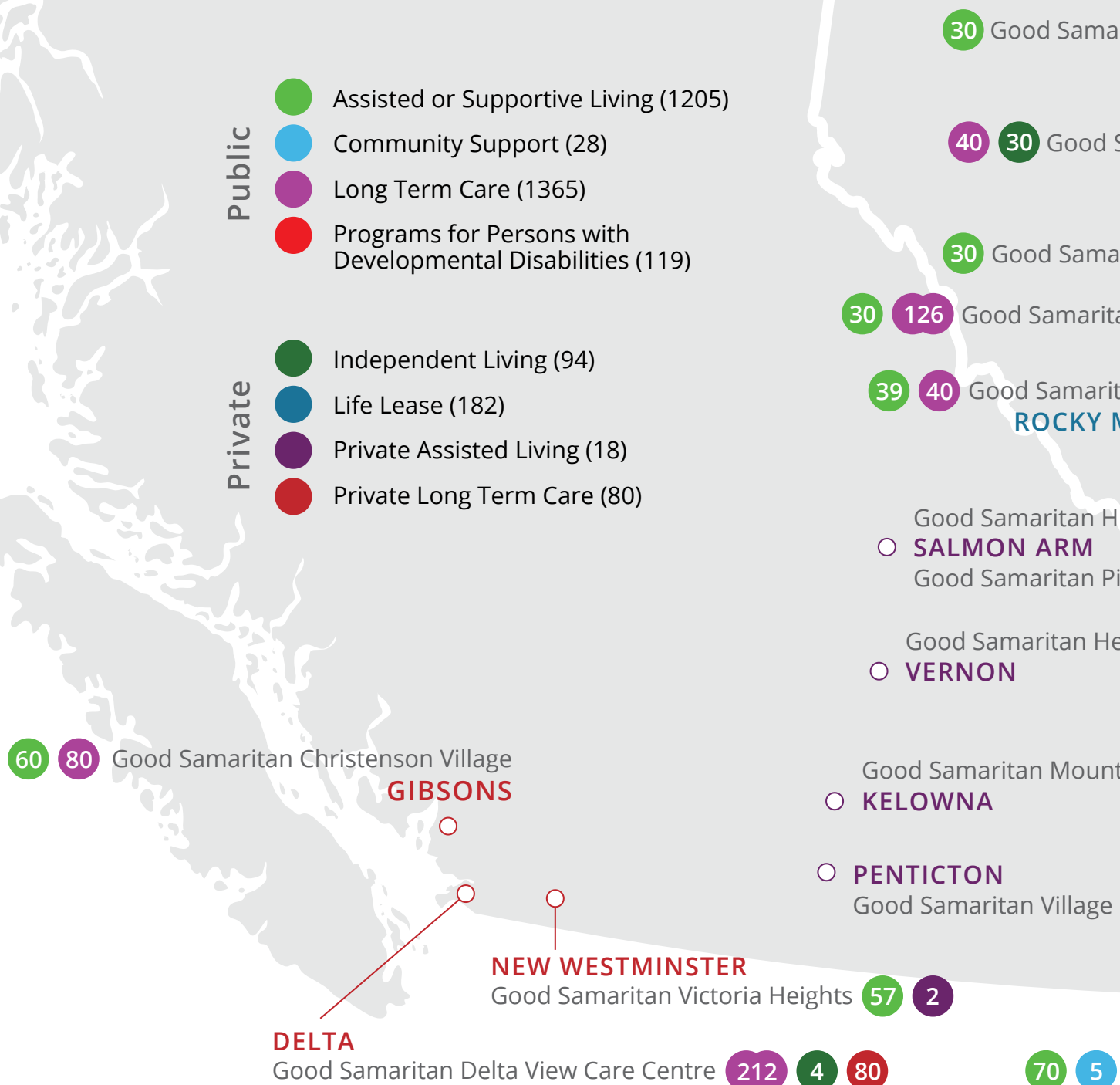
We heard that the strategic planning survey and focus groups were a valuable process, and our residents, families, staff and volunteers want to continue to be engaged as we move forward with our plan.

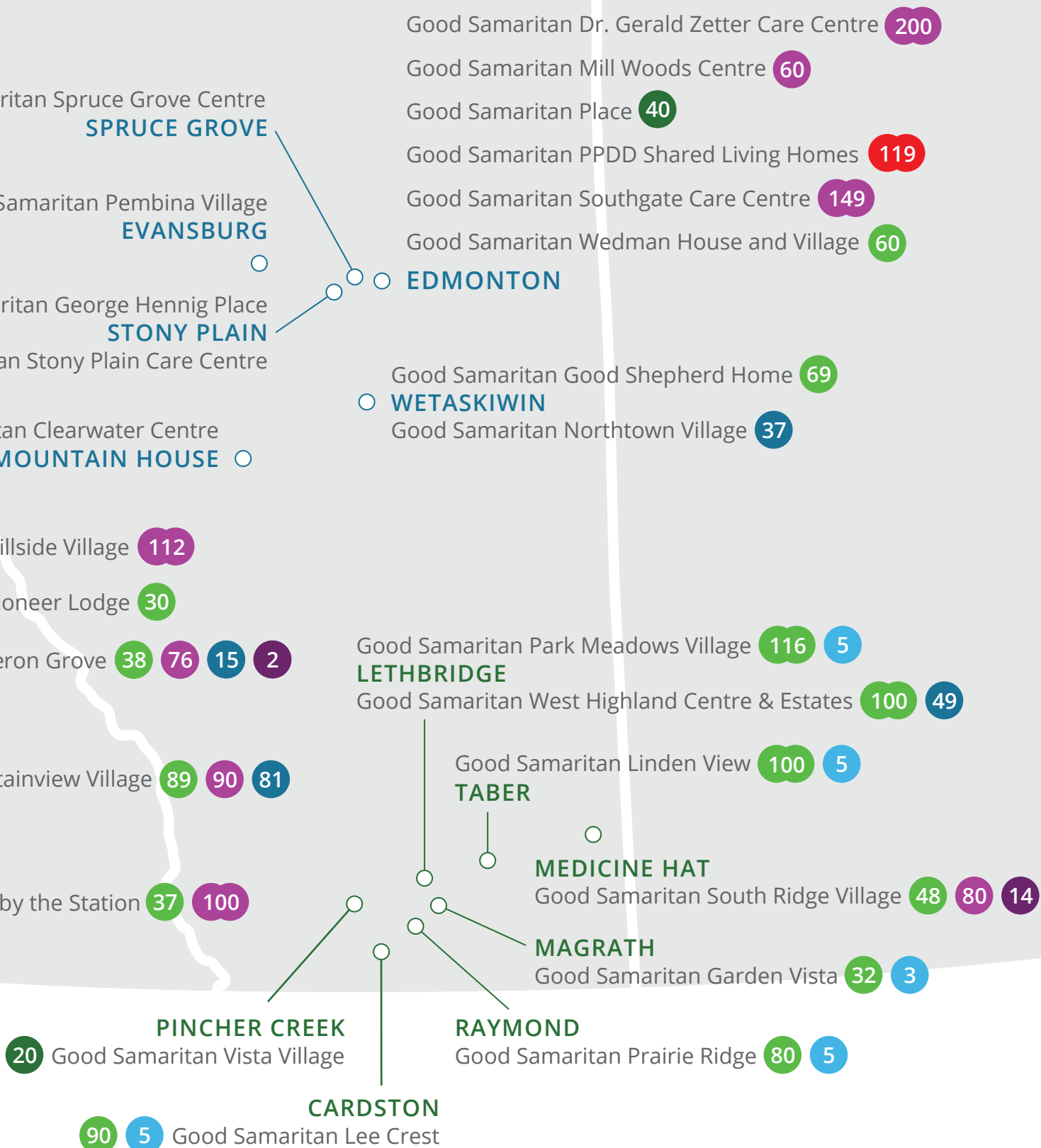
Results of our Strategic Planning Survey



Care Homes and Service Capacity

The Good Samaritan Society and Good Samaritan Canada





Programs and Services

We are extremely proud of the quality care and services that we provide with compassionate staff within 13 communities in Alberta and 7 communities in British Columbia.

Being and belonging helps support and direct all aspects of service delivery so that we can stay focused on those that we serve. We embrace quality of living through our person centered care. This initiative brings passion and purpose to the work our employees do on a daily basis.



Assisted Living, Long Term Care and Adult Day Services – British Columbia¹

Assisted living services provide housing, hospitality services and personal care services for adults who can live independently and make decisions on their own behalf but require a supportive environment due to physical and functional health challenges

Long-term care services provide 24-hour professional supervision and care in a protective, supportive environment for people who have complex care needs and can no longer be cared for in their own homes or in an assisted living residence.

Adult day services assist seniors and adults with disabilities to continue to live in their own homes by providing supportive group programs and activities in the community. Adult day services include an organized program of personal care, health care and therapeutic social and recreational activities in a group setting that meet client health care needs and/or caregiver needs for respite.

Designated Supportive Living, Long Term Care and Adult Day Programs – Alberta²

Designated Supportive Living 3 (DSL 3) is a setting that provides a higher level of personal care supports, compared to home care, onsite for scheduled and unscheduled care needs according to the plan of care. Health care services are provided on a scheduled basis but can be accessed as needed. DSL 3 is for individuals who are medically and physically stable.

Designated Supportive Living 4/4D (DSL 4/4D) is for individuals who have more complex medical needs that are predictable and safely managed with onsite, professional nursing (LPN level) and the direction of the case manager. DSL4D is for individuals with moderate to severe dementia, who may have a high risk of wandering and unpredictable behaviours but who are not a safety risk to themselves or others.

Long term care homes are designed specifically for those with complex, unpredictable medical needs who require 24-hour onsite registered nurse assessment and/or treatment. All direct and consultative healthcare services are provided on site, including physician visits.

Adult day programs target medically complex adults and include an additional professional health component. In addition to socialization and respite, the programs provide professional services including rehabilitation, social work, nursing and on site access to physician services. These programs play a key role in allowing people to remain living in the community as long as possible by optimizing their level of physical, spiritual, social, and emotional function. Adult day programs also provide respite and education for caregivers.

¹ Government of British Columbia www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/care-options-and-cost

² Alberta Health Services www.albertahealthservices.ca/cc/Page15339.aspx

Independent Living

We have retirement communities in locations throughout Alberta and British Columbia. While each community is different with various amenities, services and floor plans available, what remains the same is our level of commitment to helping our residents live carefree and independent lives. With Good Samaritan Independent Living, residents enjoy all the benefits of retirement living. We provide peace of mind through enhanced safety and security features, access to leisure and social opportunities, and of course, flexibility and choice.

CHOICE® Program

In partnership with Alberta Health Services, Good Samaritan 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 location in Edmonton, Alberta. The goal of the program is to keep clients healthy, at home, and out of the hospital system.

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. The clinic team offers specialized seniors care with the goal of supporting seniors to remain at home, in their community, for as long as possible.

Programs for Persons with Developmental Disabilities (PPDD)

Good Samaritan 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. Individuals are supported to set and achieve goals within the Quality of Life Framework pillars Well-Being, Independence and Community Connectedness. We currently operate PPDD services in the Edmonton region. The goal of the program is to help persons with developmental disabilities be part of their communities and to live as independently as possible in their homes.

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.



The Journey Continues

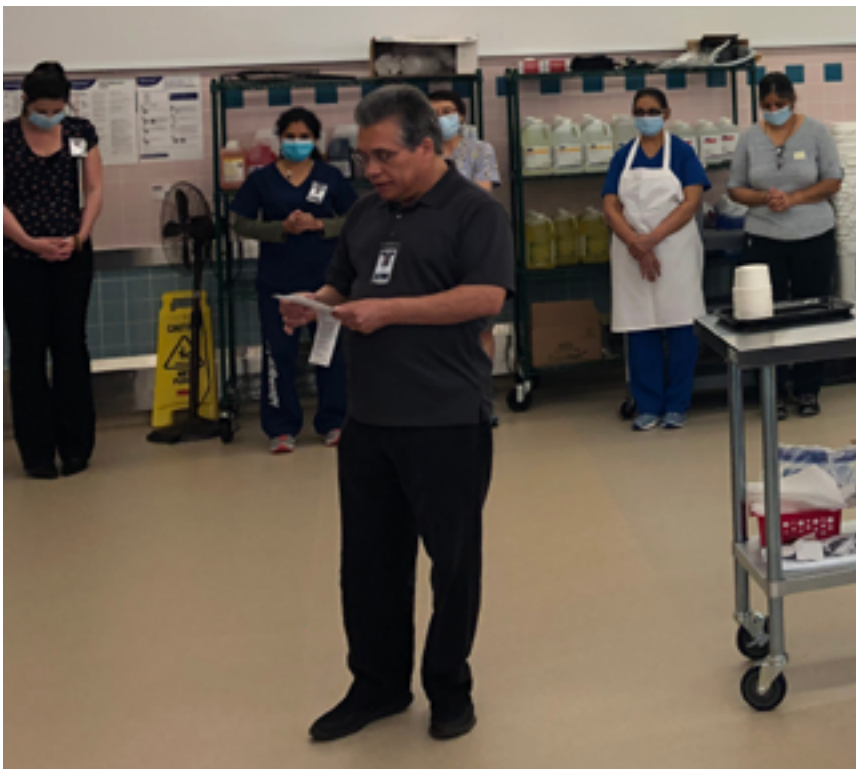
Report from Karen Wedman, Director of Mission and Ethics



*Open our eyes that we may
see wondrous things...*

PSALM 119:18A

Our mission theme this past year was *"A Wondrous Vision."* With the current realities, our vision statement is more important than ever. This statement helps us look at ways to provide care during a time of challenge, but also with new opportunity. We have reflected on the present situation of COVID and on what it might look like after COVID. We have also looked back over the past year and how we have dealt with the pandemic. Ethical topics and ethical research has also focused on COVID this year as it pertains to caring for our residents, extending to families and our staff. We can truly say, *"Well done good and faithful servants."* Matt 25:23.



Supporting Mission

As you can see, COVID has been on all our minds and it has been a difficult year but we continue to vision what can be in spite of what is.

Our focus has been on lifting the spirits of our residents and our staff. Weekly written devotions provided a moment for people to pause and meditate on words of wisdom, words providing rest and words that helped individuals to know that we care for one another.

Chaplains at the care homes ministered to residents and staff bringing peace and comfort. They also made calls with worried families, provided spiritual and religious care to those who were dying and bereavement counselling to family, staff and other residents. Chaplains



Volunteers

Volunteers have not been able to come to the care homes but there have been many window visits and outdoor visits from entertainers and volunteers. [Virtual Volunteers continue to send pictures, smiles and good cheer to our residents and staff.](#) We have had **2,433 virtual volunteers** this past year helping to improve the quality of life for our residents.

Resident inspired murals at Mountainview Village

Our vision statement “to grow in strength, excellence and creativity in caring for others” offered the opportunity to think of new, unique or different ideas to inspire hope



held small memorial services for residents who had died of COVID. These services were extremely meaningful and honored both residents and our staff.

Worship changed to accommodate COVID practices. Meeting in small groups, finding space within the care homes to accommodate social distancing, sharing music without singing or without a volunteer piano player was challenging. One of the ways pastoral care transformed worship was by using videos developed by the chaplains. Chaplains continue to be the neutral calming presence in the midst of any storm.

and joy. Staff and residents alike, at Mountainview Village in Kelowna were inspirational in the creation of the following murals.

Evoking memories, nurturing conversations and friendships, creating well-being and a strong sense of belonging.

Allison Johnson, the Mountainview Village Hospitality Manager wanted to engage our younger Assisted Living residents in a project to enhance meaning and enjoyment to their lives. She gathered them together for a conversation. “What



will make your meal-time more enjoyable?" she asked, expecting menu ideas. They asked to redecorate their plain dining room with a 'younger theme'. A collaborative meeting was arranged with Okanagan muralist Bobby Vandendoorn, where residents were asked, and "What images are important to you?" They eagerly shared memories from the great outdoors – fishing in the mountains, islands in the lake, bears, killer whales, eagles, native art, and walks in the woods - pieces of nature that reminded them of movement and freedom and wilderness.



Artist Bobby skillfully wove their ideas together into a fabulous mural that feeds their emotional and spiritual well-being, delighting residents and staff alike. Painted over three days, the artist's brush moved quickly, bringing each memory alive. The dining room, with a previous institutional style, has been transformed with the natural ambience of the outdoors.



The residents loved being involved in the original brainstorming of design, and expressed delight in having their ideas incorporated into the new spirit-filled atmosphere of their dining room. They are excited about upcoming fundraising events where they can help raise money for future murals. Their latest idea is to explore their sense of humour through a weaving of cartoon characters on another dining room wall. They love the environment where everyone gets involved and their choices are honoured, indicating Mountainview Village is a place where they feel their voices are heard and embraced - a place where they can belong.



Ethics

Ethical discussions held during COVID helped increase understanding of the ethical considerations that are relevant to providing care to residents during a pandemic. Some topics that were discussed; bioethics in a pandemic, presence of loved ones in the care setting, wandering of residents with dementia, non-compliant residents, vaccinations, and moral distress.

These discussions served as a resource for understanding the tension in values from an individual perspective vs. a community perspective and involved strategies for dealing with moral distress for residents/families and staff around issues such as the legislative restrictions for the care homes, etc.

Ethics Research

Several research studies related to COVID occurred at our care homes this past year.

Some of the studies include:

- A. TREC partner project CoVCares – AB/BC a study on the impact of COVID-19 and related health measure on family caregivers of DSL residents;



- B. TREC Quality of Life in times of COVID-19. The intention of this research is to develop a method to routinely and accurately collect data about quality of life for residents with dementia and test whether it is feasible for care aides to collect this data;

- C. TREC COVID Impact Assessment – a quality of life resident assessment; and

- D. Early warning and rapid public health response to prevent COVID-19 outbreaks in LTC by monitoring the presence and levels of SARS-Cov-2-RNA in site-specific sewage samples all contributed to life as we see it during a pandemic.

We have worked diligently this past year. As we go forward, may God bless this organization to continue seeing a wondrous vision that will help us through the challenges of this pandemic, knowing how privileged, we are to care for those entrusted into our care homes.



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.

The ACCA is a non-profit, voluntary organization and the recognized voice of continuing care in Alberta, made up of a unique alliance of: non-profit and/or faith-based and private owners and operators of home care and support services, supportive living and long-term care; and providers of quality products and services that support 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.

BCCPA is the leading voice for British Columbia's (BC) continuing care sector. The growing membership base includes over 400 long-term care, assisted living, home care, home support, and commercial members from across BC.



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.

CHAA is committed to providing care and support to those most vulnerable and least able to advocate for themselves and offer the highest quality care with integrity, empathy and respect for all.



Denominational Health Association

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

Fund Development Facts and Figures

The Good Samaritan Society and Good Samaritan Canada
Reporting Period April 1, 2020, to March 31, 2021

\$813,897



dollars raised

262
memorial gifts



totaling
\$37,873

More than
1,120



donor thank you calls
made by the Fund
Development team
and board members.



\$335,477

raised through grants
and funding requests.

An increase of 28%
over last fiscal year.



Introduced the 1st virtual
Run, Walk & Roll event
that raised more than

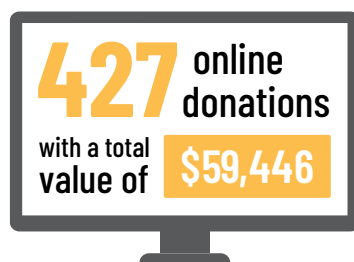
\$100,000

51 monthly
donors



raising

\$27,749



Up from 161 online
donations last year.



2,794 donations

made by **1,359** donors

Up from 1,137 donors last year.

2 cars
donated through
Donate a Car Canada



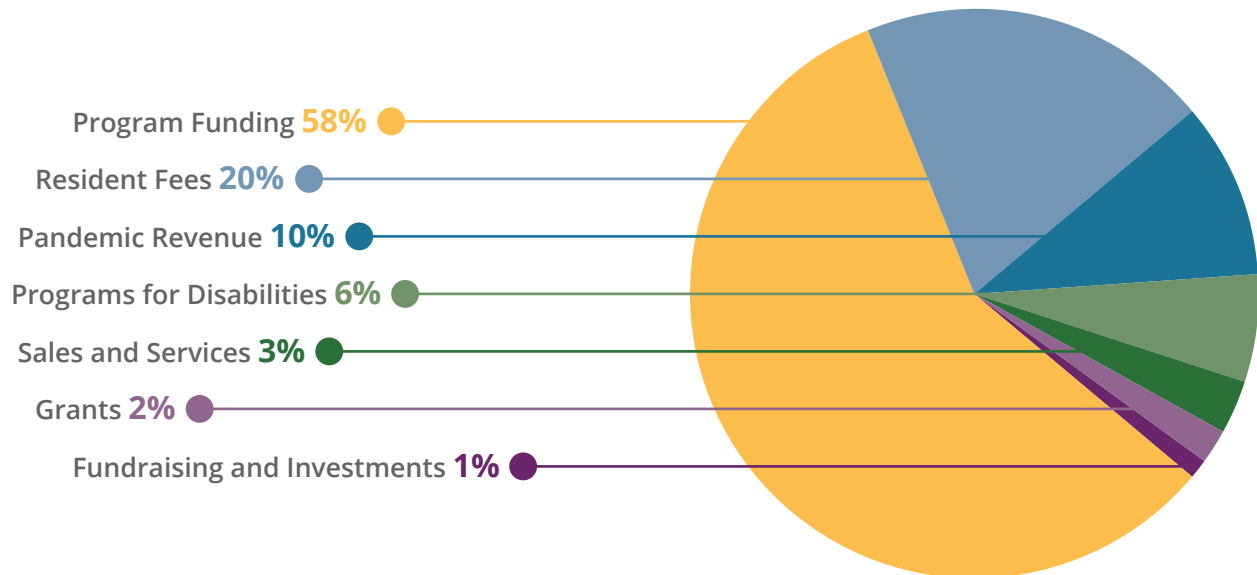
200 donations made
to Sweethearts for Seniors

and more than 3,500 personal Valentine messages
delivered to residents and clients in our care.

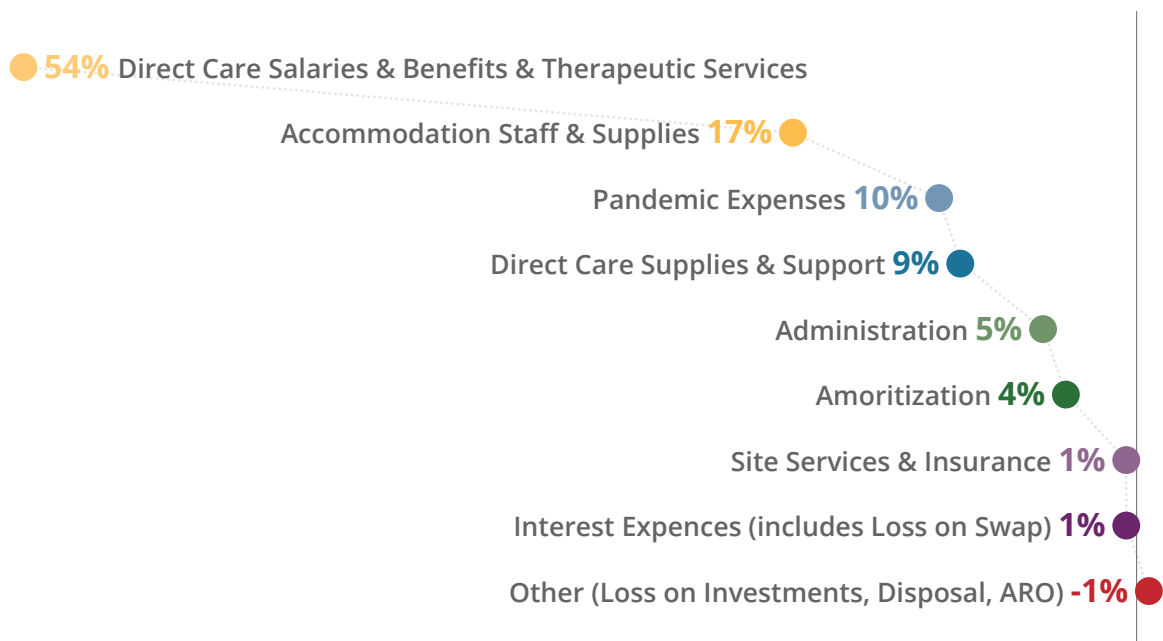


Financial Summary

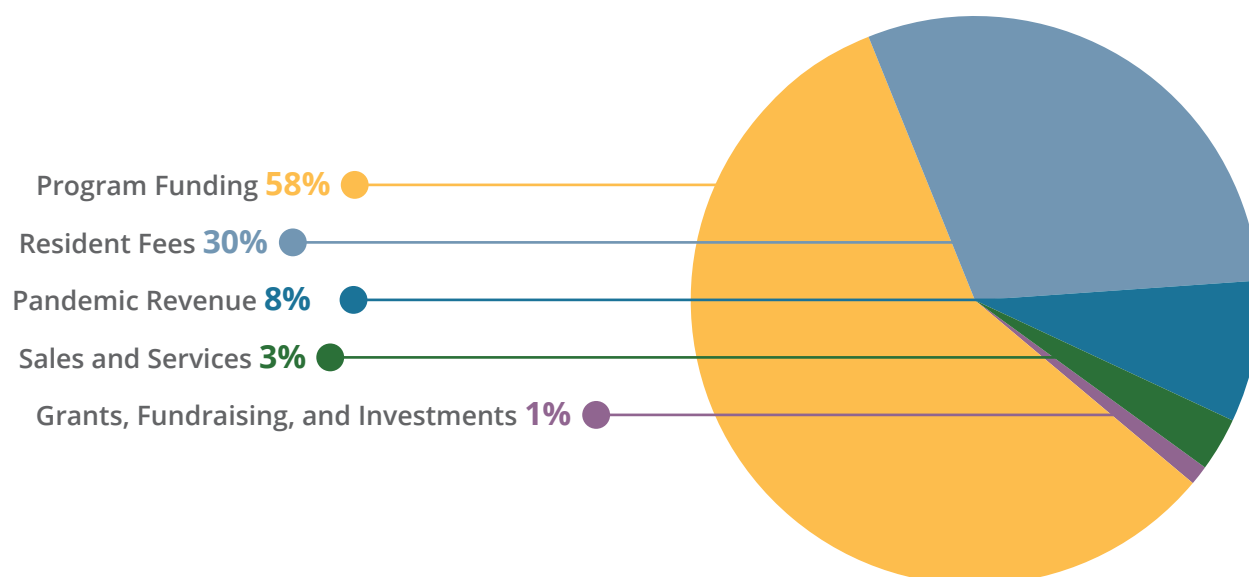
2021 Sources of Funds: The Good Samaritan Society



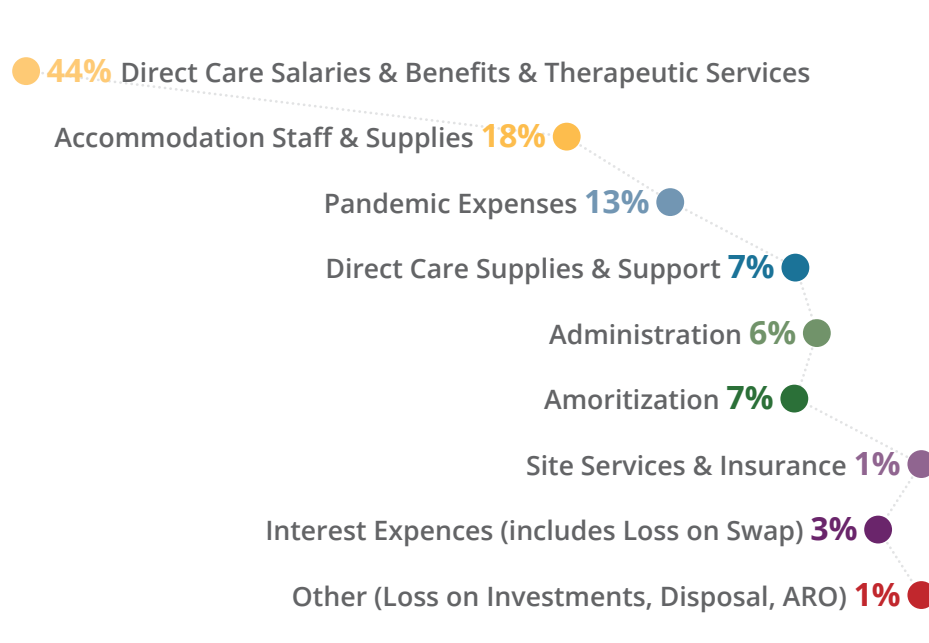
2021 Uses of Funds: The Good Samaritan Society



2021 Sources of Funds: Good Samaritan Canada (Consolidated)*



2021 Uses of Funds: Good Samaritan Canada (Consolidated)*



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

Thank You



This past year has challenged all of us to be more patient, kind, resilient and most of all supportive of each other. Supporting each other through the challenges of a global pandemic including not being able to see loved ones and the loss of someone we care for has been so important. Our employees have shown such admirable resilience through the COVID-19 pandemic and we are ever so thankful for their compassion and commitment. Our residents, their families and friends continue to show us their patience and kindness as we progress through this pandemic and for this too we are grateful. And to the overwhelming number of messages of support we have received from our volunteers and the communities we serve, we are incredibly appreciative.

We thank each and every person that continues to make a difference in the lives of those we serve. You are all Good Samaritans and without you we could not deliver on our mission of providing Christian hospitality to those in need or at risk.



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