



REPORT TO THE COMMUNITY

2021-2022



THE
GOOD
SAMARITAN
SOCIETY

GOOD
SAMARITAN
CANADA

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.

Land Acknowledgement

As Good Samaritans, we acknowledge that we live, work and play on the unceded territory of the Inuit, Métis, and First Nations people who call this land home from time immemorial. We remain committed to improving relationships between nations and improving our own understanding of Indigenous Peoples and their cultures. At Good Samaritan, we reflect on and acknowledge the harms and mistakes of the past and ask all of you to consider how we can, in our own way, try to move forward in a spirit of reconciliation and collaboration.

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.

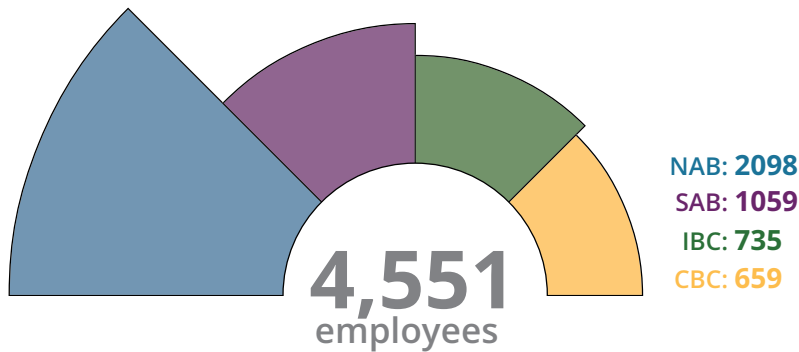
SERVANT LEADERSHIP

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.

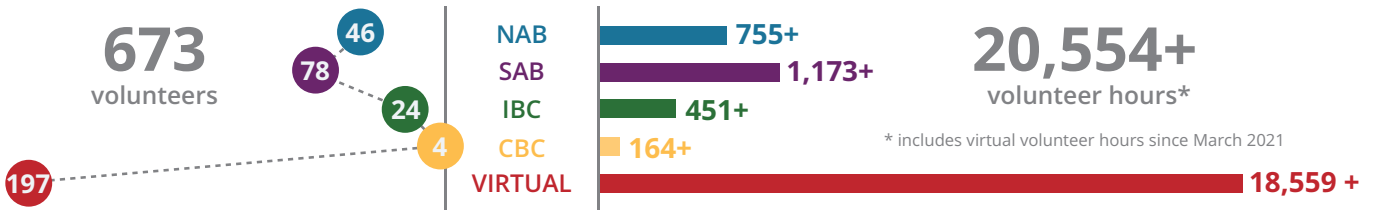
By the Numbers



21 care homes in **thirteen** communities

8 care homes in **seven** communities

Volunteer Services



2,773 care beds



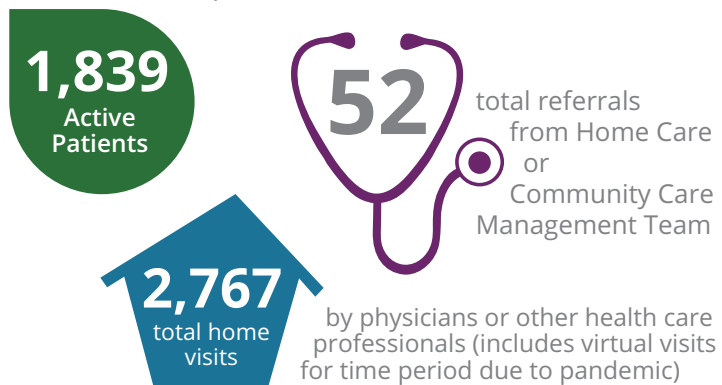
276 Independent Living suites



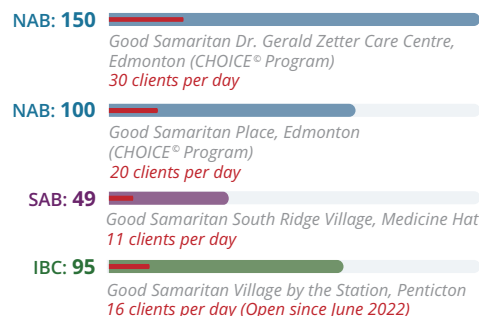
120 Programs for Persons with Developmental Disabilities (PPDD) individuals in Edmonton, Alta.



Good Samaritan Seniors' Clinic (April 1 2021 - March 31, 2022)



Adult Day Programs (weekly client averages March 2022)



- 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

In 2021-22 Good Samaritan began numerous new initiatives, completed multiple projects that started in previous years, continued progressing on many existing strategies, while still focusing on providing safe and quality care.

In the second year of the Covid-19 pandemic, we further fine-tuned our operations to follow public health guidance. Good Samaritan and the entire continuing care sector experienced significant trials – everything from resource challenges to changing visitation and gathering requirements. We managed through outbreaks, mandatory vaccinations, and masking regulations with a goal to ensure our residents, clients, and individuals remained safe and healthy.

The relaxation of some COVID protocols in early 2022 gave us cause for optimism. We were very excited to be able to visit and talk with many of the staff, residents, clients, and communities. Nonetheless, our excitement was tempered as we continued to be diligent in the face of continued COVID. Words like “waves” and “variants” and “boosters” will be part of our regular vocabulary for some time.

In the past two years, we lost people close to us. At the same time, we have never been more together in our resolve. The story of the Good Samaritan is about servant leadership and placing the needs of others ahead of our own. Through the pandemic, there have been countless stories of the selflessness in our teams, residents, clients, individuals, their families and many others, as they helped and supported one another. The more we share these stories, the more confidence we have that we will get through this, together.

With the help of our teams, we continue to make excellent progress on our three-year Strategic Plan (2021-24). The plan builds on our seven-decade legacy and affirms our vision of being a provider and

employer of choice. Regular tracking and reporting of the plan's 13 initiatives occurs at the Board, Executive and Senior Leadership tables. All team members are working diligently to ensure we move our strategies forward successfully.

In 2021-22 Good Samaritan saw complete application of the Organizational Design initiative, our people-centered and evidence-based approach that ensures we have the right people serving in the right capacity. This strategy has resulted in efficiencies in our organization allowing us to invest in new and innovative roles and programming. We will continue to use this methodology consistently to help us attract and retain the best people to maintain our operational and organizational effectiveness.

Quality initiatives were front and centre in 2021-22. Development of a quality model for the organization included the creation of a formal concerns resolution process. This centralized intake process will ensure that issues are identified early, tracked and that resolutions are found quickly. Through this process, residents, clients, individuals, and families can trust that Good Samaritan strives to continuously improve.

Our evolving work with Indigenous partners to support seniors in the community will be crucial. So far, the partnerships we are establishing with Indigenous communities have the potential to make significant positive improvement in how we serve Indigenous peoples and many others in the larger communities we serve.

Another key initiative in our Strategic Plan concerns diversity, equity and inclusion. Foundational to that is our journey of Truth and Reconciliation. For the first time in 2021, Good Samaritan celebrated National Indigenous Peoples Day and commemorated the National Day for Truth and Reconciliation. Events and activities occurred in most of our care homes and program locations.

We are so grateful to see so much progress in our organization in a time that has been marked by enormous challenge and uncertainty. Our people have remained diligent and committed to serving everyone in our paths, trusting our Lord to see us through this challenging time. What a joy and blessing it is to be a Good Samaritan! As we move forward together with optimism and care in our hearts, every day and in every way, we thank God for you.



Dr. Katherine Chubbs

Dr. Katherine Chubbs
President and CEO



Wayne Petersen

Wayne Petersen
Board Chairperson

2021 - 2022 Board of Directors

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



Wayne Petersen
Chairperson
Lethbridge, AB



Marlene Raasok
Vice-Chairperson
Irma, AB



Nadine Lung
Secretary
Sherwood Park, AB



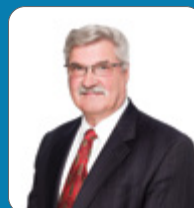
Biyi Adeniran
Red Deer, AB



Rev. John Boyd
Kamloops, BC



David Dorward
Edmonton, AB



Marvin Molzan
Rolly View, AB



Hoa Quach
Edmonton, AB



Rev. Kim Staus
Oliver, BC



Janet Storch
Victoria, BC



Allan Welke
Pincher Creek, AB

Strategic Directions and Goals

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.	• Accreditation achieved 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.	• 20% of deferred maintenance has been addressed.
Implement the just culture policy.	• 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.	• 65% of employees rate their job experience as good to excellent.
Develop and implement a diversity strategy with focus on Indigenous Health.	• 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.

Fund Development Facts and Figures

The Good Samaritan Society and Good Samaritan Canada
Reporting Period April 1, 2021, to March 31, 2022

\$979,000



raised through donations
and fund raising

\$292,000

donated by **522**



new donors

273

memorial gifts



totalling
\$165,000

45 monthly
donors



raising

\$25,000



2,794 donations
made by **4,413** donors



7 legacy donations
totalling **\$237,000**

2236 entries for the
ALBERTA EMPLOYEE

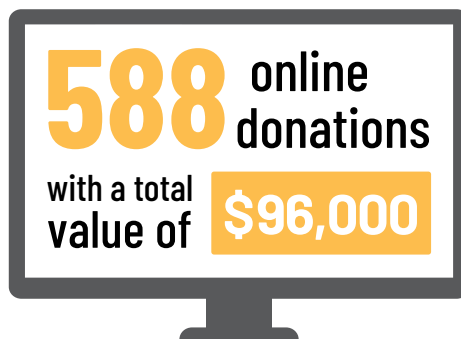
50/50

PAYROLL RAFFLE

fundraised

\$35,000

588 online
donations
with a total
value of **\$96,000**



20 projects



for **nice**

NEW INITIATIVES IN
CARE EXCELLENCE

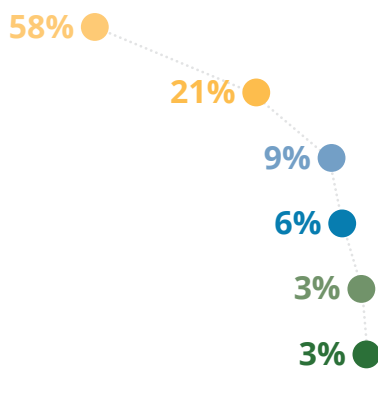
totalling more than

\$103,000

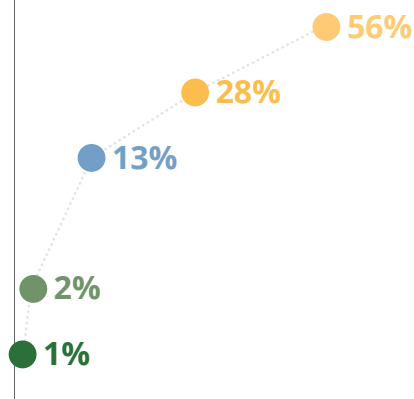
Financial Summary

SOURCES OF FUNDS 2022

The Good Samaritan Society

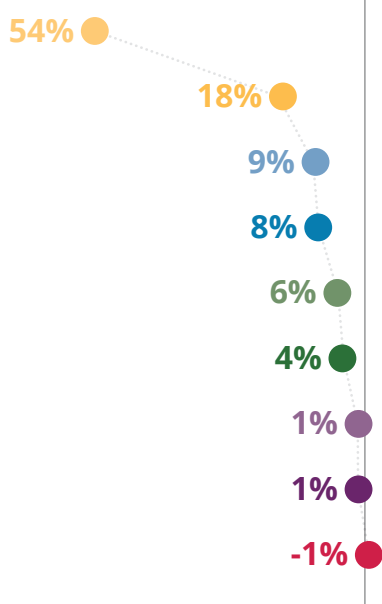


Good Samaritan Canada (Consolidated*)

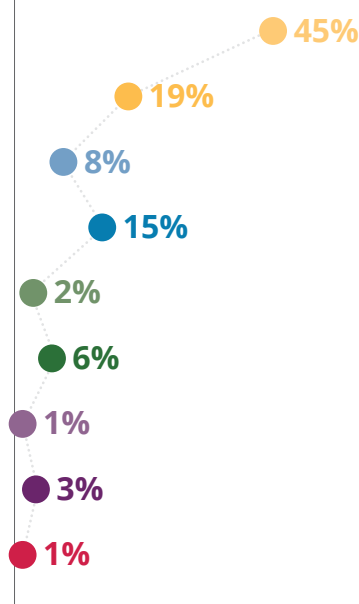


USES OF FUNDS 2022

The Good Samaritan Society



Good Samaritan Canada (Consolidated*)



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

Thank You

Gratitude has proven to be an incredible antidote to the angst that the challenges of a global pandemic has brought to our doorstep. That is the way of the Good Samaritan community. A way that is intentional, sincere, and marked by the core value of Servant Leadership. A value demonstrated in the giving of ourselves in service to others by acting in a trustworthy and ethical manner. It is also reflected in our posture towards the tangible support of volunteers and the communities we serve within. Our residents, their families and friends continue to show us their patience and kindness as we have journeyed through this pandemic and for this, too, we are grateful.

The heartbeat of gratitude and appreciation for one another mirrors our values and is captured by the following verse:

1 Thessalonians 1:2 **We thank God for you and always mention you in our prayers.**

As we reflect on where we have been as a team in these past two years, we marvel at the selflessness demonstrated throughout the organization and the care that has been provided. 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.



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

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