



THE
GOOD
SAMARITAN
SOCIETY

GOOD
SAMARITAN
CANADA



2022-2023

Report to the Community



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 ancestral and unceded territory of the Inuit, Métis, and First Nations peoples who called 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.

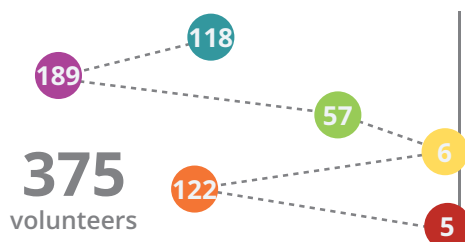
By the Numbers



21 care homes
in **thirteen** communities

8 care homes
in **seven** communities

Volunteer Services (January 1, 2022 - December 31, 2022)



NAB
SAB
IBC
CBC
VIRTUAL*
PROGRAM



2,773 care beds



344 Independent Living suites



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



Good Samaritan Seniors' Clinic (April 1, 2022 - March 31, 2023)

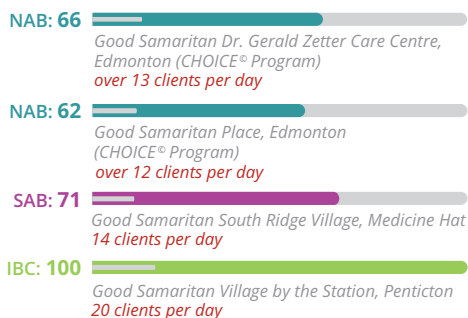
1,787
Active Patients

93 total referrals
from Home Care
or
Community Care
Management Team

2,582
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 March 2023)



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

2022-23 has been a year of continued progress for Good Samaritan on many of our ongoing initiatives. We remain focused on providing safe and quality care to residents, clients, and individuals while striving for innovation.

The third year of the COVID-19 pandemic has been punctuated with significant relaxation of public health protocols. While Good Samaritan and the entire continuing care sector experienced necessary trials – including staffing and resource allocation – we managed through outbreaks, vaccinations, and other health protocols to ensure the people living in our care homes remained safe and healthy.

We are very excited to have our staff, residents, clients, and communities have unfettered access to our care homes. Our public events like golf tournaments and other celebrations could begin again. Nonetheless, with our optimism, we remained vigilant in the face of further outbreaks as COVID-19 has become a regular part of our public health routines.

The parable of the Good Samaritan is about placing the needs of others ahead of our own. The pandemic has repeatedly shown us how our Good Samaritan communities helped and supported one another and the people in our care. We are immensely proud of how we gathered our courage and strength and persevered over the last three years.

Our teams continue to advance our Strategic Plan 2021-24 significantly. The plan builds on our more than seven-decade legacy of excellence. Our Board, Executive, and senior leadership teams maintain awareness and guidance as our 13 initiatives successfully progress.

Our Strategic Plan includes equity, diversity, inclusion, and Reconciliation initiatives. Foundational to that is our journey of Truth and Reconciliation. Following our first celebration of National Indigenous Peoples Day and National Day for Truth and Reconciliation in 2021, we have continued to hold events and activities in our care homes and program locations.

Working with Indigenous partners to support seniors in the community is a crucial priority for the organization. We continue to work at establishing agreements with Indigenous communities to significantly improve how we serve Indigenous peoples and others in the larger communities we serve.

Quality programs and services are an area we continue to advance in 2022-23. Our quality model for the organization is being refined and includes the full deployment of a patient concerns process. Residents, clients, individuals, and their families and caregivers can trust that Good Samaritan will always listen to concerns as we strive to improve continuously.

We are so grateful to see so much progress in our organization and how much commitment has been demonstrated by our people. We have trusted our Lord to see us through these challenging times. It is truly a blessing to be a Good Samaritan! We can look forward with optimism and caring that the future remains bright. We thank God for you.



Dr. Katherine Chubbs

Dr. Katherine Chubbs
President and CEO



Wayne Petersen

Wayne Petersen
Board Chairperson

2022-2023 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
Airdrie, AB



Nadine Lung
Secretary
Sherwood Park, AB



Biyi Adeniran
Airdrie, AB



Rev. John Boyd
Kamloops, BC



David Dorward
Edmonton, AB



Karen Dyberg
Edmonton, AB



Gordon Freund
Edmonton, AB



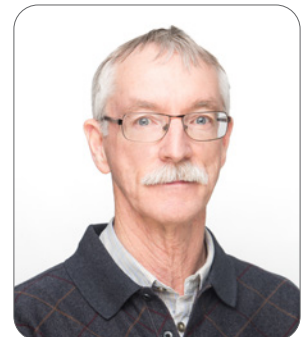
Rev. Vida Jaugelis
Vancouver, BC



Pamela King-Jesso
Edmonton, AB



Hoa Quach
Edmonton, AB



Allan Welke
Pincher Creek, AB

Strategic Plan 2021-24

Our current Strategic Plan has served us well. Many current strategies are foundation-building and there are still opportunities for continued success into the future.

As we approach the end the second year of our current strategic plan below is an update of the achievement of our strategies. All initiatives are on track for completion by March 2024.

Quality of Living	
Develop and implement a quality model.	
• Create new quality council structure.	Completed
• Create quality dashboards for quality councils.	Completed
• Implementation of client relations process.	Completed
• Participate in accreditation surveys.	In Process
Develop and implement a strategy for resident/client/family collaboration.	
• Develop a process to engage residents/families in resident and family councils and volunteerism.	Completed
• Complete a resident/family survey to understand needs and wishes.	Completed
• Create quarterly family education series.	Completed
Develop and implement a capital asset management plan.	
• Complete capital asset management plan.	In Process
• Develop capital asset budget planning process.	Completed
• Complete annual OHS site inspections.	Completed
• Complete deferred maintenance.	In Process
Implement the just culture policy.	
• Implement the policy.	Completed

Mission-Driven Culture	
Develop and implement a workforce strategy.	
• Develop a workforce strategy.	Completed
• Establish leadership development program.	In Process
• Create leadership succession program.	In Process
Develop and implement a strategy for employee engagement.	
• Enhance onboarding process.	In Process
• Enhance performance review and employee development process.	In Process
• Create mentorship program for leaders.	Completed
Develop and implement a diversity strategy with focus on Indigenous Health.	
• Institute cultural competency training program.	In Process
• Create Indigenous Health program.	Completed
• Enhance Indigenous stakeholder engagement.	Completed

Organizational Sustainability	
Complete Organizational Design.	
• Complete organizational design process.	Completed
• Implement business development opportunity of organizational design resources.	Paused
Meet financial targets.	
• Enhance manager knowledge of financial management.	Completed
• Engage managers in the annual operating budget process.	Completed
• Create contracts management process.	Completed
• Consolidate operational/capital/technology budget development process.	Completed
Complete a comprehensive review of each site for efficiency, effectiveness, sustainability, and innovation.	
• Complete comprehensive site reviews.	Completed
• Determine service options for homes.	Completed

Impactful Partnerships	
Develop and implement a donor engagement strategy.	
• Fund development strategy.	Completed
• Grant review and application process.	Completed
• Process for partnership for fund development.	Completed
Develop and implement an employee recognition program.	
• Kudos program.	Completed
• Employee recognition fund/standardizes process.	Completed
• Employee preference related to recognition.	Completed
Develop and implement an external stakeholder engagement strategy.	
• Comprehensive external engagement register.	Completed
• Plan for external stakeholder engagement.	Completed
• Annual stakeholder engagement event.	Completed

Fund Development Facts and Figures

The Good Samaritan Society and Good Samaritan Canada
Reporting Period April 1, 2022, to March 31, 2023

\$500,000



raised through donations
and fundraising at the
care homes

EquipCare BC

funded equipment to

8 individual
care homes
totalling almost
\$300,000



\$200,000

donated by **500**

first-time donors



300 ALBERTA EMPLOYEES
participated in

50/50

PAYROLL RAFFLE

and fundraised

\$50,000



*SPIRIT OF CARING
GOLF CLASSIC*

Two annual
golf tournaments
raised more than
\$100,000

108

memorial gifts



totalling

\$25,000

Family members make up
60% of our donors!



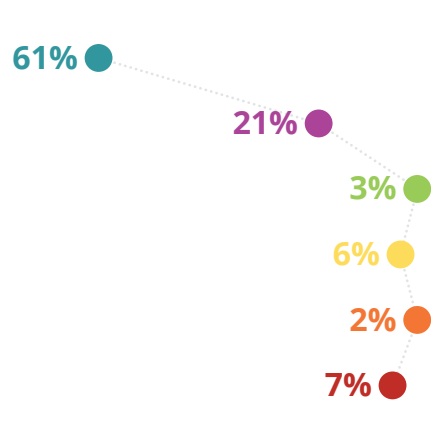
75% of all
donations
came in via
gss.org/donate



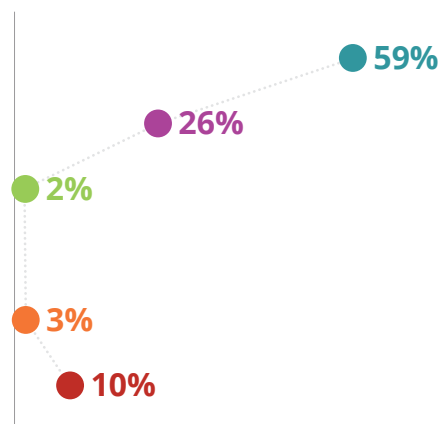
Financial Summary

SOURCES OF FUNDS 2023

The Good Samaritan Society

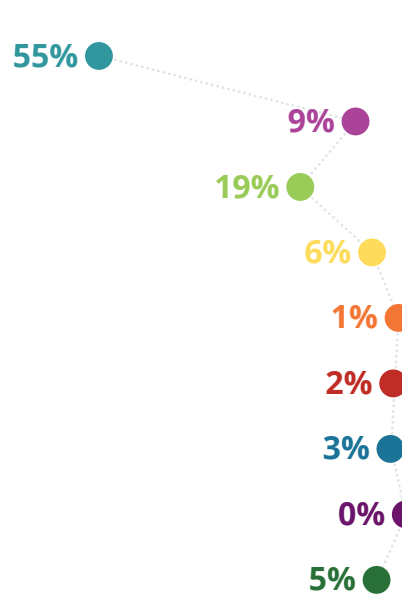


Good Samaritan Canada
(Consolidated*)

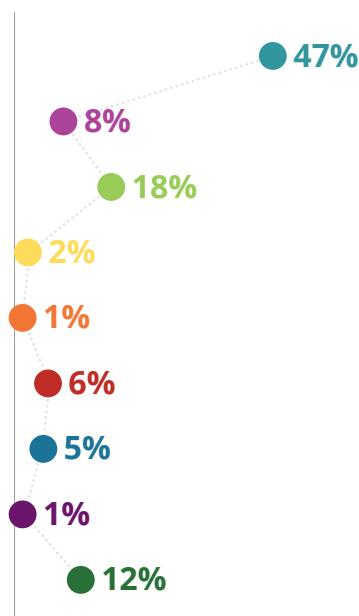


USES OF FUNDS 2023

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!

Our namesake at the heart of the Good Samaritan parable reminds us that our contribution matters to the collective impact. Among us are those who serve as board members, volunteers, or employees; others are connected to Good Samaritan as family members, residents, or community partners. Together, we comprise a team of difference-makers caring for those in need.

The parable reminds us that showing up is one of the greatest acts of care and that our contributions are part of a bigger story.

As we reflect on this past year with a heart full of gratitude, we should embrace the truth that our actions are part of a collective movement that can genuinely bring change for future generations. What we do with what we have is that important.

Let us hear and heed the call to

“Go and do likewise.”

(Luke 10:37)



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