



Report to the Community 2023-2024



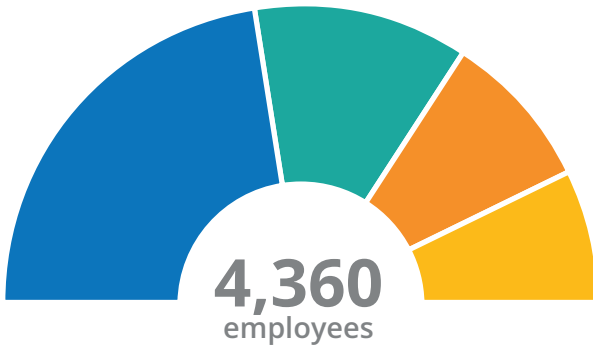
Land Acknowledgement

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.

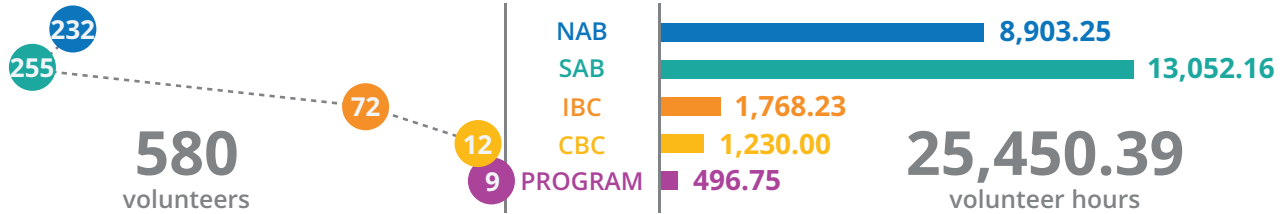
Mission	Following in the footsteps of the Good Samaritan, we extend Christian hospitality to people and communities in need.
Vision	<i>Being and Belonging – Every person, every home.</i>
Values	<ul style="list-style-type: none">• Excellence We provide exceptional experiences to those we serve and go above and beyond through innovation of service.• Inclusion We foster an organizational culture that accepts and nurtures the individuality of others and represents all people within our communities.• Healthy Relationships In a spirit of compassion, we work in supportive partnerships and open our hearts to others by affirming their goodness and potential.• Servant Leadership We lead through giving of ourselves in service to others by acting with courage in a trustworthy and ethical manner.

(updated April 2024)

By the Numbers



Volunteer Services (January 1, 2023 - December 31, 2023)



2,592 care beds



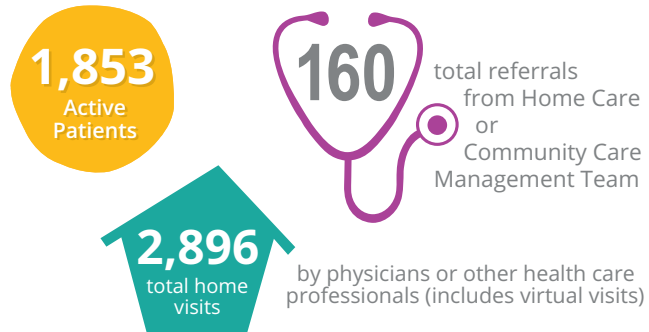
335 Independent Living /Private



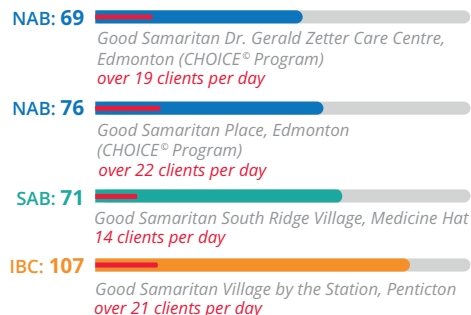
134 individuals living in Programs for Persons with Developmental Disabilities (PPDD) homes in Edmonton, Alberta.



Good Samaritan Seniors' Clinic (April 1, 2023 - March 31, 2024)



Adult Day Programs (weekly client averages March 2024)



A Year in Review

Message from our President and CEO and Board Chairperson

The parable of the Good Samaritan teaches an essential lesson about placing the needs of others over our own. In 2023-24, we demonstrated that same caring and willingness to serve across all our Good Samaritan care homes, programs, and services. This dedication directly impacts our residents, clients and individuals in our care, making them feel valued and integral to our success.

The summer of 2023 in Western Canada was one of the hottest and driest on record. It resulted in more intense wildfires in Alberta and British Columbia than previously experienced, impacting residents and staff in several care homes. Good Samaritan Pembina Village in Evansburg faced two evacuations in early May. After two weeks of temporary stays in our care homes in Edmonton, residents and staff finally returned to Pembina Village. The fire risk remained in the western part of the province throughout the summer. Our care homes in Northern and Southern Alberta remained alert until cooler weather came in the fall.

In August, our teams in the Central Okanagan also prepared to evacuate our care homes in Penticton, Kelowna, Vernon, and Salmon Arm. The fires did get close to those communities, but fortunately, we were not forced to evacuate. However, we prepared to accept evacuees from other parts of the province. In both instances, our disaster management protocols were in place and served us well. Our teams' unwavering dedication and professionalism in these impacted sites and others who supported them during these highly stressful situations is a testament to their resilience and should make us all proud.

2023-24 was a year of continued progress on many initiatives. We continued to focus on providing safe and quality care to residents, clients, and individuals while striving for innovation. Our commitment to innovation reflects our continuous improvement and forward-thinking approach. We concluded our Strategic Plan for 2021-24, finalizing work on 13 initiatives. Many initiatives are ongoing for the organization and will continue for some time. We also began the focused work of developing the next Strategic Plan for 2024-29. To prepare our next plan, we gathered information and ideas from stakeholders—residents, families, employees, and partners.

The Alberta Budget 2023 provided an excellent reason for Good Samaritan to celebrate. After much advocacy, the provincial government announced a significant capital grant to Good Samaritan to help construct a new 280-bed care home in west Edmonton. Good Samaritan West Village will be a showpiece for our small-home model – a collection of 20 homes, each with 14 residents residing in private rooms, promoting a personalized living environment. West Village will incorporate our *Being and Belonging* model of care. West Village will also be designed to create culturally appropriate spaces for Indigenous residents, families, and employees. From the physical design of the building and property to the programming and care within it, peoples from our diverse communities will feel safe and welcomed in our Village.

The Canadian College of Health Leaders presented Good Samaritan with a national award for our work in Equity,

Diversity, Inclusion, and Anti-racism. This award recognizes our continued commitment to upholding these values at all levels throughout the organization and in delivering our services. We have created an organizational culture that wholeheartedly welcomes and fosters the individuality of others and represents all people within the communities they serve. Building an equitable, diverse, and inclusive organization is not just a goal but a collective effort and collaboration to which we are fully committed.

We continued our journey toward Reconciliation. In 2023-24, we launched our online Indigenous cultural competency training for our employees and education sessions for residents and families. We committed to having 50% of our employees complete the training by the end of the fiscal year, and we are happy to report that 79% completed it by March 31. This is a fantastic achievement and demonstrates the commitment of our teams to furthering this important work!

We look forward to the coming year. There is great excitement about celebrating our 75th anniversary, Accreditation, and preparing for a new capital project. The years ahead show much promise to the organization, and we are so grateful for our continued success. As always, we sincerely thank all our stakeholders for their unwavering support and active participation in our initiatives. Thank you, and God bless!



Dr. Katherine Chubbs
President and CEO



Marlene Raasok
Board Chairperson



Dr. Katherine Chubbs
President and CEO



Marlene Raasok
Board Chairperson

2023-2024 Board of Directors

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



Marlene Raasok
Chairperson
Airdrie, AB



Gordon Freund
Vice-Chairperson
Edmonton, AB



Nadine Lung
Secretary
Sherwood Park, AB



Ayodele Adebayo
Airdrie, AB



Biyi Adeniran
Airdrie, AB



Karen Dyberg
Edmonton, AB



Rev. Vida Jaugelis
Vancouver, BC



Rev. Karen Johnson-Lefsrud
Victoria, BC



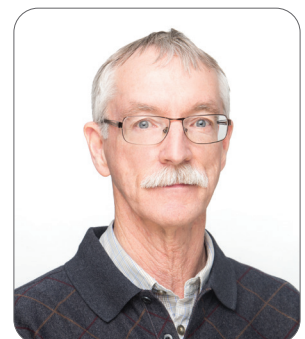
Pamela King-Jesso
Edmonton, AB



Hoa Quach
Edmonton, AB



Mark Razzolini
Edmonton, AB



Allan Welke
Pincher Creek, AB

Fund Development Facts and Figures

The Good Samaritan Society and Good Samaritan Canada
Reporting Period April 1, 2023, to March 31, 2024

Good Samaritan began in 1949 with a donation by Gottlieb Wedman to build our first seniors' care home in Edmonton. Since then, the generosity of thousands of people has made Good Samaritan what it is today. We are very grateful for all the donors, event sponsors, and others who have contributed to Good Samaritan's success over our 75-year history.

As a registered charitable organization, Good Samaritan collects gifts and donations from numerous sources. Family members of the residents, clients, and individuals in our care contribute about 60 percent of the contributions made directly to the care homes. All the funds raised at care homes support critical equipment needs or enhancements in those homes.

**1.16 MILLION
DOLLARS RAISED**

through donations and fundraising at
the care homes, grants and events

**Memorial and legacy gifts
totalled more than**

\$400,000



EquipCare BC

funded equipment and
care home enhancements in



**8 individual
locations, totalling
\$300,000**

**Two annual golf
tournaments in Lethbridge
and Edmonton raised**



\$140,000



**500 EMPLOYEES
contributed nearly**

\$100,000

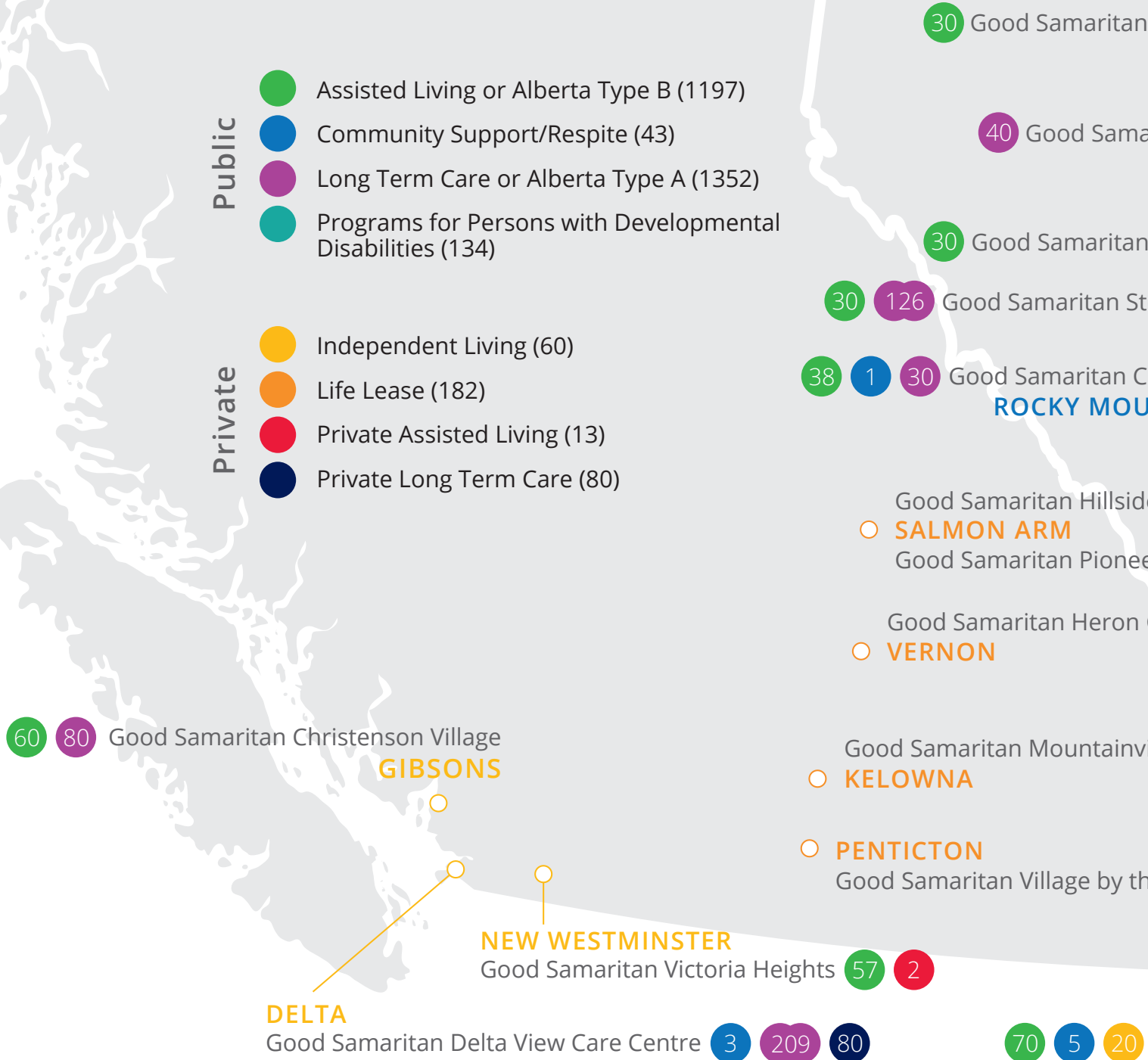
through donations,
and participation in
raffles and auctions

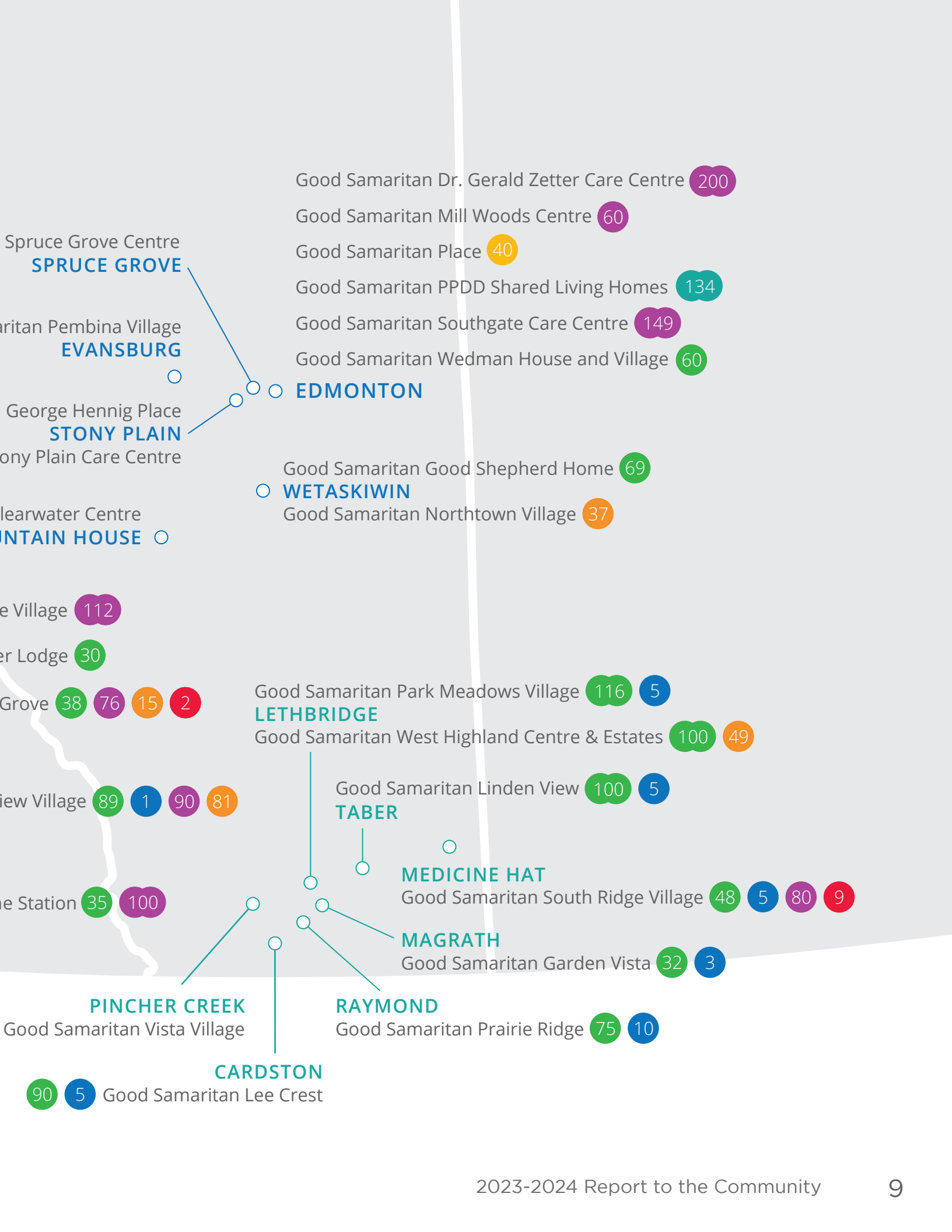


Care Homes and Service Capacity

The Good Samaritan Society and Good Samaritan Canada

- Public**
 - Assisted Living or Alberta Type B (1197)
 - Community Support/Respite (43)
 - Long Term Care or Alberta Type A (1352)
 - Programs for Persons with Developmental Disabilities (134)
- Private**
 - Independent Living (60)
 - Life Lease (182)
 - Private Assisted Living (13)
 - Private Long Term Care (80)





Strategic Plan 2021-2024

Our Strategic Plan 2021-24 is now at the end of this cycle, and all approved initiatives were completed by March 31, 2024. Many of the strategies presented below were foundational and will be opportunities for continued success in the coming years. Our next [Strategic Plan 2024-29](#) will build on these strategies.

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.	Completed
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.	Completed
• Develop capital asset budget planning process.	Completed
• Complete annual OHS site inspections.	Completed
• Complete deferred maintenance.	Completed
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.	Completed
• Create leadership succession program.	Completed
Develop and implement a strategy for employee engagement.	
• Enhance onboarding process.	Completed
• Enhance performance review and employee development process.	Completed
• Create mentorship program for leaders.	Completed
Develop and implement a diversity strategy with focus on Indigenous Health.	
• Institute cultural competency training program.	Completed
• Create Indigenous Health program.	Completed
• Enhance Indigenous stakeholder engagement.	Completed

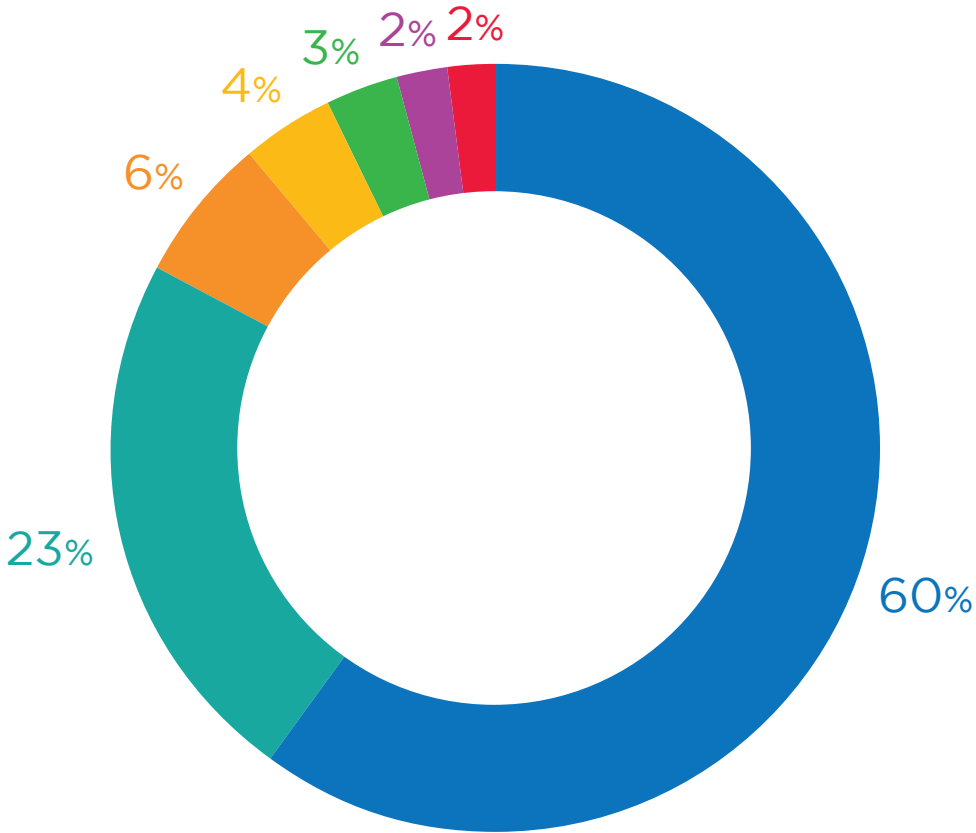
Organizational Sustainability	
Complete Organizational Design.	
• Complete organizational design process.	Completed
Meet financial targets.	
• Enhance manager knowledge of financial management.	Completed
• Engage managers in the annual operating budget process.	Completed
• Create contracts management 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

Financial Summary

Revenue

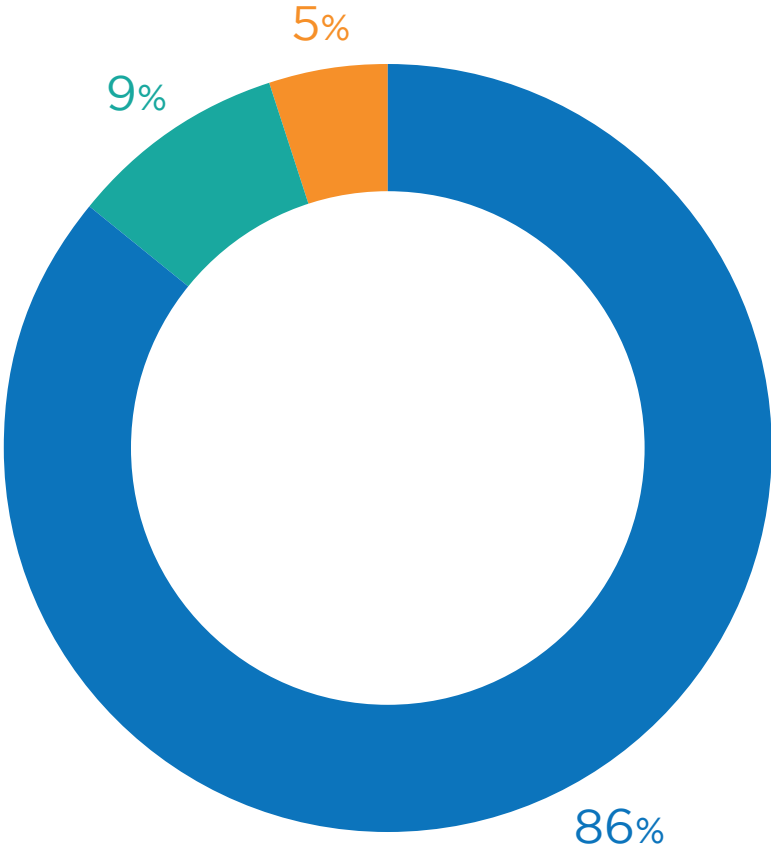
The Good Samaritan Society, Good Samaritan Canada and Good Samaritan Delta View Care Centre Ltd. - Consolidated



- Program Funding
- Resident Fees
- Pandemic Funding
- Programs for Persons with Developmental Disabilities
- Investments and Other income
- Sales and Services
- Grants and Fundraising

Expenses

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



- Care Home direct care, accommodations, and therapeutic services (includes salaries, benefits, maintenance and supplies)
- Services, insurance and other care-related expenses
- Corporate support (includes Administration, IT, HR)

Financial statements for The Good Samaritan Society, Good Samaritan Canada are prepared in accordance with Accounting Standards for Not-for-Profit Organizations. Financial statements for Good Samaritan Delta View Care Centre Ltd. are prepared in accordance with Accounting Standards for Private Enterprises.

Dedicated

Innovative

Grateful



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

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