



www.gss.org

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

Good Samaritan Head Office
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Contact Us

If you have any questions regarding resident/
client safety, or have noticed something that
could potentially cause a safety concern,
please speak to your site/program manager
or email goodsaminfo@gss.org.

Safety Involves Us All

Information for residents,
clients, families, and staff.

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

Healthy Relationships

In a spirit of compassion, we work in supportive partnerships and open our hearts to others by affirming their goodness and potential.

Hospitable Environments

We provide safe, comfortable communities inspiring involvement, where people experience a sense of caring, belonging and purpose.

Servant Leadership

We lead through giving of ourselves in service to others, by acting with courage in a trustworthy and ethical manner.



Safety Involves Us All

In support of our mission, vision and values, Good Samaritan is committed to a culture of safety. We support ongoing strategies throughout the organization to improve safety in our environments for residents and clients, visitors, volunteers, and staff. Maintaining a safe work culture is everyone's responsibility. We must continually identify, assess, report and manage possible risks to the health and safety of ourselves, our contractors, our residents/clients and the public within the communities we operate. Anyone can and should report an event.

Know the Process When Events Happen

Life is full of unanticipated events. Unplanned things can happen to residents/clients that may or may not cause harm that is not related to their health condition.

Disclosure is the process of telling residents/clients and families about an event. The care home/program will review the situation and will provide the facts of what happened and actions taken or to be taken as they become known. The length of a review will depend upon the complexity of the event.

Good Samaritan is committed to providing a safe environment that allows and encourages openness in identifying and reporting adverse events, close calls and hazards. Together, we promote a culture where people feel safe to report safety concerns without fear of blame and trust that the concerns will be acted on.

Hand Hygiene is the Single Most Important Way for Residents, Staff, and Visitors to Prevent the Spread of Infection

Hand hygiene is done by washing your hands or by using the waterless alcohol-based hand sanitizer provided at all Good Samaritan locations.

Perform Hand Hygiene

- After going to the bathroom.
- Before and after eating/serving a meal.
- Before touching your eyes, nose, and mouth.
- After coughing, sneezing, or wiping your nose.
- If your hands are visibly dirty (soiled).
- Before leaving a resident's room.
- Before and after participating in any activity.

You are encouraged to ask ANY staff member, including doctors, if they have performed hand hygiene.

In addition to hand hygiene, staff may wear gloves when providing personal care to prevent the spread of germs.

Medication Safety

Good Samaritan relies on an interdisciplinary team to ensure safe medication use. A clinical pharmacist is a member of the health care team and is trained to help you with all your medication needs.

The care staff oversees both the safe administration of these medications and monitoring of the medication effectiveness. We encourage residents/clients and families to be part of medication safety by first providing information about medications they are taking - including prescription, over-the-counter, and herbal medications as this will help to ensure the resident/client has a complete and accurate medication list. To further reduce errors and improve safety, both the resident/client and family are encouraged to ask questions and be part of the decision-making process for medication use.

Wear Your Identification Bracelet

Residents/clients will be issued an identification bracelet and it is important that they wear the bracelet at all times, whether in the care home or out on temporary leave. Their identification bracelet will be used as one of two ways to identify them so staff members can safely provide medications, care, and services. Picture identification of the resident/client will be available with the medication boxes, as well as on the electronic health record.

Be Involved in Your Healthcare

If you have questions about your care or your loved one's care - please speak up! Let us know how we can best provide information that will help you make the decision to accept or refuse treatment.

If you have difficulty making decisions or communicating to healthcare staff, assign a trusted advocate (spouse, child, brother/sister, a friend) to speak up on your behalf or help you through.

Quality Improvement

Good Samaritan is committed to quality improvement and works towards enhancing quality and service for its residents, clients, staff, partners, the community and other stakeholders.

We expect all staff, including front line and management, to participate in quality improvement activities. These initiatives may be organization wide, regional or local to a care home/program. Documenting and reporting quality improvement activities and outcomes are an essential part of the process.