THE BETHANY GROUP

Annual Report 2023

Bethany Nursing Home of Camrose (operating as The Bethany Group) is a public, not-for-profit, organization providing health care and housing services to over 2,600 households in 30 communities throughout Central Alberta.











Who We Are

Our Mission:

Our mission is providing person-centered service that builds a caring community, connects people and makes a positive difference in each person's life through the provision of Health, Housing and Supportive Living services.

Our Values:

As a faith-based organization growing from the foundation of our 100-year history of sharing God's love, we seek to live the following values:
keeping people at the center of our thinking;
fostering safe and welcoming communities; and
a sustainable approach to providing service.

People are the center of our thinking through:

- Person-centered care and service
- Living with meaning and purpose
- Responsiveness (listening, empathy, understanding and support)
- Putting people first before tasks
- Investing in our people

Fostering safe and welcoming communities through:

- Kindness
- Respect
- Faith and spirituality
- Relationships

A sustainable organization through:

- Supporting Innovative approaches
- Working collaboratively by accessing community resources and volunteers
- Transparency
- Accountability and Responsibility



Board Chair Remarks

2023 saw the Bethany organization complete our One Hundred and First year of service to the community in Camrose and Central Alberta. Bethany continues to be a leader in providing housing and health care services to Alberta Seniors and Families.

The Bethany Group held its annual Staff Appreciation event on September 20, 2023 in Camrose. The event was well attended by staff from many of our facilities and I was able to see firsthand, the high level of pride and caring our employees have for the residents and clients. We are truly blessed and thank them all for their continued service to Bethany and our Communities.



On behalf of our Bethany Governing Board, I would like to acknowledge our hardworking CEO Carla Beck, her talented team of Directors and energetic Support Staff. All of whom have worked tirelessly to continue to lead our organization into the future. Thanks for your continued support and leadership!

As a board, we were happy to welcome Scot Lorenson on to our Board, bringing with him a background of Financial Services and providing insight in that area. We are well on our way to a full complement of Governing Board Members.

In closing, I would like to thank my fellow Governing Board Members for all of your time, assistance and patience, as we continue our journey toward strong governance practices.

Respectfully submitted,

Jack Ramsden

Board Chair

Thank you to our other 2023 Governing Board Members:

- Brenda McDermott, Vice Chair
- Cheryl Smith, Secretary
- Elizabeth Bagdan
- Amber Davis
- Lynda Haarstad Petten
- Sharon Mickla
- Scot Lorenson

CEO Update

The Bethany Group is pleased to review our accomplishments and progress over the past year as we share this annual report with our communities. Our organization is a proud provider of a vast array of continuing care and housing services. Our commitment to partnerships and collaborations supports our ability to build caring communities throughout central Alberta.

As CEO of The Bethany Group, Carla Beck strives to meet our mission and values through strong teamwork and development of staff and workplace culture. Having a strong leadership team has allowed the organization to achieve many of its strategic and operational goals.
2023 saw a change in our leadership team with the retirement of Reverend David Eriksson after 13 years in the organization in roles such as Chaplaincy Manager and Executive Director of the Bethany Foundation. We will miss David but were pleased to welcome Pastor Kevin Schwartz into these roles. Pastor Kevin was previously serving the organization in the Regional Chaplaincy role and this is a great example of our leadership development and succession planning commitment throughout the organization.

It was an honour once again to recognize our employees during our Annual Staff Appreciation event where we are able to show our gratitude for the people who allow the organization to serve through their dedication and hard work.

The Leadership and Chaplaincy Teams also spent much time in 2023 planning and moving forward several workplace culture initiatives that will serve to ‘feed the souls’ of our employees in the future.



The leadership team will be sharing their achievements in this annual report but some of our many accomplishments over 2023 include:

- A visit from Premier Danielle Smith to Deer Meadows in Camrose;
- Meetings (and visits from) Minister Nixon and Minister LaGrange;
- CEO participation in the Seniors, Community and Social Services Round Table on Housing
- Participation in the provincial Lodge Program review;
- Organization wide Lodge Marketing – Open Houses and Social Media development to assist in increased occupancy in lodge sites;
- Participation in the Christian Health Association of Alberta’s 80th Anniversary as an original member;
- Queen’s Platinum Jubilee Medal recipients – TBG CEO, Chaplain, Stakeholder Relations Advisor, and previous Board Chair;
- CEO participation on provincial committees – Continuing Care Transformation, Continuing Care Act & Regulation development, Continuing Care Alliance, and provincial Funding Advisory Committee;
- Meetings with Municipal Councils to discuss Housing Management Body activities and potential partnership opportunities in various communities.

It is my honour to serve an organization that truly puts person-centred service at its core and I continue to be amazed by our ability to accomplish so much within such tight parameters. My appreciation also goes out to the many communities where we serve – thank you for your trust in us and the work that we do.

Carla Beck
Chief Executive Officer

Health Services



As the Director of Health Services for The Bethany Group, Tena has been part of this incredible organization for over twenty years. Throughout her journey, she has learned that success in healthcare comes from the power of collaboration and teamwork. Tena strives to foster a supportive environment where every team member feels empowered. She is deeply committed to TBG's mission and values, and is inspired daily by our dedicated employees, who always put the residents we serve at the heart of everything they do.

2023 Accomplishments in the Health portfolio include:

- In June 2023, we saw a shift to post-pandemic operations, allowing employees to go mask-free on the frontline, working through updated outbreak management protocols, and supporting ongoing immunization campaigns for residents and staff.
- In June 2023, The Bethany Group achieved Accreditation with Commendation across all health sites, including home care and adult day support programs. This recognition reflects our ongoing dedication to quality improvement and the delivery of safe, high-quality health services.
- Under the guidance of the Quality Improvement Committee, we completed a project to enhance mealtime experiences for residents, focusing on their feedback, menu choices, meal temperatures, and customer service. For this work we received recognition through the Health Excellence Canada Grant, which enabled employees to undergo Kind Dining training, enhancing our team's customer service during meals.
- We participated in the Rural Capacity Investment Fund program in collaboration with external partners to address recruitment challenges. These efforts supported RN recruitment and retention.
- The Bethany Group HCA In-Training program successfully graduated 10 new HCA students into the workforce in 2023.
- Through the in-house education program, 1023 employees participated in education sessions this year, enhancing their learning to provide quality care.
- Our Outreach Education Program provided training to over 1200 provincial healthcare employees across Alberta.

These accomplishments reflect our dedication to continuous improvement and our unwavering commitment to enhancing the quality of care we provide. Together, we are making a lasting impact.

Tena Lansing

Director,
Health Services

Housing and Lodges



Shannon has been the Director for Housing and Lodges since 2020. Housing has been a passion of hers for many years. She has her certification in Housing through Canadian Institute of Housing and also certification in Facility Service Management to help in the leadership of this portfolio.
Shannon has spent a lot of time this past year focusing on key community issues in the municipalities that The Bethany Group serves. Homelessness has been, and continues to be, a huge issue, not only for our young families, single individuals but also for our seniors. We worked with community services agencies to ensure that The Bethany Group is a contributor in helping to end homelessness. Being involved with community is a priority for The Bethany Group and has been beneficial not only for support in pressing or trending community issues but also to spread awareness of what The Bethany Group can offer.

Among the many accomplishments for our organization in 2023 in the Housing and Lodges portfolio, some are:

- At the beginning of 2023 Government released changes to the Social Housing Accommodation Regulations for Housing Management Bodies to implement. With those changes, it prompted an addition to our Operating Management System. To ensure we met deadlines, we created training sessions and training manuals on all these system changes which was a huge task for our organization. With everyone working together we were able to complete the training in house.
- Creation of a needs assessment was done for The Bethany Group to track the maintenance needs and costing for our TBG owned buildings. We wanted to ensure we were being proactive instead of reactive when issues arise. This has been very beneficial for us in our budget planning.
- We continue the Annual review of our Capital Maintenance Renewal report that we do for the Government owned buildings that we manage.
- The Bethany Group Ethics Committee was able to create a policy for smudging in the congregate living sites - a big initiative for bringing awareness and understanding for our indigenous community.
- After the COVID-19 Pandemic there was an increase in the vacancies in our lodges which prompted us to establish a Lodge Marketing Group for The Bethany Group and its Housing Management Body partners. This group has met regularly to brainstorm ideas and create actions to fill our Lodges and get information out to communities about the program. The Bethany Group updated websites with new pictures of the buildings for added information to help support our initiative to help seniors with housing and fill the lodges.

These accomplishments were possible because of the amazing commitment from The Bethany Group staff and their continued focus on our mission and values.

Shannon Holtz
Director,
Housing and Lodges

Corporate Services



Judy is an established leader with over 25 years of experience in developing and implementing strategies that link people programs to business objectives. Judy fosters a culture where people understand the connection between what they do every day and its impact on the people we serve. It's about how we care for our residents and our clients and each other.
Judy is passionate about achieving a workforce that reflects the diversity of our community by valuing people for who they are and honoring their uniqueness while championing their belonging.
At TBG, the leadership team acts on the values of equality, diversity and inclusion. Leadership is where it starts if you want to build a culture where those things thrive.

Judy is proud of the achievements the Corporate Services Team has accomplished in collaboration and partnership with Operations.

- Our Equality, Diversity and Inclusion committee continues to embed the principals of EDI into the TBG culture, and to increase awareness and educate on diversity and inclusion issues in the workplace. At the core of this is our belief that diversity and inclusion stem from how we care for individuals, and we recognize that feeling included is essential to thrive both professionally and personally.
- Our Leadership Development and Mentorship program builds upon our employees' existing skills and knowledge, which has resulted in 11 employee promotions to a higher classification, or roles with greater scope and scale.
- Our Employee and Assistance Provider, Lumino Health, continues to give our employees access to integrated mental health support, legal and financial advice, work and career counselling and support for families and relationships
- We held our first Benefit and Wellness fair so that employees are fully aware of the many benefits and perks afforded to them as TBG employees. Many of our community partners and vendors attended the fair to showcase their wellness products & services and to generously contribute gifts for our "employee passport" prizes.
- Our uncompromising commitment to the health and safety of our residents, clients and employees was demonstrated by our COR Safety audit score of 100%

Judy Lowe

Director,
Corporate Services

Chaplaincy Services

2023 has been a time of transition and honoring within the Chaplaincy department. The year began with the hiring of Rev. Calvin Skriver. Pastor Calvin began in a part-time role at Bethany Meadows, then in September he assumed the full-time role as our Regional Chaplain. We are grateful to have Pastor Calvin as valuable member of Bethany's Chaplaincy Team.



Our chaplaincy department was involved in planning, hosting, and participating in many events throughout the year. We are pleased to have resumed in welcoming regular monthly mass from both the Roman Catholic and Ukrainian Orthodox Churches to our health sites in Camrose. Our thanks to both Father Kris Schmidt, and Father Don Bodnar, respectively.

The year concluded with our chaplains serving and participating in Martha's table in Camrose, which provides a free Christmas dinner each year for people in need. It is hosted by the United Church in one of the weeks that precedes Christmas.

Respectfully submitted,

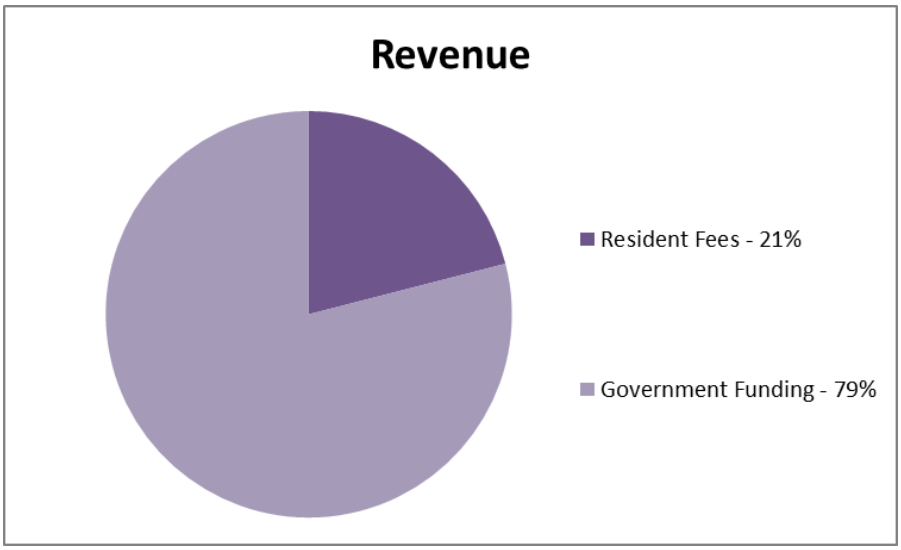
Kevin Schwartz

Manager,
Chaplaincy Services

Health Services

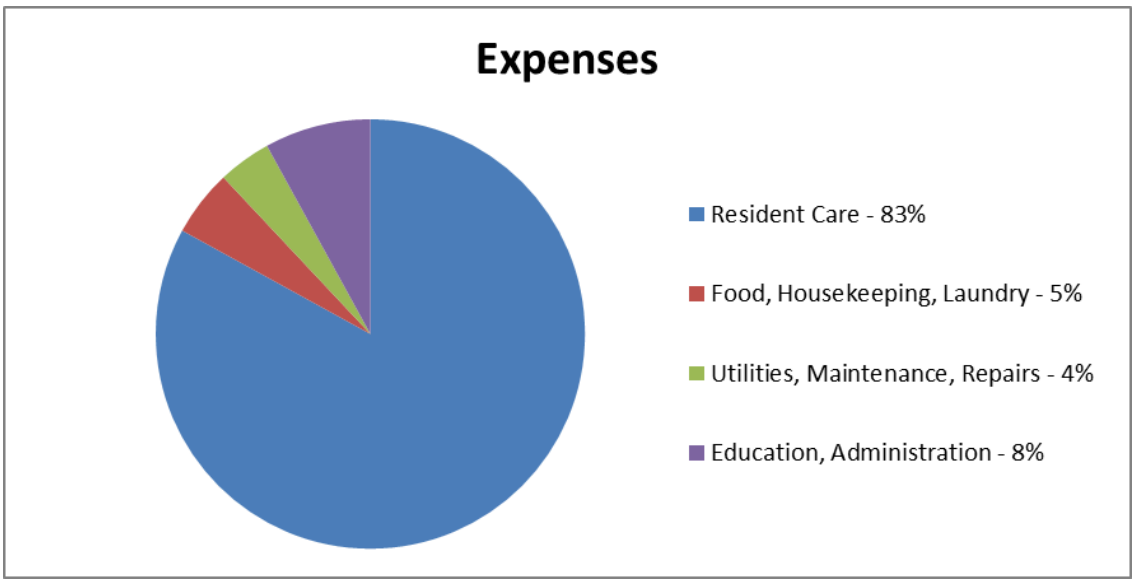


Revenue



These graphs represent the revenue and expense of The Bethany Group specifically related to health services in continuing care, designated supportive living, homecare and Rosehaven provincial program only.

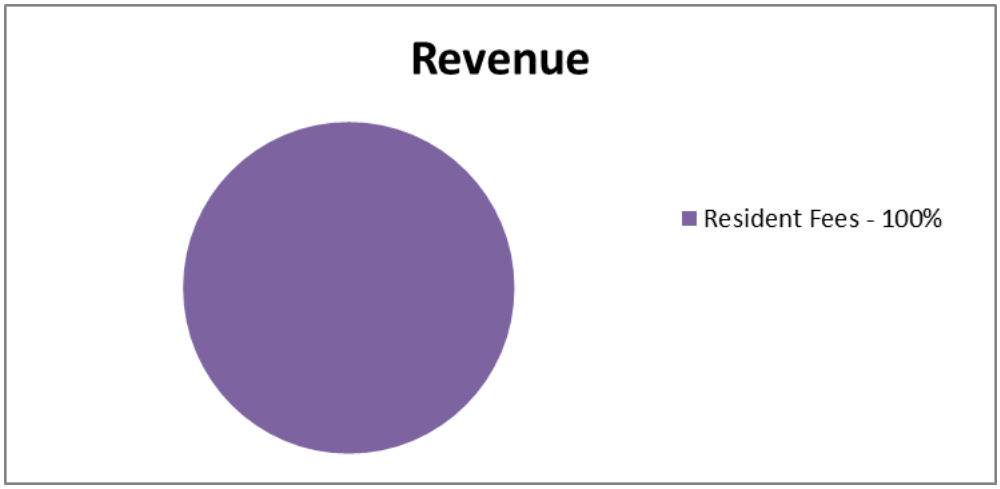
Expenses



Housing

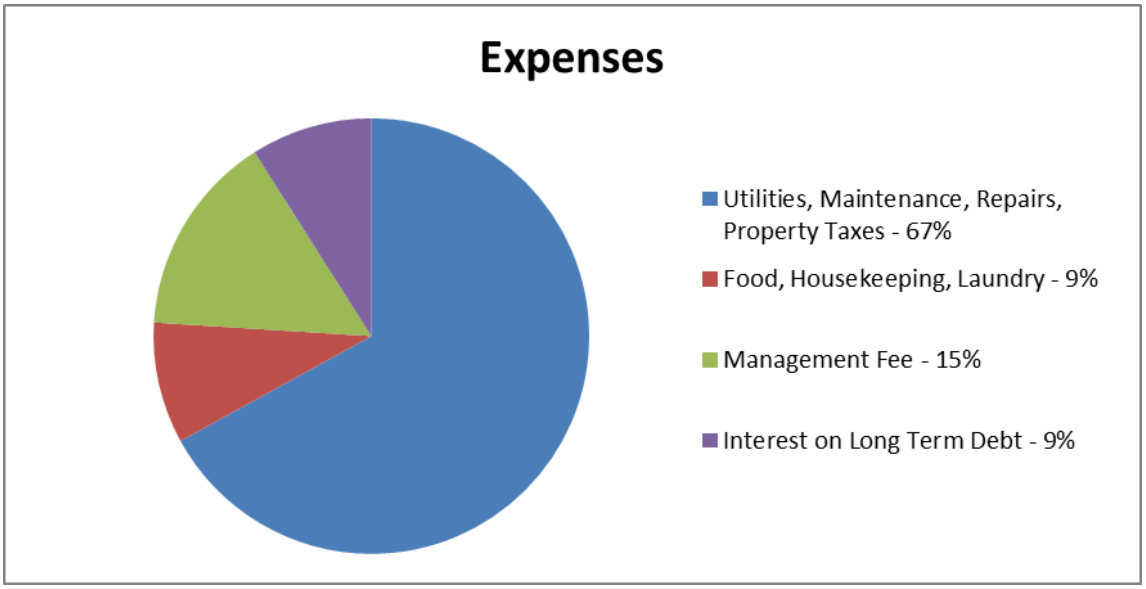


Revenue



These graphs represent the revenue and expense of The Bethany Group specifically related to housing and community services (Life Lease, Deer Meadows, Affordable Housing and Heritage Building).

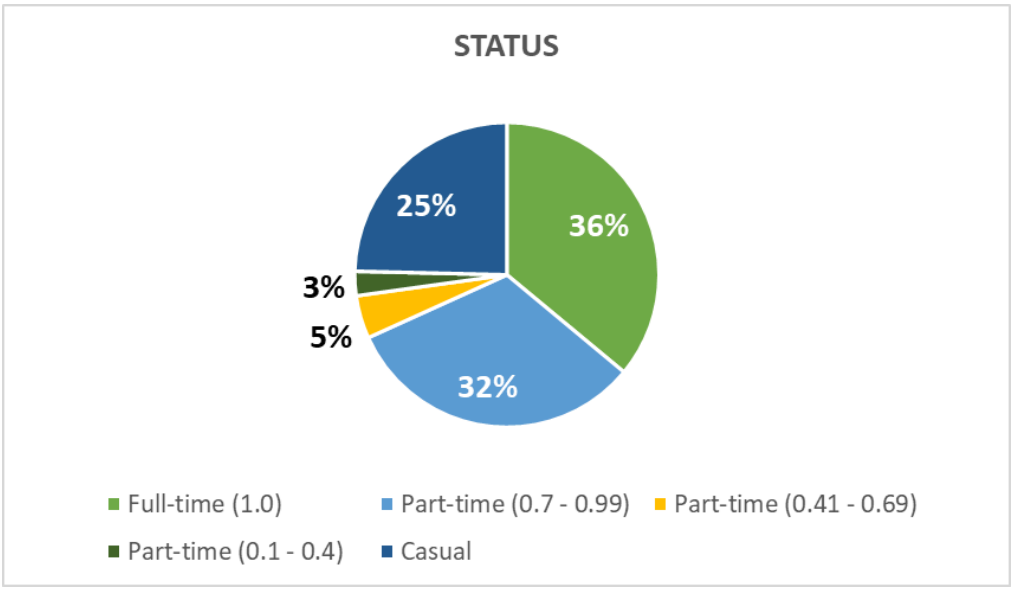
Expenses



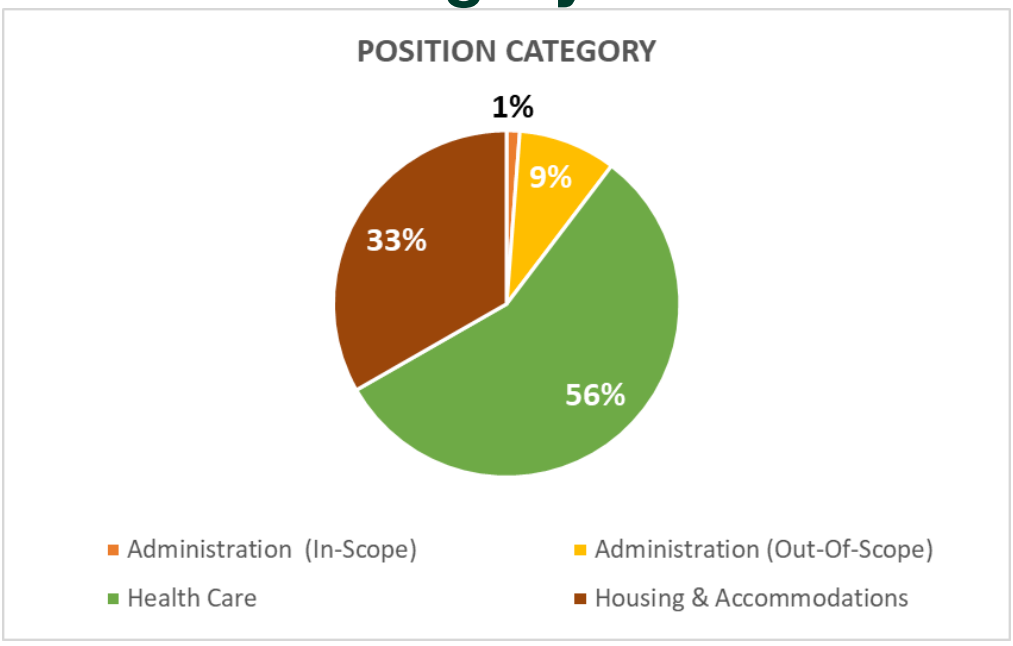
Human Resources Statistics



Status



Position Category



The Bethany Group Celebrates

Please enjoy photos from 2023











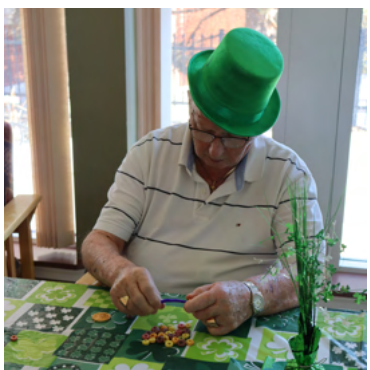














Bethany foundation

Annual Report 2023

Gifts to The Bethany Group are received and allocated through the Bethany Foundation. The Bethany Foundation's sole purpose is to support the work of The Bethany Group; all of the money contributed is required to be used for either current or future use of The Bethany Group





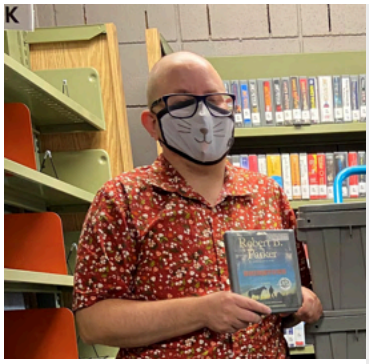






Foundation Information

Although much of the funding for operations comes from the provincial government, it is often a surprise to people that many things are not funded. Nonprofit organizations like The Bethany Group must provide funding for these things, independent of available provincial or federal support. These needs include furnishings, equipment, chaplaincy services, and education related to aging, etc. That is where the Bethany Foundation comes in. Gifts to The Bethany Group are received and allocated through our Foundation which is appropriately called the Bethany Foundation. The Bethany Foundation's sole purpose is to support the work of The Bethany Group; all of the money contributed is required to be used for either current or future use of The Bethany Group.





Tub Campaign 2023

Therapeutic Bathtubs enhance comfort, warmth, and relaxation for our Residents.

Regular bathing is important, but it is one of the most time consuming and difficult things that staff do in long-term care, having what are called Therapeutic Bathtubs is important as many residents cannot get into a bathtub on their own, and require a special tub that is supportive and requires residents to be lifted in. Over time, these tub components wear out, and the tubs must eventually be replaced despite not being something that we are regularly funded for.

This project, kicked off in 2023 was for the replacement and/or upgrade of 22 tubs at our sites with Penner Bathing tubs. Our priority was to begin with three that most require an upgrade, the tubs in Camrose at Memory Lane, Eastview, and Westview. The cost of a single tub is just above $40,000 dollars.

We are happy to share that thanks to many generous donations and a grant from the Battle River Community Foundation, we are closer than ever to fulfilling this need.





Board Chair Remarks

2023 was a very exciting year for the Bethany Foundation as we organized and underwent our first formal campaign to raise money to replace the therapeutic tubs in most need at our Health Sites, with 3 being identified as priority. The Tub Replacement Campaign was kicked off at the Faith and Aging Conference in Camrose, and was an extreme success. Thanks to the contributions of our donors, and the Battle River Community Foundation grant we received, we nearly raised enough to purchase all 3 tubs. With each tub costing roughly $40 000, this is a milestone we are very proud of.



The Bethany Foundation also inducted 2 more Honorary Lifetime Members, Reverend Norm Lentz in the Clergy category, and Murray Candlish in the Board Member category. We wish to deeply thank these gentlemen for their contributions to our organization throughout the years.

I would like to thank my supporting Board Members for their dedication and support to the Bethany Foundation, we have made great strides working together this year.

Finally, as we look ahead to new projects in the coming year, I would like to thank our donors for their continued support of our mission. Together, we create caring communities.

Respectfully submitted,

Brenda McDermott

Board Chair,
Bethany Foundation

Executive Director Update



Pastor Kevin has found a wonderful and collaborative team with the leadership of the foundation, which has greatly assisted in ongoing learning about the functions of the foundation.

A Donor Appreciation Event was held on Wednesday September 13, 2023. As this was the first occurrence, attendance was low, however interaction among attendees was very positive. This volunteer event is a good building block for future years.

The annual Faith and Aging conference was held on Friday November 3, 2023, with a full house of attendees. Included in this very well-run conference was the promotion of The Bethany Foundation. This included a large display, and a wireless debit machine to receive donations to the Bethany Foundation. A big thank you to the organizing committee for the additional workload brought by organizing a conference of this nature and, in particular to Melodie Stol, Stakeholder Relations Advisor to The Bethany Group, for emceeing the conference. Our presenters were actor Tom Jackson, and Olympic curler Cheryl Benard. The conference also included the recognition of the Bethany Foundation Honorary Life Members - Reverend Norm Lentz, in the Clergy category, and Murray Candlish in the Board Member category.

The tub replacement project has been a focus in this past year. I would just like to highlight some of the fundraising activities for this project. Firstly, at the staff appreciation evening a raffle raised a total of $663 demonstrating the support of our employees to the Foundation. Then at the Faith and Aging conference there was a total of $2639.05 from both cash and online donations. Lastly, we received a grant from the Battle River Foundation for $3600. These, among other contributions are putting us in a good place to systematically fulfil our goal of purchasing much-needed therapeutic tubs to assist in meeting our residents' needs.

Finally, I would like to thank everyone who contributes to the mission and progress of the Bethany Foundation, it is truly the work of a team.

Respectfully submitted,

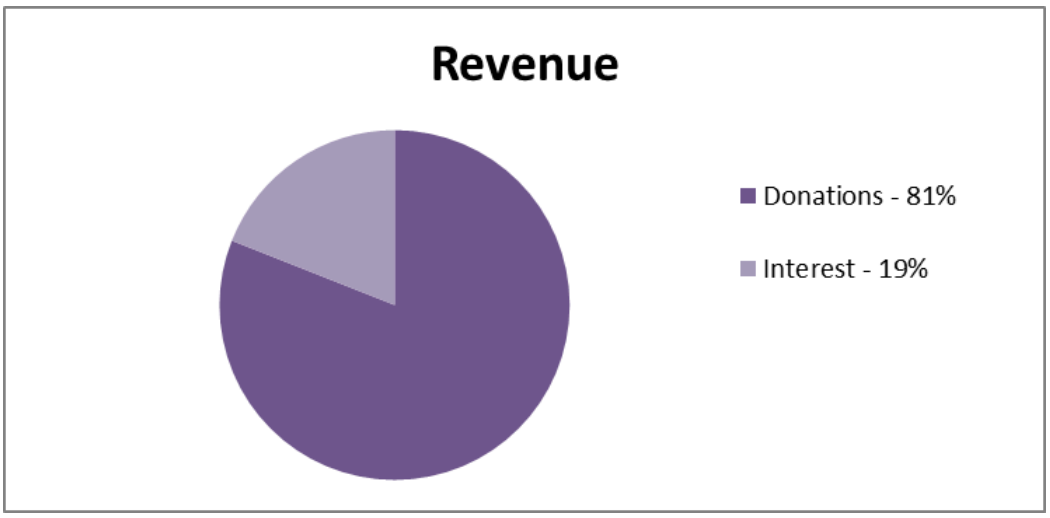
Kevin Schwartz

Executive Director,
Bethany Foundation

Foundation

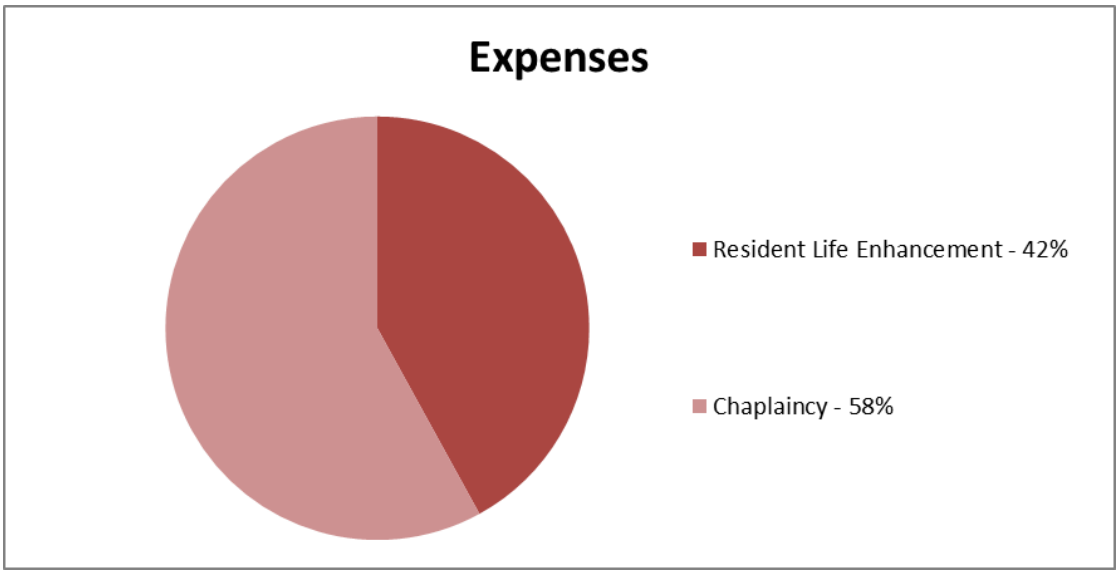


Revenue



These graphs represent the revenue and expenses of The Bethany Group Foundation.

Expenses



Thank you to our Donors

We are so grateful for the contributions of our donors. Your donations help us to continue to fulfill our mission and do the work we love with a renewed focus on person-centered care.

Andersen, Carolyn
Badry, Kathleen & Craig
Bagdan, Elizabeth
Blacklock, Norma & Ray
Bouck, Leanne
The Estate of Norma Branes
Cable, Stephen
Christiansen, Debra
Clark, Judy
Dobson, Doug and Linda
Elgert, Bernice
Eriksson, David & Barbara
Findlay, Diana
Fox, Penny
Friends of Rosehaven
Fuss, Rita-Anne & Curtis
Gutierrez, Virginia
Hinch, Verna
Holtz, Shannon
Homeniuk, Danille
Hoveland, Agnes
Jans, Curtis & Karen
Jarret, Helen
Kielmann, Irina
Klausen, Mary
Lansing, Teresa
Lauren, Donna
Leckie, Aaron
Lentz, Rev. Norman
Litzenberger, G. Erna
Mallard, MaryEllen
McNary, Lois
McVittie, Heather
Miller, Shaaron
Mowat, Gloria
Muise, Deborah
Nicholls, Louise
O'Shaughnessy, Judith
Pana, Lucy & Larry
Phillips, Dawn
Ramsden, John or Elsie
Rebus, Don Or Christina
Reimer, June
Reutter, Eric
Ritter, Walter or Doris
Rousell, June
Schielle, Judy
Simonson, Caroline
Stang, Tina
Stol, Melodie
The Wusyk Financial Group
Thompson, Jen
Thorston, Marilyn
Tomilin, Lisa
Unteriner, Lisa
Verbaas, John
White, Lara
Battle River Community Foundation
Beattie, Ruth
Jober, Ioan & David
Lorenson, Scot
Olafson, Fay
Olson, Verlyn & Mardell
Saltvold, James & Roberta

We also wish to thank our numerous donors who chose to remain anonymous, either through their support at our Faith and Aging or Staff Appreciation events, or through the online platforms of CanadaHelps and ATB Cares.








Thank You

The Bethany Group expresses our deep gratitude for our clients, residents, staff, volunteers, and community members. Together, we create caring communities.

780-679-2000

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