

Inside Bethany

Message from the President & C.E.O.



Denis Beesley
President & C.E.O.

RESIDENT, FAMILY, AND STAFF SURVEYS RESULTS

I appreciate everyone's patience in getting back with the results of our latest surveys. I also appreciate the feedback from all of the comments. Overall we were very pleased with the results and many of the satisfaction percentages still remain very high. I will try and give a summary of the most important things we heard as it would take many pages to capture the complete results.

Family Survey

This is the second year that we have conducted a chance for families to have their input. This opportunity is only for families whose loved ones are in one of our health sites as many residents are unable to answer a survey on their own. As this is the first year we can compare data, I have included a comprehensive overview of the questions asked, and both years results.

We asked 13 specific questions and we received a 55% response rate. Overall these were very positive results with an overall satisfaction rate of **78%**.

8 of the questions received well over 80%. The key area of our focus for the next year will be food and the overall dining experience. Thank you to all family members for their input and commitment.

Family Survey Results		2010	2009
	I believe my family member feels safe.	86%	82%
	The residence is clean and bright.	88%	81%
	The meals my family member receives are of good quality.	54%	51%
	I like the way the meals are served to my family member.	62%	56%
	I believe my family member gets enough to eat/drink each day.	71%	74%
	I believe my family member feels supported in their spiritual life.	65%	56%
	TBG and their staff care about my family member.	92%	85%
	I am welcome when I come for a visit.	80%	97%
	Family and friends are treated with respect when visiting.	95%	96%
	When I talk to someone about my family member, my concerns are heard.	87%	82%
	I know where to get the information I need to assist in making decisions about my family member's health care.	84%	86%
	There is someone available to answer my questions about my family members care or activities when I inquire.	86%	84%
	I am involved regularly in the planning of my family members care plan.	66%	72%
	Average Satisfaction Level	78%	77%
	# of surveys distributed	234	253
	# of surveys returned	128	130
	Average rate of return	55%	51%

*survey results continued on the next page...

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The Bethany Group Information

The Bethany Group is a faith-based organization that operates a wide range of homes and services for older, disabled and vulnerable people, in need of varying levels of health care and hospitality services in Camrose, Wetaskiwin, Bashaw, Millet, Winfield, Ponoka, Rimbey and surrounding areas. We serve nearly 1,000 residents and employ over 700 people.

The range of services offered by The Bethany Group include: continuing care, Rosehaven Provincial Program, designated supportive living, seniors lodges, seniors apartments and a variety of housing programs for affordable family housing.

For inquiries contact:
 The Bethany Group
 4612 53 Street
 Camrose AB
 T4V 1Y6
Telephone:
 780.679.2000
Fax:
 780.679.2001

Message from the President & C.E.O. Continued...

Resident Survey

This year we again achieved very high satisfaction levels (and a very high response rate!) with many of the results well over 90%. Due to the many different sites and programs that we deliver I am summarizing the results by area of service:

Accommodation covers areas such as food and creating a homelike atmosphere.

Socialization covers areas such as activities and being involved in meaningful activities.

Health covers areas such as concerns being heard, being treated with respect, care plans, etc.

Overall we saw significant increase in satisfaction in all of our sites. I know that staff and their supervisors worked hard through the past year to work on some areas of improvement and the results show their hard work has paid dividends.

Resident Satisfaction Survey Results

	Accommodation			Socialization			Health Care		
Year Survey Completed	2010	2009	2008	2010	2009	2008	2010	2009	2008
Health Services	71%	75%	67%	82%	74%	64%	76%	77%	65%
Supportive Housing	84%	85%	84%	77%	83%	84%	86%	85%	81%
Independent Housing	88%	84%	71%	81%	80%	64%	n/a	n/a	n/a
Life Lease	86%	95%	89%	78%	93%	80%	n/a	n/a	n/a

Health Services includes Louise Jensen, Rosehaven, Memory Lane, Bethany Meadows, Faith House and Viewpoint, all based out of Camrose. **Supportive Living** includes Rosealta Lodge and Stoney Creek Lodge in Camrose, Bashaw Valley Lodge, Peace Hills Lodge, Wetaskiwin, West Pine Lodge, Winfield, Deer Meadows, Camrose, and Kiwanis Manor, Wetaskiwin. **Independent Living** includes Wetaskiwin (Legion Arms, Luther Manor) Camrose (Wildrose Villa, Heritage Manor, Parkview Place) Millet (John A Smith Manor) Bashaw (Heritage House I & II, Lakeside Home) Ferintosh (Beaver House) New Norway (Nordic Villa) **Life Lease** includes Hillside and Lakeside Village, Camrose.

These are fantastic results with over 70% of residents responding to the survey. However, even with these high results we will still be working on some areas where we think we can improve satisfaction.

Staff Survey

This is the fourth year that we have completed this comprehensive survey and we now have good comparisons year over year. Our 2010 survey was changed from a 44 question survey to a 23 question survey and a few of the questions were worded differently from the previous year; some questions were added, some were deleted or combined. The overall satisfaction percentage was 83%, which is 3% lower than 2009. Out of the 23 questions asked, 7 questions resulted in a satisfaction rating of over 90%, with two questions reaching a 96% average. The questions asked with these impressive results were "I know what is expected of me and my job." and "I am an accepted member of the workgroup." We feel these questions, and their strong response are a reflection of a positive, and healthy work environment provided by The Bethany Group and supported by our human resources department. We received a 62% average response indicating that "Senior management does a good job in communicating its decisions to everyone." In the beginning of 2011, TBG launched a new communication program which includes bi-monthly newsletters to staff as well as creating a web page that includes policy, forms and other information staff can utilize to make their knowledge of the job more accessible. We hope this initiative assists in providing our valuable staff in being able to access the information they indicated they wanted. We predict this will be reflected in next years survey results.

A big thank you to everyone for taking part and to the staff for their hard work to make it happen!

Pastoral Care Feature

The Rev. Norman Lentz Pastoral Care Coordinator for The Bethany Group



It is with a great deal of delight that I would like to share a little of what Pastoral Care involves. It is not one of those things that can be described in twenty-five words or less. The request has come to me to give a brief over-view of what Pastoral Care entails so people might have a clearer insight of how that discipline is part of the inter-disciplinary team contributing to the well-being of others.

The complexities of our lives, like a diamond, are composed of many facets. There are many contributing factors to our well-being. We are physical, mental, psychological, social, communal and spiritual. Like the many spokes of a wheel these all lend to the ability of a wheel to continue rolling along. If any one of those aspects becomes injured or incapacitated, there would be a weakness causing the wheel to wobble or develop a weak place in the circle. Thus, the hub or very core of our being is affected in a similar fashion.

Pastoral Care provides an element of support to the holistic well-being of any and all individuals. Particularly in times of crisis - when some aspect of life needs an additional element of "shoring-up" Pastoral Care people have received training to be compassionate and provide that necessary presence when all the other "props" of life seem to have been "kicked out" from under us.

That being said, Pastoral Care is not only a sometimes-perceived "last resort" to be called upon when "everything else has been tried and nothing seems to be working!" As a critical component for holistic well-being Pastoral Care can be referred to and called upon to work in conjunction with all the other disciplines who contribute to individual well-being.

Pastoral Care provides a sense of personal relationship which has been entrusted to enter personal space and privacy which is sacred. It involves the mysterious connectedness which embraces all faiths, creeds, religions, races and cultures. Pastoral Care expresses respect and regard for the level of comfort different people have in a variety of situations. Personal boundaries are honored and sensitivity to recognizing peoples' perceived needs are always foremost.

In my ministry, I have attempted to emphasize the importance of being a presence in peoples' life. At times it is not so important to be "doing"

something as it might be to "*being* that presence" when life does not seem to be rolling along as smoothly as it might. It has not been so much in what I have said or done that people have found to be supportive, but perhaps more so being the supportive listening ear and attentive presence when all else is falling apart. This might just be the essence of which many of us are also capable. To be among and with people learning from the volume of their experiences is most rewarding and enriching to live life to the full. To be entitled to enter into the sacred space of peoples' lives has been the greatest reward I have been privileged and blessed to experience. I can not even begin to count the number of blessings I have received from residents, family members, and staff who have so profoundly impacted my life and enriched it from the infancy days of my journey of faith.

May God continue to bless each of us as richly as we entrust our whole being to the comfort and assurance that there is more to living than we taste, see, smell, feel or touch. Our complexities have been provided and created by One much greater than all of us together.



The Bethany Group's Governing Board:

Beverly-Ann Ames
Ray Blacklock
Brenda Bohmer
Ken Duncan
Mary Ellen Eriksson
Janet Forth
Janice Glasspell (secretary)
Robert Knudston (vice-chair)
Rev. Rick Laurendeau
Jim Rasmussen
Larry Thomsen
Rev. Craig Wentland (chair)

Housing Services

The Bethany Group presently operates a wide range of homes and services for older, disabled and vulnerable people.

We manage different housing operations:

1. Lodge Living
2. Seniors Self-Contained Apartments
3. Residential Living
4. Life Lease Apartments
5. Affordable & Community Housing

We also offer a Community Home Care Agency Program based out of Wetaskiwin.

Health Services

The Bethany Group offers a wide range of programs and services which provide quality care, comfort and support to our clients in health services.

We operate under the Eden Alternative, a philosophy that provides guidance on how we can help people to continue to live meaningful lives when they can no longer live independently. It supports an environment that addresses the three "plagues" of loneliness, helplessness and boredom and creates a place where residents want to live, families want to visit, and staff want to work.

Health services programs and services include:

1. Continuing Care
2. Designated Supportive Living (levels 3 and 4)
3. Rosehaven Provincial Program
4. Crossroads Adult Day Support Program in Camrose and Wetaskiwin

Finance Update

**Lou Henderson
Director, Financial Services**

Audits are all done!

The financial services teams have been busy since January with audit work. Bethany actually has 2 fiscal year ends. The lodge and housing programs we operate as a Management Body have a January to December year. Health Services, Supportive Living, Residential Living and Community Services have a March 31 year end.

The finance department prepares four separate financial statements that are audited annually.

The audits are performed by the independent Chartered Accounting firm of Hawkings

Epp Dumont in accordance with the Canadian Auditing Standards. The auditors obtain reasonable assurance that the financial statements accurately present The Bethany Group's financial position and results of operations. The audits also provide our Governing Board with the assurance that sound financial processes and controls are in place. The auditors take steps to detect fraud, illegal acts or errors that have a material effect on the financial statements taken as a whole.

The auditors:

- Did not note any deficiencies in internal control.
- Reviewed the accounting policies, estimates and judgments made by management and deemed them to be fair.
- Determined there were no uncorrected misstatements.

Stated their professional opinion that the financial statements are fairly presented in all material respects.

The auditors commented on the consistently strong performance of Bethany's financial services department and praised the staff *"for the excellent year end working package provided, and their assistance during the audit."*

The Bethany Group's Governing Board reviewed and approved the audited financial statements on June 23rd, and expressed appreciation for the excellent work that Lou Henderson, Director of Financial Services and all of her staff do on a daily basis.

The upcoming *Report to the Community* will highlight key areas of the financial results from the previous fiscal year.

Camrose Ladies Auxiliary Donation

The Camrose Ladies Auxiliary of the Royal Canadian Legion recently donated \$3025.30 to The Bethany Group. The money was spent revitalizing the respite rooms creating a more home-like environment. The money also bought a specialty recliner for residents, which is becoming very popular in the Hawthorne Cottage at the Louise Jensen Care Centre. Thank you so much to the ladies from the Legion for this generous donation! Also thanks to Angie McConnell and Michelle Wideman who took time to shop for and decorate the respite rooms.



Staff BBQ Pictures & Award Recipients

The annual Staff BBQ for The Bethany Group was held at the CRE on June 14th. There was excellent music, delicious dinner, and afterwards the award presentations. Here are the award winners and some picture highlights:

Star Service Award Winners:

Bob Auerbach
Lois Batke
Ivy Breitkreuz
Amanda Crowle
Sonia Elms Jenish
Jennifer Gibson
Mary Harrison-Mackie
Mary Howard
Kim Kelly
Sheila McCallum
Alice McCormick
Joyce Roth
Christine Spiess
Cathy Unsworth

2011 Rookie of the Year Award Recipient

Erin Pichurski, Occupational Therapist, Rosehaven Program

2011 Safety First Award Recipient

April Swainson, Administrative Assistant, Rosehaven Program

President's Award of Excellence Recipient

Elicia Kovac, Pharmacy Technician, Pharmacy Department



The Bethany Group Introduces Idea Boxes

*You may have seen them around,
To the wall they are bound.
They are now in each and every one of our locations;
Where people can put their ideas, praises or frustrations.
We invite you, residents and family members to take advantage,
So we can have a new point of vantage.
To improve the workplace, residents lives and our services,
So we can be the absolute best place to work and live there is!*

Our Idea Boxes are used to encourage suggestions that will improve The Bethany Group's effectiveness in day-to-day operations, work environment, social environment, resident life and cost efficiency. Residents, family members and staff are welcome to submit ideas! Those who have questions about the Idea Box System and resolution of issues should contact the Quality Coordinator at 679.2004.

Celebrating Our Volunteers

Volunteer Appreciation was celebrated differently throughout the sites at The Bethany Group, but one theme was consistent - acknowledging the amazing work the volunteers do each time they come into The Bethany Group. Some sites had BBQ's and others lunches, and we would like to say a big Thank You to our volunteers one more time, for all the happiness and joy they bring into residents lives!



Wetaskiwin Lodge Celebrates Grand Opening

In late April, residents moved into the new Peace Hills Lodge in Wetaskiwin. The new lodge has 79 rooms and residents were very excited about moving into a brand new building. Residents of Peace Hills Lodge, their family and friends, as well as several dignitaries were invited to the grand opening celebrations on Wednesday July 20th. Dignitaries in attendance included: The Minister of Justice, Hon. Verlyn Olson, MLA for Wetaskiwin-Camrose; Alderman Mark McFaul, representing the City of Wetaskiwin; Councilor Pat Garrett, representing the Town of Millet; Reeve Garry Dearing, representing the County of Wetaskiwin; Chair Barry Dunn from the Wetaskiwin & Area Lodge Authority; and Dale Johnson, on behalf of Blaine Calkins, MP.

Here are some snapshots from the Grand Opening. Thanks to all who attended!



Brookside Update

During a summer walk in the Stoney Creek Valley of Camrose, you may see The Bethany Group's new life lease building Brookside. The interior spaces of Brookside are really coming together now that we are in the warmer summer months. Currently the exterior wall frames are completed. Windows have been installed on all floors and the interior flooring and cabinets have been ordered for every suite. All the suites are framed and dry-wall is 25% complete.

After such a brutal winter and wet spring, the completion date has slipped to March 2012. However, we are pushing the contractor to try and recover some of the lost time now that summer is here. We will keep you posted on any more news.

Brookside will be a community that offers safety and security, choice, freedom, independence and privacy, in a supportive lifestyle that is flexible for changing needs. This building will offer 70 apartments, with 1 bedroom, 1 bedroom plus den, and two bedroom options, with a smoke and pet free environment. Features include:

- A central location
- Spacious apartments with balconies
- Full kitchen including dishwasher, microwave, refrigerator and stove
- In-suite washer and dryer
- Window coverings
- Individual climate control
- Elevator service and private mail box
- Common lounge and common outdoor space, including covered patio
- Emergency call system
- Heated underground parking / surface parking
- Maintenance

And more!

If you are interested in a Brookside life lease, call Angie at 780-679-3081 or Alecia at 780-679-2004 or visit www.bethanybrookside.ca



Jean Friday Donations

Staff at The Bethany Group have participated in Jean Day Fridays for Charity for over a year! Here are some of the latest charities and causes staff have donated to:

- Arthritis Society
- MS Society
- The Breakfast for Kids Program in Camrose
- Japan Aide after the tsunami and earthquake disasters
- The Red Cross in response to the Slave Lake fires
- The Slave Lake Rotary Club
- and more!

How it works:
All staff have the option to wear denim on Fridays only. Staff choosing to wear denim on Fridays are asked to donate a minimum of \$1. Once the collection has reached \$50, a charity is chosen to donate to. All participating staff members have the opportunity to suggest which charity the money should be donated to.

Summer Sights at The Bethany Group

From decorating Easter Eggs to taking in pet therapy; from making wind spinners to taking in presentations by the Camrose Police Service & Wise Owls on Fraud Prevention; from celebrating special days to planting flowers, and everything in between—it's been a busy spring and summer season at The Bethany Group!

