

# BUILDING MOMENTUM

ANNUAL REPORT MARCH 31, 2019



## **BOARD OF TRUSTEE MISSION AWARD**

**BRIAN WAY** KIM HERDER AGATHA HARUN ASHLEY THOMPSON CAROL KELLY CONNIE TUCK DANA PENNER DARLENE LOVELL ELAINE LURCHA EVENING SHIFT HEALTH CARE AIDES & RN — LEVEL 1 GARDEN JAMIE JANKUS JASON MICHALCZYK KELLY BERG LAKESHORE DAY STAFF LAURIE MILLER LISA BEAUCAGE MARISSA TIMBREZA MARYANNE HARDER N1 HEALTH CARE AIDE DAY TEAM PEGGY ANDREWS SANDRA HINZ TERESITA CASTILLO

## SERVICE EXCELLENCE AWARD

PAYTON ANDREWS KELLY BERG AMADEA SCHWEIGHOFER AMANDEEP SAHOTA BERNADETTE PEREZ-OLIVA BETHANY HARVEST HILLS TEAM CHANTAI PARIS-ARSENAULT DOROTHY PERRY ELMER REYNANTE HARVEST HILLS TEAM: ADMIN. RECREATION, OT. SOCIAL WORK, PASTORAL, DIET, PHARMACY, ARAMARK TEAM. MAINTENANCE. CARE STAFF & PHYSICIANS HEATHER SUTHERLAND HILARY BALDERSTON JIM STEWART JODY KOSTIUK KARI FE HUSCH KATHARINA PUSTANYK LAKESHORE DAYS LAMIA KHORFAN LENI ESTANDARTE LEVEL 1 – THE GARDEN NEIGHBORHOOD WHOLE TEAM: NURSING, ALLIED HEALTH, UNIT CLERK, FAMILIES MARILOU MACLID NADINE BUCHART NADINE FREDERICK NATASHA NATASHA YU WEN'S EVENING GROUP PEGGY FORBES ANDREWS ROCKY MATAMOROSA SANDRA HINZ STEVEN FRIESEN – QUALITY PRACTICE LEADER (STEVEN FRIESEN, ANN WARNOCK-MATHERON. DAVID SCHULLI. KATTY OISHI. ILONA FIBICH. JANICE STRATE. MARCELLA CAMPBELL. MARIE-JOSEE (MJ) PAQUIN, SHARON KULBIDA) TABITHA MILLER

## **ENGAGEMENT EXCELLENCE AWARD**

JASON JOHNSON SHAUNA CIEZKI

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# SECTION 1 A YEAR IN REVIEW

# A YEAR IN Review

## A MESSAGE FROM OUR BOARD CHAIR

In my first year as Bethany's Board Chair, I'm inspired by Bethany's leadership team and their commitment to providing the best care for seniors and others needing care on their aging journey across Southern Alberta.

Our vision at Bethany is to provide resources and care across the continuum of aging – and opportunities to remain connected to familiar surroundings, family, friends and networks of support. We saw this vision become a reality this year with the grand opening of Bethany Riverview, located on our seniors' campus of care at Riverview Village. This is a place where seniors can remain in their chosen community when their care needs change and will make the aging journey a little less difficult for residents and families.

Another exciting aspect of Bethany Riverview's opening is that it is a leading-edge, purpose-built facility for those with complex dementia, built with a grant from the Government of Alberta, where the care is based on Bethany's leadership in this field. With the opening of Bethany Riverview, we have also welcomed many new tenants to our housing on our campus of care at Riverview Village.

A close collaboration with Alberta Health Services has also enabled us at our Bethany Calgary site, to develop a new program to assist patients from acute care beds determine their future placement (including a return home for some), as well as a new program for "young adults". We are grateful for the trust placed in us by Alberta Health Services in working together to develop these significant pilot programs.

One of the many ways we are evolving is in how we care for our residents' spiritual needs. Holistic care that includes emotional, physical and spiritual care is at the heart of all that we do at Bethany. This year, the Board of Trustees dedicated a significant amount of time to conversations about diversity and the continuing role of faith in the Bethany organization. Our residents, employees, partners, donors, volunteers and communities represent a multitude of faith traditions. We want to ensure that our Board reflects this valued diversity. Our Lutheran roots will always be part of our proud heritage, and as we move into our next 75 years we are choosing to use that strength to power us into leading with multifaithfulness as one of our most treasured core values. Our Board is proud of its role in setting Bethany's mission, vision and values . The work we've done this year in this area has been outstanding, and I am thankful for the thoughtful contributions of my fellow Board members.

This year's annual report captures many of the achievements of the organization over the past 12 months as we continue to fulfill the goals outlined in the Vision 2020 strategic plan. I must thank Jerry Rasmuson, our former Board Chair, for his countless years of service and acknowledge his leadership both on the Board and to the organization overall. His commitment to others and his vision for Bethany's future has positioned us well as we introduce our new multi-year strategic plan, FOCUS 2025.

On behalf of my Board colleagues, I would like to extend our sincere thanks and appreciation to all who are part of Bethany's caring communities.



# A YEAR IN Review

## A MESSAGE FROM OUR PRESIDENT AND CEO

As an organization, we set goals and follow our strategic plan, Vision 2020, to achieve them. This year, we reached a major milestone with the opening of Bethany Riverview, the largest capital project in Bethany's history.

The completion of a project of this size and scope was only accomplished with the support of dedicated partners who share a collective vision and commitment to create a very special place that will deliver the very best care. We are so grateful to all who made it possible.

As part of opening Bethany Riverview, we hired over 300 new employees. I am very proud of the extensive training program developed for our new staff that demonstrates how service excellence is embedded in everything we do. We are setting a new standard for how we will train employees across all Bethany sites.

Challenging the status quo is part of our culture at Bethany. We continually strive to embrace new approaches and best practices in all that we do. At Bethany Riverview, we are delivering care in a different way, moving away from a traditional care model to create a more accessible environment and approach.

The care needs of seniors and their families are changing and we must be prepared to respond. Our vision of the campus of care for seniors is now a reality at our Riverview Village campus. This model improves the quality of life for seniors who have different care needs by keeping them together. Murray and Jane's story (found in this report) highlights why we must continue to advocate for keeping spouses together as their care needs change. There are many more couples who are facing similar challenges and we can help them.

Repurposing space in our sites, such as Bethany Calgary, allows us expand on successful programs like the Young Adult program and introduce new options, such as our palliative care program that support families through the end of life journey.

Our investments in technology like Kronos and Momentum, a resident safety tracking system, allow us to be more efficient. We continue to share and adapt best practices across the organization, and build on each other's strengths and successes. We welcome strategic partnerships with post-secondary institutions like SAIT, where we can engage with and learn from future caregivers.

Finally, this year also brought several organizational changes. We moved our corporate office to Bethany Riverview. We also said goodbye to our long-serving Board Chair Jerry Rasmuson and Vice-President, Chief Financial Officer Alasdair Smith, who both made significant contributions to Bethany over many years.

We are at a pivotal moment in time where we can look back at all we've accomplished together in the past 75 years, while looking forward to all that the future holds. Bethany is Building Momentum and I am confident that the best is yet to come.

Sincerely, Jennifer McCue

# EXECUTIVE Leadership team



Jennifer McCue President and CEO



Nancy Hughes Vice President & Chief Operating Officer



**Doreen Lee** Interim Vice President Finance & Chief Financial Officer



**Lisa Watson** Vice President & Chief People Officer



Alasdair Smith Vice President, Special Projects



**Gail Urquhart** Acting Executive Director, Bethany Care Foundation



**Leanne Likness** Executive Director, Strategy & Governance

## **BOARD OF TRUSTEES** BETHANY CARE SOCIETY BOARD



Madeleine King Board Chair



Marc Jerry 1<sup>st</sup> Vice Chair



Jean Morris <sup>2nd</sup> Vice Chair



Margaret Bowen Secretary



Sunny Clark Board Member



Joyce McKenny Board Member





Kurt Hanson Board Member



Candace Spurrell Board Member



Greig Sproule Board Member

## A YEAR IN Review

## WORK OF THE BOARD

Our Board and committees worked on a number of important initiatives this year that align with Vision 2020 and position Bethany for the introduction of our new strategic plan, Focus 2025. Some highlights of our key accomplishments this year:

#### **CELEBRATING DIVERSITY**

Multifaithfulness is an intentional approach to live and work together as people representing a variety of religious beliefs and faith traditions. It was a key focus for the Board this year, as we take steps to ensure that our Board reflects the diversity of our organization, community and the world at large.

## THANK YOU TO JERRY RASMUSON



We also said good-bye to Jerry Rasmuson, our long-serving Bethany Board Chair and Director. He first joined the Board as a member in the 1980's, re-joined in 2006, and became Chair in 2013. Over the years, Jerry's wisdom, commitment and leadership guided the organization through many major milestones and achievements. We wish Jerry the very best as he enjoys his retirement with his family and thank him for his significant work and dedication to Bethany.

## **PROGRAM EXPANSIONS**

With funding from the Bethany Care Foundation, we developed a framework for an enhanced high quality, sustainable Palliative Care program. We also implemented a number of new clinical initiatives introduced as part of continuous quality improvement program.

The completion of the North Tower renovations at Bethany Calgary allowed us to enhance and rollout the Alternative Level of Care and Young Adult programs within budget and on time.

## **BETHANY RIVERVIEW**

The opening of Bethany Riverview, on-time and on-budget, was a major organizational milestone. We are seeing early evidence of improved care and services.

## COMPLIANCE AND GOVERNANCE

Ensuring compliance with the new Occupational Health Legislation and the impact of the legalization of cannabis for residents and staff was a priority this year. We are proud of Bethany's achievement of high compliance with both Continuing Care and Accommodation Standards external audits.

## A YEAR IN Review

**THANK YOU, ALASDAIR** 

Alasdair Smith will retire from Bethany in April 2019 after 14 years with the organization. He joined Bethany in 2005 as our Vice President, Chief Financial Officer and held this role until 2018 when he became the Vice President, Special Projects.

During his career at Bethany, Alasdair was a key member of our Executive Leadership Team, playing a pivotal role in Bethany's success and growth. With his strong financial background, he guided us through significant grant applications, which resulted in funding for Collegeside Gardens, Mikkelsen House, Bethany Didsbury and Bethany Riverview.

Thank you, Alasdair for your years of service and dedication to our residents, employees and our business. You leave a wonderful legacy and have prepared us well for the future. Enjoy your retirement!

## WE ARE BUILDING MOMENTUM

"Our strategic plan, Vision 2020, is our roadmap to accomplishing many new initiatives that support organizational excellence, innovative leadership, community engagement and strategic growth. I am proud of our progress and leadership in the continuing care sector. As we look to the future, we are building momentum as we continue to lead and influence how seniors care is delivered in Alberta."

– Jennifer McCue

"Bethany is building on a philosophy of Campus of Care to support seniors to age in their communities. We are expanding our special programs to support changing needs of seniors and adults with disabilities in our communities."

– Nancy Hughes

"We are building momentum by investing in programs and initiatives that will prepare us to be well-positioned to meet the growing seniors' population and their care needs."

– Doreen Lee

"In the last year, we've been incredibly fortunate to attract the support of many first-time donors. We're excited about the opportunity we have to grow these new relationships into long-lasting partnerships for Bethany.

- Gail Urquhart

"Being recognized as a Top Alberta employer for 12 consecutive years is enhancing Bethany's reputation as an employer of choice and enabling us to attract and retain the best and brightest employees to Bethany, from new graduates to experienced health practitioners and professionals."

- Lisa Watson



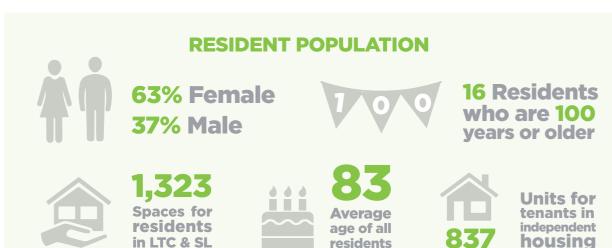
## **KEY ACCOMPLISHMENTS**



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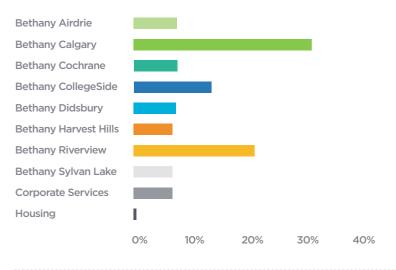


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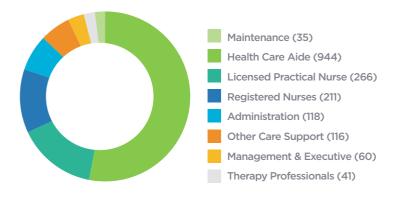


## STAFF DISTRIBUTION

#### Percentage of staff by location



#### Percentage of staff by job classification



## LOCATIONS

#### Care Locations:

- **Bethany Airdrie** •
- Bethany Calgary •
- **Bethany Cochrane**
- Bethany CollegeSide
- **Bethany Didsbury** .
- Bethany Harvest Hills
- **Bethany Riverview**
- Bethany Sylvan Lake

#### Housing Locations:

- **Bethany House**
- **Bethany Village**
- **Foothills Manor**
- Lions Village
- Luther Place
- **Riverview Village** .
- Rose Manor
- Sharon Manor .
- Sundance on the Green

Volunteers Annual 49.934

volunteer hours

## SECTION 3

# ORGANIZATIONAL EXCELLENCE

# **3** ORGANIZATIONAL EXCELLENCE

## Alberta Top Employer for Twelfth Consecutive Year

Earning recognition as one of Alberta's top employers is a significant achievement for any organization. When it happens 12 years in a row, it is validation that Bethany's innovation, commitment to excellence and programs are leading edge.



Only 75 organizations across the province are awarded the distinction of being a Top Employer each year. This award serves as affirmation of the organization's efforts to attract and retain the best talent. It also acknowledges the dedicated professionals within Bethany who bring to life our mission, vision and values.

Receiving the Top Employer award are Bethany's Kate Reid, Director of Human Resources (middle) and Karlee Husch, Coordinator of Human Resources (right).

"We are very honoured to be acknowledged as one of **Alberta's Top 75 Employers**. Our employees are the reason that Bethany is an **industry-leading caregiver**. Their commitment to bringing **everyday excellence** to their daily practices and routines is why we are able to provide exemplary service to all those who call Bethany **home**."

- JENNIFER McCUE, President & CEO

# **3** ORGANIZATIONAL EXCELLENCE

## **ACCA Awards Celebrate Excellence in Care**

Each October, continuing care professionals from across the province gather in Red Deer for the annual Alberta Continuing Care IQ Conference and Awards of Excellence Gala. The gala celebration recognizes individuals dedicated to improving the quality of life for those in care and who are role models in continuing care service delivery.

In 2018, four "People of Bethany" were finalists in two awards categories and two individuals won their respective categories! Congratulations to Dianne Armstrong and Megan Darvill for winning these prestigious awards!



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Theresa Towers Rickard Bethany Collegeside

Alberta Volunteer of the Year Award Nominee



Dianne Armstrong Bethany Collegeside

Winner, Alberta Volunteer of the Year Award



Agatha Dippong Bethany Cochrane

Alberta Volunteer of the Year Award Nominee

Megan Darvill Bethany Cochrane

Winner, Innovator of the Year Award



## **About Dianne**

Dianne is an "on call" palliative trained visitor at Bethany Collegeside who wears many hats, helping with feeding residents during meal times, organizing programs and events, visiting with residents, fundraising, and participating in the seniors' tea lunch at the Festival of Trees.

## **About Megan**

Megan is a Therapy Aide at Bethany Cochrane who developed a labeling system for resident lift slings that ensures the right resident is safely using the right sling. Her innovative idea benefits both residents and staff and earned her accolades for her resident-focused care.



## Bethany Gets New Corporate Home



Our corporate office has a new home. After 28 years at our north west Calgary location next to Bethany Calgary, our corporate team of over 60 employees made the move to new space at Bethany Riverview in August 2018.

Thank you to our dedicated move team for their hard work and preparation, and facilitating such a smooth transition.



## MEET OUR BURSARY WINNERS

Congratulations to our 2018 Bethany Bursary winners who will both receive \$1500 scholarships for their post-secondary education. The annual awards are provided by the Bethany Care Foundation.



Josephine Simon is the daughter of Christopher Simon, Maintenance Worker, Bethany Calgary and Jennifer Vance, Site Administrator, Cochrane. She is pursuing a Bachelor of Arts with Political Science major at University of Calgary and plans to go to law school.



Shelby Geatros is the daughter of Sonya Geatros, Health Care Aide, LTC Bethany Airdrie and is pursuing a Bachelor's degree in Nursing. She wants to become an RN before attending medical school to become an emergency medicine physician.

## ORGANIZATIONAL EXCELLENCE

The recruitment, hiring and training of over 300 new Bethany Riverview employees set a new standard of excellence for our organization, both for the number of people hired, as well as the extensive training provided.

## ROCK SOLID TRAINING AT BETHANY RIVERVIEW

Our care delivery model at Bethany Riverview is different, although firmly grounded in evidence-based best practices and innovation in dementia care. To tackle the challenge of creating a new culture while opening a new site, our learning and development and clinical education teams developed an innovative approach to employee onboarding. The result is a highly-specialized, five-day program focused on team building and building connections to our new culture and care approach.



Mohamed Abazinab, Clinical Educator with Bethany, speaks to a group of new Bethany Riverview employees.

One of the training exercises led by the learning and development team at Bethany, invited each employee to write one word on a rock that described a characteristic or quality they bring to the team and are committed to live by.



"The rocks represent the strength and foundation of the newly formed Riverview community and team, and the new home for our residents," says Dawn Larche, Manager of Learning and Development.

The rocks are permanently on display at Bethany Riverview as a reminder of every employees' commitment to team, culture and Service Excellence standards. Inspired by the new onboarding program, we are now utilizing the model across other Bethany sites. Sharing new ideas across our organization helps us elevate our training and ensures all new employees can achieve everyday excellence.

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"Over time, rocks may break down and chip, but when they are together, they are solid. When people can count on their team, they are solid and resilient as well."

- DAWN LARCHE

## SECTION 4

# INNOVATIVE LEADERSHIP

# LEADERSHIP

## BETHANY CALGARY PROGRAMS EVOLVE TO MEET NEEDS

This year, some of our Bethany Calgary programs closed, others expanded and we repurposed our space to better meet the emerging care needs of our community.

## **MDE/SCU**

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The Managing Dementia with Expertise (MDE) and Special Care Unit (SCU) programs at Bethany Calgary closed in the Fall 2018 as we opened our Complex Dementia Care (CDC) program at Bethany Riverview. Working with the AHS Transition Services, we assessed all residents to identify the most suitable care for their needs.

## **Alternative Level of Care**

With the MDE/SCU closure, we expanded the Alternative Leve of Care (ALC) program, adding 27 much-needed beds.

## **Palliative Care**

Building on best practices and our high standard of care, we created a program to provide meaningful support to residents and their families during their end of life journey.

## Pet Programs Deliver Happiness to Residents

One of the newest residents of Bethany Calgary is a four-legged, furry friend named Charlie.



"It's amazing to see how our residents respond to Charlie. Their faces light up when she runs into a room. They love playing with her, feeding her treats and having a snuggle. Some of the residents with dementia will get a twinkle in the eye when Charlie comes up to them wagging her tail and looking for a pat on the head,"

> - Margot Hagarty Site Administrator, Bethany Calgary

Pet therapy is offered at several Bethany sites. We are partnering with the Animal Rescue Foundation and PURR Project to bring "comfort kittens" into our care centres.

# INNOVATIVE LEADERSHIP

#### **Redefining Homes for Young Adults**



Milanka was the first resident to move into Bethany Calgary's new young adult program on February 4, 2019. She is 32 years old, can speak seven languages and has Multiple Sclerosis.

"Before moving to Bethany Calgary, I lived with my parents. Now I feel like I have my independence. I can do what I want and I've met many new friends and companions. I also like my room a lot. It is my space and I've made it my own."

- Milanka, Resident

The new space, located on the sixth floor of Bethany Calgary, is purposefully designed for young adults, ranging in ages between 18 and 65. Every aspect of the neighbourhood, including the attention to detail in the food menu and programming, reflects the unique care needs of young adults.

"The bright, open living area with a kitchen, dining room, outdoor patio and TV room has a family-like feel to it. Every resident can decorate their room with personal touches. Food choices – such as pizza – and programming will reflect the interests of this younger, more independent demographic that still requires some specialized care," explains Marzieh Kamali, Case Services Manager. Building off of our success with the Young Adult Program at Bethany CollegeSide started in 2004, the Bethany Calgary program is designed to promote independence, provide a healthy environment for residents and support them in achieving their individual goals.

"I like it here. The staff are very polite and they do a good job looking after everyone. We have freedom and are able to do different activities. It feels like home."

- Bill, Resident

#### .....

"It's good here. I like that I can watch TV, walk around as I want to. It's a very good place."

- Simon, Resident

# 4 INNOVATIVE LEADERSHIP

## **Creating Community-Wide Care for Seniors**

Seniors can age in community and remain in their homes longer, while maintaining important social connections. A collaborative partnership with Alberta Health Services promotes wellness for Didsbury seniors.

The Adult Day Program in Didsbury provides services to community seniors five times per week. The program, funded and operated by Alberta Health Services, provides therapeutic interventions for Home Care clients in need of respite and socialization to improve their quality of life.

A total of four to six programs run daily and focus on the cognitive, social, emotional and physical well-being of participants. Once a week, Adult Day Program participants join with Bethany Didsbury residents for programs such as aquatic therapy, Opening Minds through Art and indoor walking.



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"We see so many **benefits** from this program. It creates **new friendships**, give caregivers a break who are supporting a loved one living at home, and shows how we can **work together as a larger community** to ensure all seniors living in Didsbury enjoy a **better quality of life**,"

- JOAN SMYTH, Site Manager, Bethany Didsbury

## SECTION 5

# COMMUNITY ENGAGEMENT

# 5 COMMUNITY ENGAGEMENT

## BETHANY CARE FOUNDATION BOARD



Susan Healy Board Chair



Leanne Demerais Vice Chair



Otto Silzer Treasurer



Jennifer McCue Secretary



Travis Goldfeldt Board Member



Christine Rendell Board Member



Susan Simpson Board Member



Greig Sproule Board Member

# COMMUNITY ENGAGEMENT

## **Community Coming Together in Caring for Seniors**

Community support makes a difference. The generosity of individuals, service clubs, foundations and corporations allow our dreams of new programs, initiatives and models of caring for seniors to come true. It also connects us to people who share a desire and vision to look at aging in a new way.



Bethany Riverview is one example of a dream of a campus of care made possible through the support of The Rotary Clubs of Calgary and Area and The Calgary Foundation.

The Rotary Atrium, a splendid indoor garden space, is the result of a conversation about helping seniors that began with Rotary several years ago and became a \$1 million dollar partnership that has brought so much more than funding to Bethany's newest care centre. Rotarians are helping Bethany change the conversation about aging and caring communities in ways we couldn't have imagined a few years ago.

A new relationship with The Calgary Foundation flourished this year, and a number of their generous donors have embraced our vision for aging well in community in generous ways that are having an impact every single day at Bethany.

In July, Desjardins Financial Security Independent Network Alberta Financial Centre hosted a charity golf tournament in Calgary. Desjardins Group's national office joined in to provide an incredibly generous \$100,000 corporation donation to the campaign.

"What Bethany is doing in Calgary with their campus of care approach at Riverview is truly inspiring," says Yves Giroux, Vice President of Desjardins Insurance Multi-Network Business Development. "Their commitment to building partnerships that serve and support people as they age is something we at Desjardins believe in, and we are proud to play a part in their vitally important work and helping seniors live the quality of life they deserve."



Creative Landscape & Design in Red Deer is another partner who sees the value in investing in seniors and do so with a very generous gift-inkind. Originally engaged by Bethany Collegeside to provide a landscape design plan for the site, they've since donated countless hours to the maintenance of the beautiful gardens and walking paths.

"We see residents walking through the paths, enjoying the flowers, planting vegetables in the garden boxes we've made for them, and enjoying the new dog park we built, in thanks to a contribution from an anonymous donor," say owner Lisa Robinson. "We love creating a beautiful outdoor space for residents to enjoy year-round."

There are many ways that we can come together to reimagine how we care for seniors and age in community. We are thankful for every gift.



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"It is so rewarding to see how the residents enjoy the gardens and grounds... We love helping to create a beautiful outdoor space for residents,"

- LISA ROBINSON, Owner, Creative Landscape and Design

# SECTION 6

# STRATEGIC GROWTH

STRATEGIC GROWTH

## **BETHANY RIVERVIEW**

# Our Model of Care for the Future

On September 18, 2018 with government officials, dignitaries, donors, partners, employees and current and past Board members in attendance, we celebrated the grand opening of Bethany Riverview.

First envisioned over a decade ago, Bethany Riverview helps to address the growing need for complex dementia care for individuals – and families – who need our help with a very challenging and difficult disease.

Bethany Riverview is part of our Riverview Village campus of care. It's a place where seniors can age in community as their care needs change. It's about providing the right care at the right time in the right place.

## Purpose-Built for Specialized Dementia Care

Everything at Bethany Riverview is purposebuilt, designed with the unique needs of dementia residents in mind. It is a place that feels like home with warm, calming living spaces. Our staff are guests in our residents' homes and do not wear uniforms. Food is served family-style, just like at home, and is finished in our open kitchens, where residents can see and smell the food being prepared, which can help to trigger their appetites.

All of our large private rooms also include spacious ensuites. Rooms are clustered into neighbourhoods and households featuring visual and sensory clues to help our residents feel safe and comfortable in their home.

Residents have the freedom to safely wander thanks to our Momentum technology and



Board Chair Madeleine King, the Honourable Minister of Finance Joe Ceci and President and CEO Jennifer McCue celebrate the opening of Bethany Riverview.



Momentum technology provide the freedom for residents to safely wander.

they participate in activities that stimulate their senses to bring meaningful moments of joy. Families visit loved ones and take walks together through the beautiful Rotary Atrium, share meals at the Original Food Company, celebrate special occasions in our family dining room, and if desired, stay overnight in their loved ones' private room.

# MURRAY AND JANE'S STORY

Murray and Jane met 30 years ago. Both were out at the Bonavista Inn on a Friday night and she asked him to dance. Dancing, bicycle riding and travelling were all part of the life they created together.



Once retired, Murray and Jane moved to Vancouver Island for several years before moving back to Calgary. Things changed for the couple when Jane was diagnosed with a very rare and complex form of dementia. As her care needs increased, she was placed in a care centre in the Bowness community, 45 minutes away from Murray's apartment in Riverview Village.

Seven days a week, he made the cross-town drive to help care for Jane. "It was very stressful," he says. "Being so far away took its toll on me and on Jane."

In September 2018, Jane was the first resident to move into Bethany Riverview. "When I brought Jane here to show her where she was going to be living, she had a big smile. She knew she was in a good place." Today, Murray walks across the Riverview campus to visit and help care for Jane several times a day. He can take her home to his apartment for his homemade soup or a slice of her favourite lemon pie. This spring, he looks forward to taking her for walks or enjoying the beautiful Riverview Village garden patio together.

"Jane is a totally different person now. She is happy and content and having her so close is so much easier on me," says Murray. "Our quality of life is so much better. There is a sense of camaraderie with other spouses who are also helping to care for their loved ones. This is our community."

# "

Jane is a totally different person now. She is happy and content and having her so close is so much easier on me. Our quality of life is so much better. This is our community.

- MURRAY

# SPOTLIGHT: ROTARY ATRIUM

Our Rotary Atrium is a beautiful space with wandering paths, benches and lush-greenery.

It is a year-round oasis and a hub for many activities, programs and gatherings.



## A Collaborative Vision

Bethany Riverview was made possible because of a shared commitment to changing what long-term and dementia care can look and feel like for a community. Thank you to the many funders who invested in this collaborative vision, including:

- The Government of Alberta (Alberta Health) who provided the catalyst funding for this project
- The Calgary Foundation
- Rotary Clubs of Calgary and Area
- The City of Calgary
- Funders and donors, both large and small

## **Thank You to Our Partners**

A vision becomes reality with the hard work of important design and construction partners like IBI Group, Stuart Olson and many subtrades and labourers who took us from blueprints to the building.

All of our partners worked with a deep level of care and understanding for the people who now call Riverview home.

We would like to especially thank Aramark, our food services partner, for our campus of care providing exceptional food service for our residents, as well as the operation of the Original Food Company.















BETHANY 75

# THE BEST IS YET TO COME

Our momentum is building....

We have big dreams for our care and housing programs...

Dreams that will change the lives of Alberta seniors and adults with disabilities for the better...

In 2020, we are 75 years young....

Let's celebrate all we've accomplished together and anticipate all that is ahead...

Join us as we lead the transformation of Albertans aging well.

# INNOVATIVE EXCELLENCE AWARD

MELISSAFENTONPROJECTSHIFTTEAM(KRONOS)JULIAN AUSTIN,BRYCE LIESEMER,DAWN LARCHE, ALLISONWOODS,LISASCHNURER,THEINMOZHI (AKA TANYA)SUBRAMANIAN,SHEREENA NAZERALIEMILY THOMSONJODY KOSTIUKJULIAN AUSTINKATHARINE HAYMANLEE AUGUSTINEPATRICIA NEDENPETER CZEPURYKSHIZUKO SHIROTORIKATHARINEKATHARINE

## **RISING STAR AWARD**

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## EMPLOYEE MENTOR AWARD

DAWN LARCHEPATTI LORENZCATHY ENARSONCHANTAI PARIS-ARSENAULTFRANCES BUCHANANGAIL BEAMNADINE SMITH-PAYNEWALTER WONG

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