

*Because...*





## *Because we are Bethany*

Bethany's mission of Creating Caring Communities found new meaning this past year, as COVID-19 tested us all in ways that were stressful, challenging, and often heartbreaking. The depths of strength and resolve of our residents, tenants, families, employees and volunteers shone through, even on the most difficult days. In a year of incredible adversity, the compassion and generosity of our communities lifted us up when we needed it the most.

Together, we found new ways to create caring communities this year.

Because we are Bethany.

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## A MESSAGE FROM OUR BOARD CHAIR

### A year of pandemic and the year that everything changed

In a year that should have seen our Bethany family joyously celebrating its 75th anniversary, we instead faced a global pandemic. COVID-19 challenged not only Bethany, but tested the entire continuing care sector. Everyone had to adapt immediately to an ever-changing landscape, and to innovate and execute solutions to a seemingly endless barrage of difficult challenges.

The Board of Trustees is so proud of the work of our CEO Jennifer, COO Nancy and all of the leadership team whose strong operational foundation empowered a response that was timely, decisive and focused on the continued care and safety of our residents and tenants. Throughout the year we maintained and nourished open and productive dialogues between board and management.

Our Board and committee meetings immediately adapted to digital via Zoom. They continued to be remarkably well attended and effective, allowing us to keep moving forward without disruption to the governance and oversight process.

Throughout the lockdowns, employees remained focused on reducing isolation for our residents and tenants when it was mandated that visitors not be allowed inside our communities. Our digital and sensory programs made significant contributions to connecting families and combatting loneliness. Bethany's caring and committed employees were our heroes during those trying months. During this difficult time, our volunteer Board members showed their ongoing commitment to governing the organization, as well as contributing as donors, with 100% philanthropic participation in support of our Heroes of Bethany.

It was not only an incredibly tough time for our employees, but also for the family members forced to move to the sidelines and support their loved ones from afar. Family Councils at all Bethany sites met more often (digitally), with increased attendance, and worked with our teams to ensure two-way communication and problem-solving as the pandemic continued.

*"... all of the leadership team whose strong operational foundation empowered a response that was timely, decisive and focused on the continued care and safety of our residents and tenants."*

The large majority of our residents, tenants and staff infected by COVID-19 recovered. Yet, despite everyone's best efforts, we experienced losses, too. I extend my sincere condolences to all who are missing a loved one or friend.

Hope has come to us all in the form of vaccinations. I am so pleased with the very high rate of early immunization that was reached among our residents.

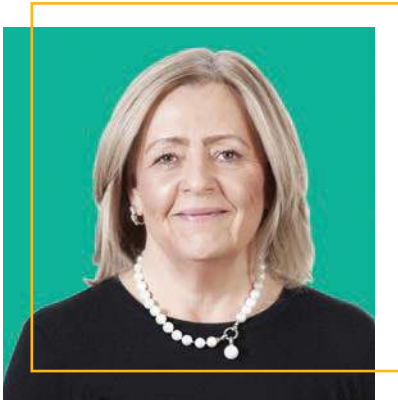
All of this upheaval guided the Board's focus toward the future of senior care and how Bethany can best achieve our goals as an innovative leader in the transformation of Albertans aging well.

I am delighted to report that Jennifer and the leadership team were able to adapt the first year of our 5-year strategic plan during the pandemic to ensure it remained on track. Our finances were extremely well managed through this challenging year, and with support from the Alberta Government to cope with the additional costs because of the pandemic, Bethany remains in a stable financial position.

Led by the vision of the Board of Trustees, Bethany continues with the reorganization of spiritual care aligned with a focus on multi-faithfulness and diversity. I am extremely encouraged by the strength of the palliative care program, which is now offering so much to residents, families and care teams. Both of these programs have been of such incredible importance and value during the pandemic.

The Board balances its needs for continuity as well as for new perspectives through six-year term limits. My term as Board Chair finishes this summer, and during my final year I will serve as past chair. My three-year experience as Board Chair has been one of learning and growth. I have the privilege of working alongside an exceptional group of highly-qualified and committed fellow trustees. I offer them my thanks and warm regard. I'm extremely proud of all that we've accomplished and honoured to be part of such an exceptional organization.

Sincerely,  
Madeleine King



## A MESSAGE FROM OUR PRESIDENT AND CEO

This year's annual report will be unlike any other in Bethany's 75-year history. When I reflect on the past 12 months, it is difficult to put into words all that we've experienced and been through together, as individuals, communities and the world as a whole. What we know for sure is that we will never be the same.

At times, the challenges of the COVID-19 pandemic felt insurmountable as we navigated uncharted waters in terms of the length and far-reaching impacts of the pandemic, not only in our care centres and housing properties, but for our families, communities, province and country. I feel deep gratitude for our collective response.

Every day of the pandemic, our leadership team at Bethany stayed on high alert, checking in on our teams, monitoring PPE supplies and infection controls rigorously and ensuring the spread of the virus was minimal. Our employees showed up to work when everyone else was being urged to stay home. As always, they were committed to putting our residents and tenants first, even while dealing with their own issues at home, such as unexpectedly homeschooling children or supporting a spouse who lost a job. Our volunteers called to ask, "How can I help?" Our donors gave generously in ways that were quite overwhelming some days. I am so proud of Bethany's caring community.

Our residents, tenants and their families sacrificed so much this year, honouring the government-mandated restrictions and orders we followed to keep those who call Bethany home, safe. The pain of going for long periods of time without being able to hug a loved one, or enjoy a face to face visit, was very real. For some, the pandemic losses were profound. We lost 48 residents to COVID-19 this year and mourn the death of a beloved employee. Every Bethany family whose loved one passed away this year was not able to say goodbye in the way they would have chosen.

*"I find hope in Bethany's ability to adapt and innovate, which continued to shine even during a pandemic. "*

In April, at the height of the pandemic lockdown, I was permitted to travel safely to Prince Edward Island to say goodbye to my own mom, who lived in a care home there, arriving just a few hours before she passed away. It was heartbreaking that we couldn't gather as a family to mourn her passing and celebrate her life, with only three of us allowed to gather at her graveside during a spring blizzard. I stayed in isolation at my hotel, away from my extended family when I needed them most. Our goodbye still feels like unfinished business to me, and I have great empathy for the many others who have experienced losses this year.

Today there is hope on the horizon with the vaccine rollout and we look forward to a time when we can spend time with our loved ones and enjoy life with fewer restrictions. I find comfort in the circle of life and look forward to spending more time with my first grandchild, born in March 2020, when it is safe to do so.

I find hope in Bethany's ability to adapt and innovate, which continued to shine even during a pandemic. This will be more vital than ever as we explore new ways to deliver safe care and support in a post-pandemic world. The spotlight on continuing care right now is necessary and important, and I remain optimistic about Bethany's ability to lead in the transformation of Albertans aging well.

This year had been planned to see us joyfully celebrating Bethany's 75th year of service together. Instead, we have had the unprecedented privilege of honouring the resiliency of our residents, tenants, the patience of their families, the extraordinary caring of our staff and the unwavering support of our volunteers and donors. To you all I extend my heartfelt and sincere thanks for being part of our Bethany family. It is because of you that we remain dedicated to creating caring communities.

Sincerely,  
Jennifer McCue

## EXECUTIVE LEADERSHIP TEAM



**JENNIFER MCCUE**  
President & Chief  
Executive Officer



**NANCY HUGHES**  
Vice President & Chief  
Operating Officer



**DOREEN LEE**  
Vice President &  
Chief Financial Officer



**DANA PENNER**  
Executive Director,  
Clinical Operations



**MICHELLE DULMADGE**  
Executive Director,  
Human Resources



**GAIL URQUHART**  
Acting Executive  
Director, Bethany  
Care Foundation

## BOARD OF TRUSTEES



**MADELEINE KING**  
Board Chair



**KURT HANSON**  
Board Member

**Committee Membership:**  
Strategic Planning &  
Risk Management,  
Governance & HR



**SUNNY DELANEY-CLARK**  
Board Member

**Committee Membership:**  
Ad Hoc Government  
Relations



**JUDY HANSON**  
Secretary

**Committee Membership:**  
Ad Hoc Government  
Relations, Quality, Safety  
& Ethics



**DR. ALBERT KRYSKI**  
1st Vice Chair

**Committee Membership:**  
Strategic Planning & Risk  
Management, Ad Hoc  
75th Anniversary



**LAUREN ANDRE**  
2nd Vice Chair

**Committee Membership:**  
Finance & Audit, Ad Hoc  
Government Relations,  
Community Relations



**RAY MACK**  
Board Member

**Committee Membership:**  
Finance & Audit,  
Governance & HR



**SALIMAH PIRBHAI**  
Board Member

**Committee Membership:**  
Strategic Planning &  
Risk Management, Ad Hoc  
75th Anniversary



**LOUISE REDMOND**  
Board Member

**Committee Membership:**  
Governance & HR,  
Community Relations



**BLAKE LOWDEN**  
Board Member

**Committee Membership:**  
Strategic Planning & Risk  
Management



**ARLENE WEIDNER**  
Board Member

**Committee Membership:**  
Quality, Safety & Ethics



# BETHANY BY THE NUMBERS

## CARE



**36%**

MALE

**81**

AVERAGE AGE

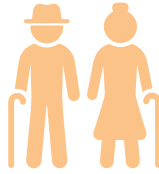


**64%**

FEMALE

**84**

AVERAGE AGE



**19**

NUMBER OF  
RESIDENTS WHO  
ARE 100 YEARS  
OR OLDER



**83**

AVERAGE  
AGE OF ALL  
RESIDENTS



**1305**

SPACES FOR LONG-TERM  
CARE AND SUPPORTIVE  
LIVING COMMUNITIES

## HOUSING



**37%**

MALE

**81**

AVERAGE AGE



**63%**

FEMALE

**84**

AVERAGE AGE



**77**

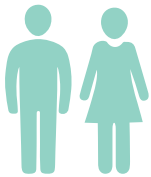
AVERAGE  
AGE OF ALL  
RESIDENTS



**1005**

HOUSING SUITE  
UNITS

## EMPLOYEES



**2034**

TOTAL EMPLOYEES



**455**

NEW HIRES DURING  
PANDEMIC

## VOLUNTEERS



**170**

TOTAL ACTIVE  
DURING PANDEMIC



**2505**

HOURS  
CONTRIBUTED

## PERSONAL PROTECTIVE EQUIPMENT (PPE) DURING COVID-19



**908,000**

MASKS



**94,000**

GOWNS



**144,000**

FACE SHIELDS



## OUR PEOPLE

*Because you put others first*



We are so proud of our #HeroesOfBethany. From care and housing to facilities and administration, our team showed their dedication, determination and willingness to go above and beyond for our residents and tenants day after day — despite their own fatigue and fears surrounding the uncertainty related to COVID-19, and regardless of personal challenges faced. Our employees comforted families, residents and tenants saddened by visitation restrictions, and remained strong yet compassionate through difficult conversations as emotions sometimes ran high. They collaborated, innovated and adapted — as you will hear more about throughout the stories in this report.

### WE'RE A TOP EMPLOYER

Bethany has once again been selected as one of Alberta's Top Employers for the 14th year in a row!

This designation acknowledges Bethany as a truly exceptional place to work. This acknowledgement is always special, however this year carries extra meaning because of the leadership, camaraderie and team spirit that has been demonstrated.

One of the new reasons why we were chosen this year was because Bethany Care Foundation launched a special #HeroesOfBethany campaign to highlight the courage and bravery of employees during the COVID-19 pandemic.



## THE PANDEMIC THROUGH THE EYES OF OUR PEOPLE



*"What gets you back up is the smiles, the recognition in a resident's eyes, and knowing we are in this together and are still family."*

### DR. BUNMI OYEBANJI

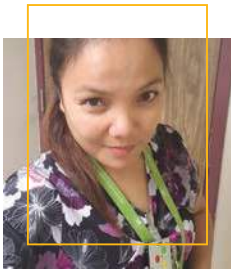
MBBS, CCFP CoE, FCFP, CCPE, CHE  
BETHANY MEDICAL DIRECTOR

As Medical Director for Bethany, Dr. Bunmi Oyebanji is responsible for medical oversight and is also involved in direct patient care.

Dr. Oyebanji's deep care and compassion shines through when discussing the impact of the pandemic and the emotional toll of the unpredictable virus creating feelings of uncertainty and helplessness. "As physicians we are taught to diagnose and decide the strategy to make our patients well. It is very difficult when you don't have that control."

The Chief Medical Officer of Health order at the start of the pandemic advising physicians to carry out virtual care through Facetime and phone calls was particularly difficult. "When we were told we couldn't go in, we felt like we abandoned ship, even though it was out of our control," explains Dr. Oyebanji. "We don't do this because it's a job, we do it because we are vested in the care of our residents. Once orders changed and we could be on site it was much better, much more fulfilling."

"It is easy to get burnt out. We all get tired," says Dr. Oyebanji. "What gets you back up is the smiles, the recognition in a resident's eyes, and knowing we are in this together and are still family."



**RONALYN GARRO**  
HEALTH CARE AIDE (HCA),  
DOOR SCREENER  
AT BETHANY CALGARY

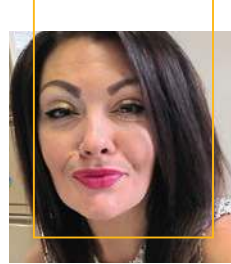
When Ronalyn Garro joined Bethany as a health care aide in December of 2018, she could never have imagined what the future had in store.

She speaks to COVID-19 being “exhausting” physically and mentally — not in terms of having the virus but more in protecting and caring for residents.

Ronalyn puts a particular emphasis on seeing what is important to each resident and getting to know them personally, explaining “If you really understand the person, you can care for them so much better.” She brings extra care and attention to residents wherever she can. She “loves to make them look great” often bringing in ponytail holders to do their hair and never tires of answering every call bell.

She wishes those not following COVID-19 protocols could see what residents and continuing care workers have endured. “It’s hard and it’s sad but we need to do it. They don’t see what we have experienced through the pandemic and how serious this is for us and our residents.”

This year has been one of huge personal sacrifice for Ronalyn and her colleagues. When asked how she manages to carry on, she replies that she thinks of her residents. “I need to go and help them. If I don’t, who will?”



**SAMANTHA CAMERON**  
SITE MANAGER  
LIONS VILLAGE

When Samantha Cameron arrived at work and saw the sign our housing tenants at Lions Village had posted for her, it brought her to tears. It read “Thank you, Samantha, for keeping us safe. You are doing such an excellent job.”

Samantha focuses on both the safety and wellbeing of tenants. She says this year has been a “roller coaster.”

“Even though this is independent housing, I want our tenants to feel supported in whatever they need,” she says. “That includes access to spiritual care and social workers or finding things to do to make them feel less isolated.”

It’s not easy constantly having to tell tenants what they can and cannot do and she’s learning to navigate this change to her role. “We have such good connections with our tenants and amongst our tenants,” she adds. “It’s been difficult to have to tell them we can’t gather or carry on with certain activities and ways of doing things. But we’ve learned to adapt on a dime.”

Samantha says she is grateful for the support she’s received both from Bethany and her Director. “He’s been like a rock to the housing managers, giving us the strength to be that way for our tenants.”





## OUR RESIDENTS & TENANTS

*Because you are selfless*



Our greatest source of strength comes from our tenants, residents and their families. Their patience and resolve in staying the course and following Chief Medical Officer of Health orders and public health restrictions inspires us. They sacrifice seeing each other in person, enjoying family visits and so much more. They have the most to lose and the least control over their circumstances, yet they continually show us the way through grace and determination.

## THE PANDEMIC THROUGH THE EYES OF OUR TENANTS



*"Bethany does a good job and when they get resources, they do something with them that's beneficial for us. They take care of all of us as best they can."*

### MARGARET & PETER VAN OVERSCHOT

TENANTS, BETHANY RIVERVIEW - MIKKELSEN HOUSE

Margaret and Peter Van Overschot haven't hugged their grandchildren in over a year. They miss them terribly.

The couple has lived at Bethany Riverview's Mikkelsen House since 2015. They are active participants in Mikkelsen's social and community activities and miss the daily coffee get-togethers and visits with their neighbours.

Like many, Margaret and Peter are finding ways to keep connected by enjoying the walking paths, and waving to neighbours from afar. They look forward to seeing the faces of new neighbours in the future once masks can be safely removed. For now, they hope that a wave makes them feel welcome.

The Van Overschots appreciate Bethany and the larger community's support during this challenging time — from providing frequent communication (particularly key for those that don't have televisions to access news) to donations of food and other

necessities and treats. "These things really help when you are on a fixed income, like many seniors are," says Margaret.

They do their best to help their neighbours. When Bethany provided tenants with "Royal Tea" boxes complete with scones, sandwiches, tea bags and Devon cream, Margaret and Peter helped deliver them to the door of every suite. They even dressed up in "royal finery" for the deliveries.

"We try to help where we can," says Margaret. "You should if you are able. Some people living here are into their 80s. We can get around and help out."

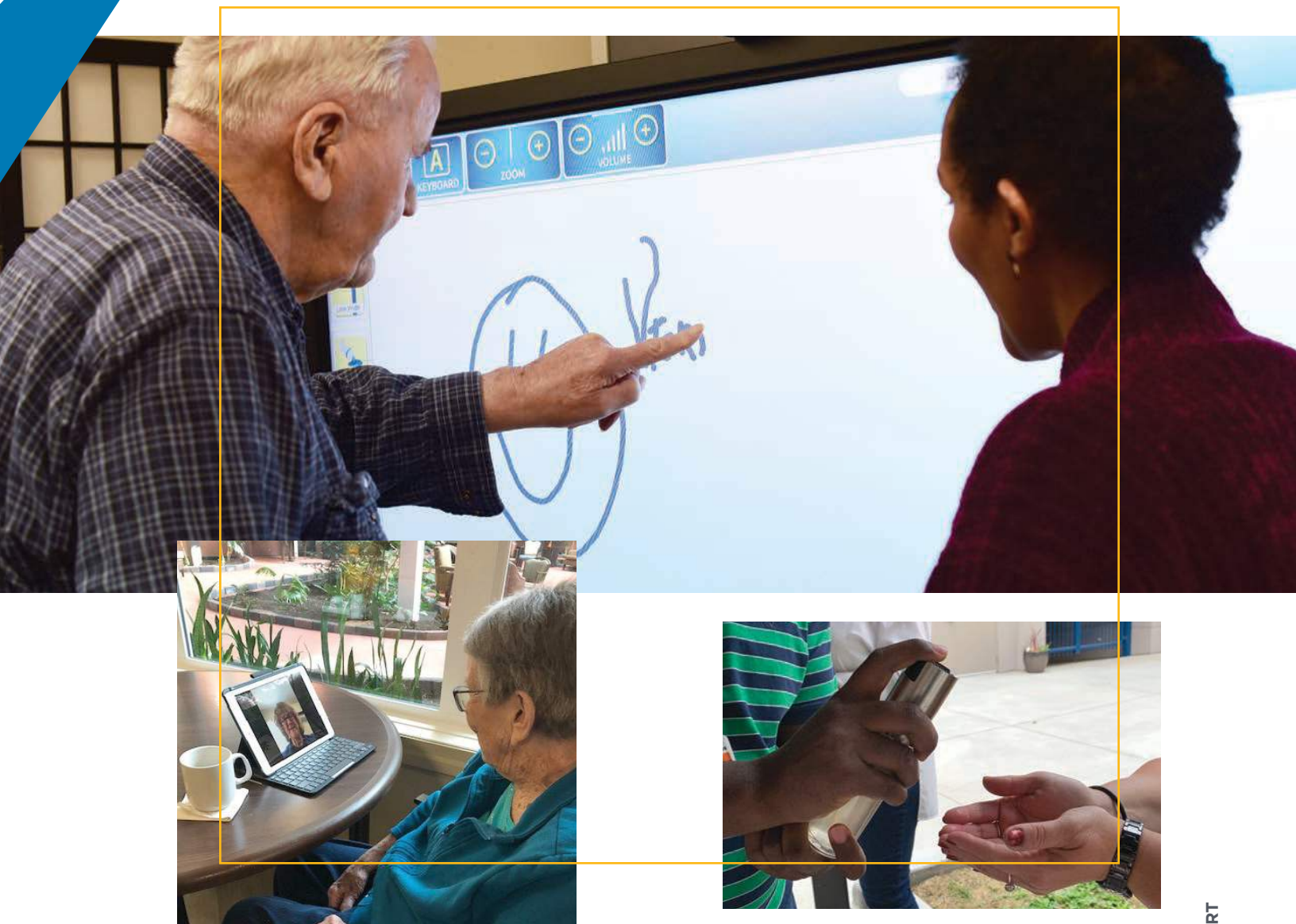
She adds that being part of the Bethany community provides comfort. "Bethany does a good job and when they get resources, they do something with them that's beneficial for us. They take care of all of us as best they can."





## OUR APPROACH

*Because we continue to innovate*



Innovating and adapting help us face the challenges brought on by the pandemic but also help position Bethany for a sustainable future. Initially, some strategic priorities were put on hold to focus organizational resources on responding to the public health crisis and to ensure the safety of our residents and staff. As COVID-19 continued, Bethany's ability to innovate strengthened our pandemic response.

## THRIVING THROUGH INNOVATION

“New public health orders were coming in quickly,” says Steve Friesen, Bethany’s Director of Quality, Best Practices and Research. “We were making program changes in real time, on the fly.”

Keeping residents connected with loved ones in light of limited visitation restrictions is a priority. Some measures involve technology such as tablets that allow for Facetime visits. Some are much simpler such as room numbers placed in windows so families wanting to do “window visits” can find loved one’s rooms from outside the building.



## SENSORY FRAMEWORK: LAYING THE FOUNDATION FOR INDIVIDUALIZED SUPPORT

This year we advanced key initiatives of our Sensory Framework with a focus on three innovative resident-centred projects; Pool Activity Level (PAL), Sensory Kits and It’s Never Too Late (iN2L).

Integrating sensory stimulation into care can have a significant impact in reducing behaviours such as agitation, anxiety and depression that often manifest in individuals with dementia.

A family member shared that her mom’s dementia was so advanced she didn’t have anything to talk to her about, making her feel sad and without purpose during visits. The Sensory Kits gave them an activity to share that was also beneficial to her mom.

“Families get anxious when their loved one is not engaging with them or their dementia is getting so significant they aren’t the same person as before,” explains Haidee Law, Quality Practice Leader – Allied Health. “If we can provide tools or guidance on how to interact and have a good visit with their loved one, it’s very valuable for everyone.”





## INNOVATING THROUGH TECHNOLOGY

This year has been a tremendous balancing act of keeping our residents both safe and well. Bethany's Sensory Framework drives our wellness efforts.

iN2L is a powerful tool that adds meaning and joy to our residents and tenants' lives in many ways. Funds received through Bethany Care Foundation enabled us to quickly fund additional iN2L units across Bethany at the start of the pandemic, placing the technology in each of our eight care centres.

It's Never Too Late (iN2L) brings purposeful engagement to resident well-being during COVID-19 restrictions. It enhances and allows for more activities without needing additional helpers. It supports healthy movement. Residents gravitate to the interactive experiences, often walking or rising unprompted to better engage in activities. It brings unique care improvements and reaches residents in ways that are just not possible without the technology.

Its impact shines through in day-to-day experiences.

A resident that has travelled to Hawaii was excited to be brought back to its beaches through iN2L to see the ocean and hear the familiar sounds. She was able to recall some landmarks, which is monumental to a person who struggles with word recall. The look on her face was described as "freedom." Her joy was shared with other residents, many remembering wonderful times in their lives and sharing memories.

One resident living with dementia, a lifelong dairy farmer, grows agitated and tries to leave his secured living area as ingrained memories of needing to feed his cattle drive him to try and get outside.



Engaging with farming content on iN2L helps settle him once he has "seen the cows."

Another resident living with memory loss had required hand-over-hand assistance to engage in activities. After only two sessions on iN2L, she is able to navigate to favorite activities without assistance. When she sees the iN2L being brought towards her, she leans in and is eager to start.

Family visits through iN2L are very important to our residents with vision loss as they can clearly see their loved ones. One resident had several family members participate in a Zoom call, which was the first time they had all visited together in years. Housing tenants also benefit greatly from it, enjoying everything from bingo nights to mobility training sessions and using it to connect with loved ones.

## PALLIATIVE CARE CHAMPIONS



*"Recognizing and respecting that our residents and their family are the leaders of the healthcare team is absolutely key."*

Our approach to palliative and end-of-life care makes all the difference in supporting residents and families. Our focus is clear: keep a resident-centered approach with an emphasis on comfort and advanced care planning.

Foundation funds are advancing our palliative care program through the creation of specially-trained Palliative Care Champions — as a constant resource for both employees and families to do advanced care planning and end-of-life consultations.

"Through advanced care planning with residents and their loved ones, we know what residents' wishes are for this stage of their life and we are able to respect those decisions," says Lynn Curry, Quality Practice Leader for Palliative Care at Bethany. "It allows us to hear the resident's voice guiding care when they can no longer speak for themselves. Recognizing and respecting that our residents and their families are the leaders of the healthcare team is absolutely key."

These consultations can be complex and emotionally intense. If held virtually, the need for privacy can

bump up against the need to speak loudly to be heard over microphones. Having Palliative Care Champions at the site level addresses this. When COVID-19 restrictions make virtual connection the safest option, it suffices, but you can't replace human connection for consultation or care.

"Nursing is an art. You have to be present," explains Lynn. "Assessments begin when a nurse enters a room. Sight, sound and smell are used to gather data. There are nuances you just can't pick up from a virtual screen. We need people to fill that void."

Training, however, works very well virtually and is underway for our Palliative Care Champions. Bethany is guided by best practices in the provision of palliative/end-of-life care to support dignity in death and dying. "We aren't a hospital and our residents and their families recognize that. Many families choose to have their loved one's end-of-life care provided at Bethany by the care team that knows them best."

## A (VIRTUAL) TIME OF REMEMBRANCE

When gatherings were not permitted due to COVID-19 restrictions, Trudy Gryschuk, Bethany Spiritual Care Practitioner (Harvest Hills, Cochrane and Airdrie), identified a safe way for residents, families and employees to grieve, celebrate lives and say goodbye by transitioning to virtual memorial services. Flowers, photos, candles, music and memories are still at the heart of the services. Now they are supplemented with webcams, PowerPoint presentations and Zoom.

Services are held on Bethany units where employees and residents are in attendance, safely distanced and wearing masks. Family, friends and volunteers join in virtually. Memories are shared, stories are told, and everyone in attendance can see the care and love for the person being honoured.

“It is imperative that services are heartfelt, even though they are distanced,” says Trudy. “The intent is no different. Whether I’m in front of people or via a computer screen, I am still their spiritual care provider.”



She adds, “There is no way this could work without a team. Not just nurses and health care aides, but also site administrators, OTs (occupational therapists) and recreation therapists. The IT team has been pivotal and I depend on them. Together we are innovating and honouring those who have passed.”

There have been some silver linings to transitioning to virtual memorial services. Family and friends from as far away as California, Barbados and England have been able to attend. Employees who can’t always take time away from work to go to services off-site can join in. Other residents are able to be there. Recording the services allows for links to be sent to those who would like to view the event at another time, or to have as a keepsake.

Katie Hayman, Spiritual Care Practitioner for Bethany Riverview, also implemented virtual memorial services and tells stories of families and friends watching the services from places of significance to them. One family took chairs and sat by their loved one’s gravestone, watching the service from iPads. Another resident had loved geraniums so her husband made a place in their garden for her urn. He sat there with her ashes while watching her service.

“Even in a pandemic we are still caring and showing up for one another. Our employees love our residents like they are family.”



# OUR COMMUNITIES

*Because you help your neighbour*



## A MESSAGE FROM BETHANY CARE FOUNDATION

This past year has been something that we have never experienced in our lifetime. In one way or another the pandemic touched all of our lives. It has brought out the best in many people through acts of generosity and kindness.

Thank you to all of the individuals, partners and organizations who continued to support the work of the Foundation by generously giving to our programs and initiatives. You gave us strength and hope through your donations and words of encouragement. Thank you for standing with our employees, residents and families through unprecedented times.

We are grateful.

Leanne Demerais  
Board Chair  
Bethany Care Foundation



## BETHANY CARE FOUNDATION IS A RECIPIENT OF THE 2020 MINISTER'S SENIORS SERVICE AWARDS



Bethany Care Foundation is a recipient of the **2020 Minister's Seniors Service Awards**. The award recognizes individuals and groups who made it their mission to keep seniors connected, supported and safe during the pandemic. On behalf of Honourable Minister Josephine Pon, MLA Tanya Fir presented the award to Board Chair Leanne Demerais.

## CONGRATULATIONS TO OUR FOUNDERS' BURSARY WINNERS

Jessica Moras and Shuvam Prasai are the recipients of the 2020 Founders' Bursary Awards. The awards recognize excellence in scholastic achievement, outstanding leadership and commitment to the community. Bethany Care Foundation provides funding for the bursaries through the generosity of donors.

## BETHANY CARE FOUNDATION BOARD



**LEANNE DEMERAIS**  
Board Chair



**VAN DAFOE**  
Vice Chair



**SUSAN SIMPSON**  
Treasurer



**ANDREW WILSON**  
Secretary



**CHRISTINE RENDELL**  
Director



**NATHAN AMOR**  
Director



**JENNIFER MCCUE**  
Director



**LOUISE REDMOND**  
Board Member

## RECOGNIZING HEROES & HELPERS



*"It's been a heavy year and our remarkable staff have done everything they can to bring some joy to our residents and tenants"*

We celebrate Bethany's dedicated employees through the #HeroesOfBethany campaign. #HeroHelpers has grown to include and recognize our donors, volunteers and the support from our community. Our social media channels are full of these inspirational and heart-warming stories.

## CARING COMMUNITY

Even when they can't be within our buildings, our community finds ways to support our residents and tenants. Cards, gifts, treats, signs of support, drive-by parades and so many other thoughtful gestures make people's days and let residents and employees know they are not forgotten. Students with an interest in healthcare volunteer to help coordinate family visits when visitation restrictions are eased. One volunteer spends four hours a week recording the life stories of tenants and providing them for the tenant to share with their children.

These simple, caring gestures are a strong reminder that Bethany is part of the community, and the community is part of Bethany.

## HOUSING AND TENANTS

Tenants living in Bethany housing receive support through a number of programs and systems made possible by donors. Taxi vouchers help tenants get to essential doctor appointments, surgeries and chemotherapy, and provide safe transportation for those with mobility issues. Emergency food pantries are available when tenants are concerned with going to grocery stores due to COVID-19 or when budgets are stretched.





## 75TH CELEBRATIONS

In 2020, Bethany celebrated our 75th anniversary. Although our celebrations were unable to proceed as originally planned due to the pandemic, each of our sites found a way to acknowledge this important time in our history. On September 1st, Bethany Airdrie was the first site to kick off our humble celebrations. Our gatherings looked different in a pandemic with social distancing in place, but COVID-19 didn't keep spirits down!

Each site received a blessing by our spiritual care practitioners. Rev. Darren Dressler, Spiritual Care Practitioner, Team Lead, beautifully summed up the blessings: "May we, together, as a community, have our hearts captured by a vision of creating caring communities; in which each person is counted as precious, honoured, and given dignity; in which we continually grow in demonstrating compassion and kindness; in which we are made stronger and more resilient by the richness of our unique contributions."



**BethanyBetterWithAge.com**





**[BethanySeniors.com](http://BethanySeniors.com)**

**Bethany Care Society**  
**100, 2915-26th Avenue SE**  
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