



blessed

I AM

I AM

grateful

WE ARE

comforted

MANY VOICES, ONE MISSION
Report to the Community 2016





WE
ARE



a family

Across Alberta, our Covenant family is called to be a healing presence in our communities. Our three separate organizations—Covenant Health, Covenant Care and Covenant Living—are joined in a single mission of compassionate, quality service to Albertans.

At the heart of our mission is a profound respect for the sacredness of life and the dignity of each person and an unwavering commitment to serve all people, from all backgrounds and faiths.

As the largest provider of Catholic health care and service, we are a significant partner in our province's single health system, caring for people at every stage of life from beginning to end. Our drive to serve is demonstrated in our rich history, high quality programs and services and the strength of our team—who care for people with humility and openness.

We believe that quality care fosters relationships, where those involved in the healing journey are people first, and health care providers participate with those they serve with compassion and humanity. Living our mission with integrity creates awareness and understanding,

both of self and others, and has a lasting impact on people's lives and the communities we serve.

We are proud to share with you the many courageous, vulnerable voices of those we serve with compassion and humanity: our patients, residents, and the families and friends that support them. Many Voices, One Mission affirms that every voice and every experience matters and that, together, we can enrich and transform health care and build communities of health and healing.

We also are pleased to share with you how we have responded to that call and how we are growing in service. We are thankful for your support, for the strong connections with our communities, and for those long-established partnerships that bring experience, wisdom and hope.

Blessings

Ed Stelmach
Board Chair

Patrick Dumelie
Chief Executive Officer

blessed
comforted
seen
home
grateful
confident

WE
ARE



MISSION

We are called to continue the healing ministry of Jesus by serving with compassion, upholding the sacredness of life in all stages, and caring for the whole person—body, mind and soul.

VALUES

As a Catholic organization, we are committed to serving people of all faiths, cultures and circumstances according to our values: Compassion, Respect, Collaboration, Social Justice, Integrity, Stewardship.

VISION

Inspired by our mission of service, we will be leaders and partners in transforming health care and creating vibrant communities of health and healing.

STRATEGIC DIRECTIONS

SERVE

We will strengthen our mission and live our values to meet the needs of those we serve through excellence in care, an engaged team and wise use of resources.

GROW

We will seek out and respond to the needs of our community, especially vulnerable and marginalized populations.

TRANSFORM

We will create systems of care that will enable people and communities to be healthy.

CONTRIBUTE

We will leverage our legacy to maximize the strategic contribution of Catholic healthcare.



I AM

blessed

He sees through all that
has happened. To him,
I'm just mom.

– MALLOREY LONG

In February, Malloreay, aged 29, suffered a stroke after putting her son Liam to bed. Malloreay's husband Joe found her on the floor, unable to move or speak.

Determined and courageous, Malloreay progressed from being immobile to being able to move all her limbs, following two months of intense rehabilitation. Once Malloreay returned home, the Early Supported Discharge (ESD) team from St. Mary's Hospital in Camrose began working with her.

Living in rural Alberta, it was difficult for the family to travel daily to the hospital. Understanding the limited resources of surrounding communities, the Camrose ESD team travels up to an hour's radius from the hospital to help their patients.

"It was amazing to have people come to my home every day, for eight weeks," says Malloreay. "I would have been scared and alone at the hospital, and this allowed me to have my family around me while

I was recovering." Malloreay's goals such as preparing a meal, reading a story to her son, and learning to exercise again have been realized.

She continues to heal, attending St. Mary's Hospital for speech therapy once a week. Looking forward, she is hoping to drive and return to her job.

"I am thankful for all the love and support from family and friends and all the doctors and nurses who helped me in my recovery," says Malloreay.

"Seeing this through my three-year-old's eyes has been a blessing," says Malloreay. "He sees through all that has happened. To him, I'm just mom."

■ VISIT [THEVITALBEAT.CA](https://www.thevitalbeat.ca) FOR MORE ON INNOVATION



community

I AM



comforted

This is the toughest journey
I've ever been on.

— GARY FORGET

Gary and Marie have been married for 29 years. They have always enjoyed travelling to Mexico, spending the past 22 years exploring the many resorts and vacation spots. Ten years ago, they fell in love with Ixtapa, which has been their annual destination every year since.

But their travelling days came to a halt when Marie was diagnosed on July 13, 2015 with lung cancer, and they focused their energies on Marie's rounds of radiation and chemotherapy treatment that fall.

Then, the day before Remembrance Day, Marie lost feeling in her arm, and was admitted to hospital in Calgary, where she was diagnosed with brain cancer. Marie moved from the hospital to Dulcina Hospice in January, as the rounds of treatment ended and the couple focused on spending quality time together.

"Dulcina is a bright and uplifting place, considering the circumstances," says Gary. Families are able to share meals together in one of a few community spaces, and there is a suite available for those wishing to stay close by. The staff and volunteers offer comfort to residents and their families during what is often a difficult and heartbreaking journey.

"Marie had a few good months when she first arrived at the hospice, but the tumour is now back," says Gary. "It is a slow process and very tough to watch. She's a fighter."

Marie has been at Dulcina Hospice the longest of any resident. The couple's two grown children live in Ontario, and Gary makes the journey each day from their home in Cochrane.

"The staff are like family to us now, and the volunteers are amazing," says Gary. "Being with Marie here, I have seen what the volunteers do. Once my wife has passed and I go through my grieving process, I will look into volunteering my time here."

"I have to come back and see these people, they've been through so much with us. From the chaplain, to the medical director, the doctors, RNs, LPNs, RAs, and volunteers—they've all been wonderful," shares Gary. "My wife gets such good care."





I AM

grateful

She looked past my wounds
to see the person that I am.

– KIRSTIN HUBERT

In March, Kirstin sought a last ditch effort for treatment at the Grey Nuns Community Hospital when the wounds on her feet continued to erode due to complications from diabetes.

After a decade of trying to manage her condition, Kirstin's wounds were so advanced that the mother of two struggled every day to live with wounds that wouldn't get better. At the Grey Nuns she finally found the healing she had been seeking.

"I am grateful," says Kirstin. "It was closer for my family, but I didn't realize the level of care I would find with Marlene Varga, Clinical Nurse Specialist, Skin and Wound Care."

"Marlene was at my bedside every day for three months, sometimes for hours at a time," says Kirstin.

Marlene helped Kirstin receive counselling through the hospital, recognizing that while she could address her physical wounds, there were deeper issues that also needed healing.

"This was the first time I didn't feel I was to blame. Having things explained made me feel like I had a part to play in my care and recovery."

Marlene also helped Kirstin create as normal a life as possible for their family during the time she was in the hospital. She helped ease Kirstin's anxiety by bringing activities for her two school-aged children to do, making them comfortable in the clinical setting.

"Marlene is a miracle worker! I am so glad our paths crossed. It took a long time to figure out what would heal not only my wounds, but also my heart. She never gave up on me."

■ VISIT [THEVITALBEAT.CA](https://www.thevitalbeat.ca) FOR MORE ON REHABILITATION





I AM

home

I am happy here.
I have good care.

– JAMES STUBBS

Originally from Ontario, James has always led an active life, working for many years in the oil field. An avid traveler and sports enthusiast, James was 49 when he was diagnosed with Huntington's disease. The progressive neurodegenerative disease that causes parts of the brain to die has now progressed to a point where it has robbed James of his mobility and ability to speak.

James moved to the complex care unit at the Edmonton General two years ago. "Before moving James here, the place he was living looked great, but he didn't receive the level of care that he now experiences," says Betty, James' long-time friend. The facility wasn't fully equipped to care for a patient with Huntington's and as a result, James' physical control lessened. Since moving to the Edmonton General, his condition has stabilized. "This is a much better home for him; his care comes first."

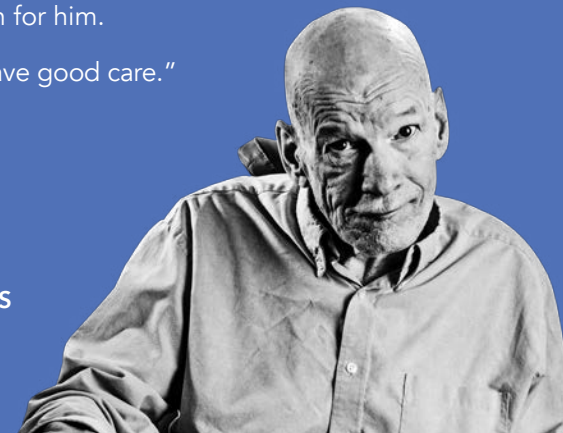
The dedicated team contacted the Huntington Society to access resources and training. The team wanted to better understand needs and it has brought them closer to residents with the disease.

An ardent sports fan, James participated both in playing and coaching sports for many years. Caregivers have turned his passion for watching sports with staff into a community affair with residents joining him in watching their favourite teams.

While Huntington's disease has taken its devastating toll, his mind and spirit are vibrant. James remains the same strong-willed gentleman, whose sense of humour and unwavering Christian faith remain a constant source of strength for him.

"I am happy here," says James. "I have good care."

■ VISIT THEVITALBEAT.CA FOR MORE ON CHRONIC CONDITIONS





I AM

seen

They saw something in me that I never saw; they never gave up on me.

– JERRY SALVINO

Meeting Jerry, you are immediately drawn to his engaging grin and the light in his blue eyes. His cheerful energy and openness are a testimony to how far Jerry has come from the dark days of his childhood in care and an adult journey shaped by the devastating impact of violence and crime.

Jerry's life took an unexpected detour three years ago when he was involved in a hit-and-run accident as he was riding his bicycle. He suffered a broken jaw, cheekbone and nose—and a brain injury.

He had two hospital stays before he was admitted to Villa Caritas, an acute mental health facility that specializes in caring for seniors with complex mental and medical health issues.

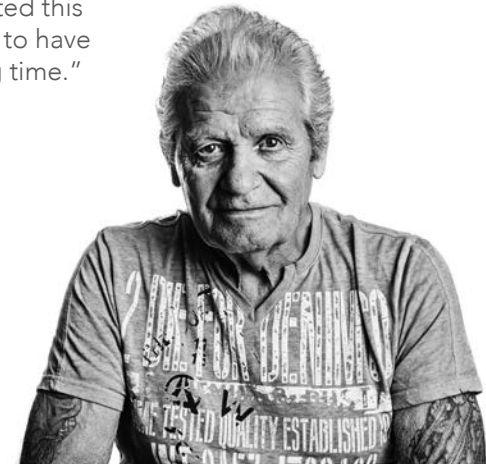
It was a life-changing experience.

"I met three women," he said. "Dr. Harper, Dr. Walker and social worker Amanda who accepted me just the same as everyone else. Everything they said to me made sense, like nothing ever had before. I saw so much more of myself through these women."

"Thank God they pulled me out of it," Jerry says with a laugh.

Living independently now, Jerry has reconnected with his family, including his grandchildren, and has a new-found happiness and sense of well-being.

"I'm 75 years old and I should have started this journey when I was 30—I'm way too old to have this new life," he smiles. "It's an exciting time."





**WE
ARE**

confident

Faith has always been an integral part of Mary Homenick's life. At 102, she continues to find deep joy in attending regular masses and communion.

When Mary fell and broke her hip, daughters Olga and Eileen decided it was time to discuss moving her from her seniors' residence to a care facility.

"We told her it was time to start looking," says Eileen. "Her reply was, 'I've already looked, I've done my research, I'm going to the Mary Immaculate Care Centre!'"

Mary had lived in the Vegreville area all of her life, but felt that the Mary Immaculate Care Centre in Mundare offered what she had been looking for.

Continuing care provides a range of medical and social services for those who do not have, or have lost some capacity for self-care and require assistance in activities of daily living.

There isn't any place we would rather have her, and there isn't anywhere else she'd rather be.

– OLGA DUBUC & EILEEN LEFFLER

"This is an inviting place, with friendly and approachable staff," says Eileen. "Everyone knows her and it truly feels like her home."

Daily activities, such as gardening, pie baking, playing cards, the evening Rosary and talking about hockey with other residents keep Mary engaged. Her natural curiosity often leads her to new experiences. "It almost looks like she's getting younger," laughed Olga.

The strength of the community supported Mary when her grandson was having surgery. She mentioned her concern to one of the Sisters, who is also a resident. The Sister went to the chapel to pray with her. "That meant so much to her," reminisces Eileen.

"We are confident that all her needs are met: physical, medical and spiritual," says Olga. "I don't think we could have chosen a better place."



WE
ARE

COVENANT FAMILY
GROWING

- **The Covenant family** contributes to the health and well-being of Albertans as three non-profit Catholic organizations rooted in a 150-year legacy of compassionate care and service in the province. As sibling organizations, the three separate entities share the values and mission of the congregations of Sisters who founded health care in Alberta. As leaders and innovators in their fields, each organization contributes to a strategic plan to be of greater service and to transform the health care system and create vibrant communities of health and healing.

Across the province, the Covenant family has several sites under development for the next two years to provide greater service to Alberta's seniors.



Covenant Health is Canada's largest Catholic provider of a broad range of health care services in hospitals and care centres in urban and rural communities across the province as a key partner in Alberta's integrated health system.

KILLAM HEALTH CENTRE REDEVELOPMENT

Covenant Health is working with Alberta Health Services on a \$13-million redevelopment of the Killam Health Centre campus of care to be completed in 2018. The project includes new construction and renovation of the existing long-term care area to create an expanded 50-suite multi-level care centre. The new campus is uniquely responsive to rural needs, allowing seniors needing different levels of care to stay in their home community and incorporating suites that make it possible for couples to stay together.

growing



Covenant Care is a major provider of supportive living, long-term care and hospice services in Alberta, responding to the growing and changing needs of an aging population and offering innovative work and care environments where residents and care teams work, thrive and grow.

ST. TERESA PLACE

St. Teresa Place in northeast Calgary, opening in March 2017, will provide a supportive and peaceful home for 52 individuals needing specialized dementia care. Offering individual and couples' suites, the community will also serve another 198 seniors requiring supportive care. The \$60.5-million 4-storey centre received funding from the Alberta Government's Affordable Supportive Living Initiative (ASLI).

VILLA MARIE EXPANSION

Covenant Care will expand services in 2018 at Villa Marie in Red Deer, adding 60 new long-term care suites to the supportive living community with the support of ASLI funding from the Alberta Government.



Covenant Living is a private, non-profit organization providing housing options for seniors in warm, welcoming communities that support independence and active living.

EVANSTON SUMMIT

Located on the same campus as St. Marguerite and Holy Cross Manors in north-central Calgary, this retirement living community has recently opened in fall 2016. The complex features 121 one- and two-bedroom apartments for individuals and couples 55 years of age and over.

Inspired by our mission of service, we have worked with our partners to be of greater service and make a difference in the lives of Albertans towards our vision of transforming health care and creating vibrant communities of health and healing.

- Covenant Health participated in Alberta Health Services' 2030 Planning for the Edmonton Zone, which included Master Planning for the Misericordia Community Hospital. The Alberta Government has announced \$10 million to support further Misericordia planning.
- A joint organizational structure was established for Covenant Care and Covenant Living to support collaboration and leverage strengths of each organization under new President Truman Severson.
- Services were expanded at St. Michael's Health Centre in Lethbridge with the opening of 24 new supportive living suites.
- The Alberta Government announced an expansion at Villa Marie in Red Deer to serve 60 seniors needing long-term care.
- Working with the Missionary Oblates of Mary Immaculate, Covenant Care opened Foyer Lacombe to provide long-term and hospice care in St. Albert.
- Chateau Vitaline in Beaumont became a member of Covenant Care and the program expanded to provide supportive living for 49 seniors.
- Redevelopment was completed on a Mental Health unit and a new, expanded, family-centred Neonatal Intensive Care Unit at the Misericordia Community Hospital in areas damaged by a 2013 flood.
- Covenant Health was designated by Ethisphere as a World's Most Ethical Company®—the only Canadian organization among 131 honorees globally.
- For the third consecutive year, Covenant Health was named one of Alberta's Top Employers.
- Our Palliative Institute partnered with national organizations on Palliative Care Matters, a national consensus development initiative, to advance a Canadian strategy for palliative care.
- The Help Shape Seniors Care initiative, led by our Network for Excellence in Seniors Health and Wellness, engaged 1,200 people online to gather insights into care that honours seniors.
- We received national recognition from Osteoporosis Canada for implementation of the Fractured Liaison Service, which supports hip fracture patients who have osteoporosis.
- We implemented a Patient and Family Advisor pilot project focused on the goal of effectively incorporating the perspective of those we serve in improving care and service.
- We launched The Vital Beat, a digital news source for timely, credible health information and news focused on patients and residents (TheVitalBeat.ca).
- Covenant Health launched e-People, a province-wide system to improve human resource efficiencies and give all employees access to their own employment information and data.
- Covenant Health continues to demonstrate excellence in quality improvement, meeting 95 per cent of applicable criteria in our annual survey visit by Accreditation Canada, maintaining the Accredited with Exemplary Standing status.
- Covenant Care completed its inaugural Accreditation survey, receiving a Primer Award, the highest possible award for a Primer Survey—achieving 92 per cent of the standards.



COVENANT FAMILY SERVICE CAPACITY

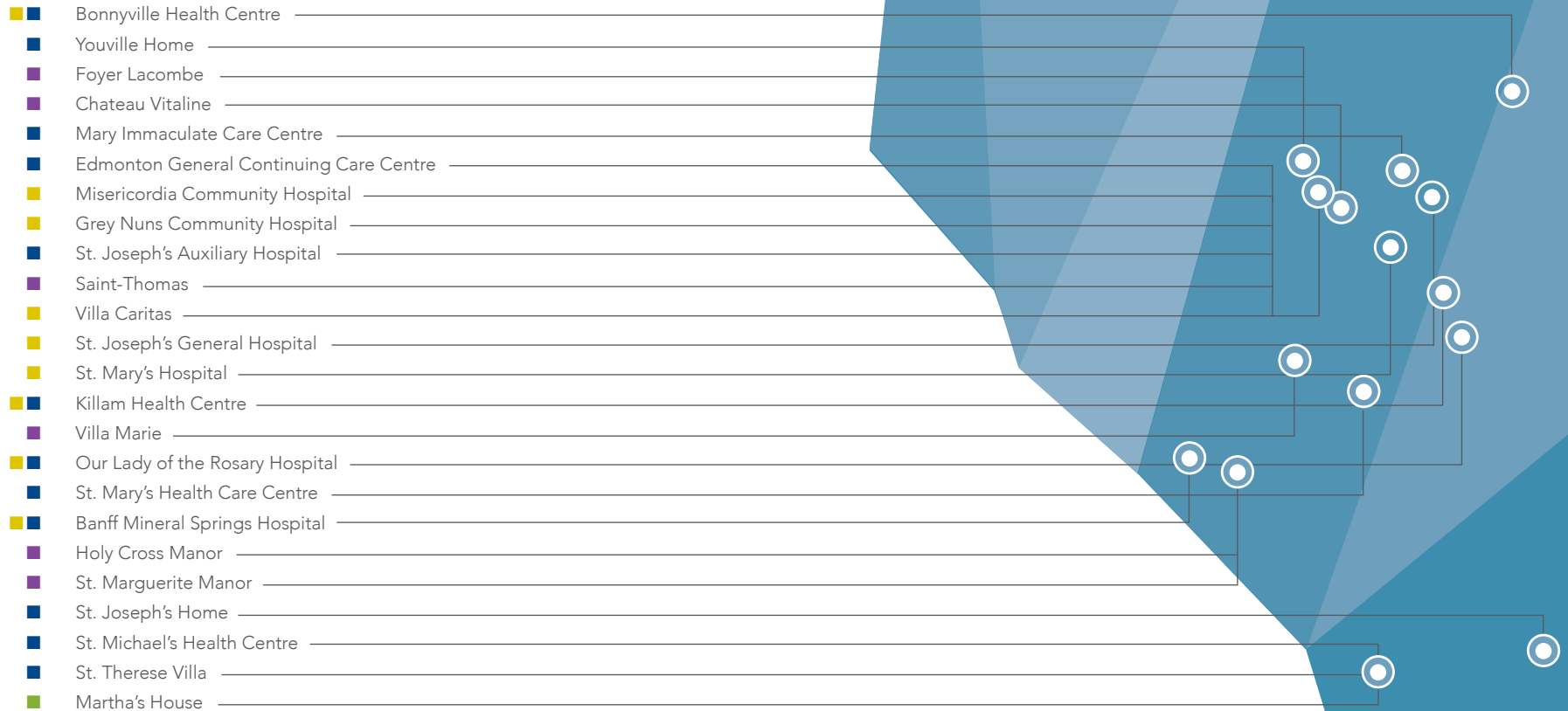
977
COVENANT HEALTH ACUTE CARE BEDS

1,512
COVENANT HEALTH CONTINUING CARE BEDS

534
COVENANT CARE CONTINUING CARE BEDS

118
COVENANT LIVING SUITES

The Covenant family provides acute care, continuing care and independent living services at 24 facilities in 15 communities across the province.





COVENANT FAMILY FACTS & FIGURES

COVENANT HEALTH

11,120
EMPLOYEES

2,536
VOLUNTEERS

195,689
VOLUNTEER HOURS

812
PRIME PHYSICIANS

1,314
ADDITIONAL PHYSICIANS*

530,566
RESIDENT DAYS

324,789
ACUTE PATIENT DAYS

195,649
EMERGENCY VISITS

417,083
OUTPATIENT VISITS

44,904
SURGERY CASES

9,867
DELIVERIES

260,064
DIAGNOSTIC IMAGING EXAMS

3,236,225
LABORATORY TESTS

COVENANT CARE

568
EMPLOYEES

177,542
RESIDENT DAYS

148
VOLUNTEERS

5,063
VOLUNTEER HOURS

COVENANT FAMILY

1/10
EMERGENCY VISITS IN ALBERTA are to a Covenant Health facility

1/4
PHYSICIANS IN ALBERTA have privileges to provide care at a Covenant Health site

1/5
ALBERTA BABIES ARE BORN at a Covenant Health hospital

119
BEDS ACROSS THE PROVINCE providing palliative and end-of-life care

254
BEDS ACROSS THE PROVINCE dedicated to caring for those with mental illness

*These physicians also have privileges to care for patients and residents in our facilities



\$856 MILLION 2015-16 COVENANT HEALTH ANNUAL OPERATING BUDGET

GOOD STEWARDSHIP

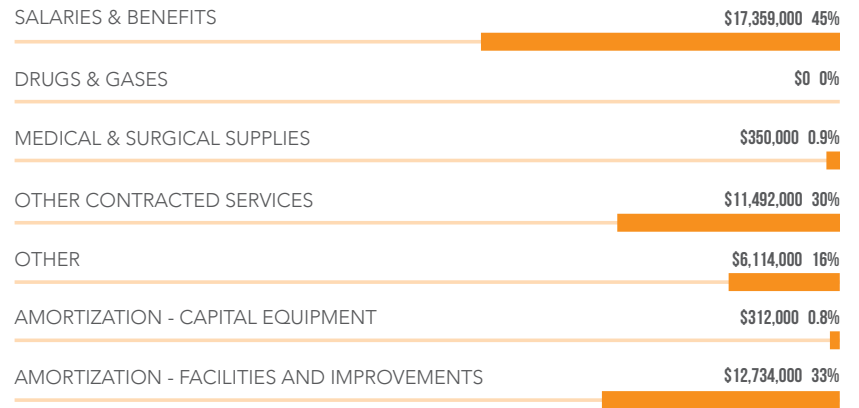
In 2015/16 Covenant Health met or exceeded overall service activity set out in our Cooperation and Service Agreement with Alberta Health Services, which outlines such annual service level requirements as surgery cases, laboratory tests, deliveries, and emergency visits as part of our funding allocation. In response to current economic challenges, a prudent financial plan has been developed to address a \$9M deficit in 2015-16 and achieve a balanced budget by 2018.



\$39 MILLION 2015-16 COVENANT CARE ANNUAL OPERATING BUDGET

GOOD STEWARDSHIP

Covenant Care is committed to the wise use of available resources to provide quality care and service and to create communities of care where residents and teams thrive. In 2015-16, Covenant Care operated six sites, offering supportive living, long-term care and hospice care, and met its service requirements within funding allocations.



COVENANT'S FACILITIES

COVENANT HEALTH

Banff

Banff Mineral Springs Hospital

Bonnyville

Bonnyville Health Centre

Camrose

St. Mary's Hospital

Castor

Our Lady of the Rosary Hospital

Edmonton

Edmonton General
Continuing Care Centre

Grey Nuns Community Hospital

Misericordia Community Hospital

St. Joseph's Auxiliary Hospital

Villa Caritas

Killam

Killam Health Centre

Lethbridge

St. Michael's Health Centre

St. Therese Villa

Medicine Hat

St. Joseph's Home

Mundare

Mary Immaculate Care Centre

St. Albert

Youville Home

Trochu

St. Mary's Health Care Centre

Vegreville

St. Joseph's General Hospital

COVENANT CARE

Beaumont

Chateau Vitaline

Calgary

Holy Cross Manor

St. Marguerite Manor

St. Albert

Foyer Lacombe

Edmonton

Saint-Thomas

Red Deer

Villa Marie

COVENANT LIVING

Lethbridge

Martha's House

2015-16 BOARD OF DIRECTORS

Ed Stelmach, Chair

Raymond Peter (Ray) Mack, FCA, Vice Chair

Dennis E. Grant

Sr. Mary Corita Heid, RSM

Richard Leavens

Shirley McClellan

Catherine Roozen

Most. Rev. Richard Smith, Archbishop of Edmonton, Ex-Officio

Patrick Dumelie, President and CEO

12 community boards represent the communities we serve, advocating on their behalf and providing strategic advice to Covenant's Board of Directors.

FOUNDATIONS

Our Foundations are active in their communities supporting Covenant Health's work. Last year, our 11 foundations raised \$9.84M.

The Covenant Foundation was formed in April 2016 to support 17 Covenant Health and Covenant Care sites, as well as Covenant's strategic priorities provincially.

To find out more about how you can support our work, contact your local facility.

COVENANT'S PROVINCIAL OFFICE

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