BOARD OF TRUSTEE MISSION AWARD
JENNYLYN IGNACIO  BRIAN WAY  STACEY SYRENNE  SHAUNA CIEZKI
MONICA JOHNSON  KIM HERDER  CARMEN YORK  NATASHA FORBES
CONNIE TUCK  TABITHA MILLER  JIM STEWART  PATRICIA GOMBERT
PATTI LORENZ  ANN VANHEMMEN  KATY BOLL  ROLLIN CAPINPIN  GEORGE
AYERS  SHEILA WHITEHALL

SERVICE EXCELLENCE AWARD
SUZANNE HOLMES  IRENE DEMPSEY  MARLENE SIMMERMON
LAURIE NORMAN  RANDI SAILER  MIKE SPATARI  GP SINGH
HARRY JOHNSON  MICHAEL SZARY  CHRISTIAN ARGUETA
BORNIIE STAFFORD  JENNIFER VANCE  TONI SAUNDERS
LYDIA PETTINGER  JULIAN AUSTIN  DAVID SCHULLI  PEGGY ANDREWS
SHARON VANDERLAAN  OLUBUKOLA OKUNUGA  JENIPHER OKO
HEATHER SUTHERLAND  EBYON BURLEY  LISA SCHNURER
OCCUPATIONAL THERAPY TEAM BETHANY COLLEGESIDE

NEW EMPLOYEE MENTOR AWARD
JEANNE CALMA  EMELITA BORRAS  JANINE NORQUAY  GAIL BEAM
MADELINE JORDEN  BERNADETTE PEREZ-OLIVA  DAYNA PLANTE
BRITTNEY RAAB

ENGAGEMENT AWARD
JOANNE PLESTED  MARIE-JOSEE PAQUIN  LAURIE NORMAN
TESSIE GASCON  ANN VANHEMMEN  STEPHANIE GRAHAM
SUSAN MORGAN  JENNIFER VANCE  ALANA MAIDENS
OT DEPARTMENT BETHANY HARVEST HILLS

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As the outgoing Chair, I’ve taken some time to think about what is needed to achieve success in this role, and my thoughts turn to the importance of having a passion for service. I earnestly believe that the most important facet of this role involves seeking to understand the needs of our residents and tenants and then being in service to them. On a personal level, a commitment of service to others helps me fulfill my Christian faith journey, but that doesn’t necessarily need to be the case in order to succeed — just being a good person looking to do good things is more than enough.

Without communities like Bethany, the quality of life for many people among us would be difficult. So, I encourage you to volunteer. Donate your time, talents, and resources to push for a better society. I’m filled with pride when I look back at my tenure as Chair for the Board of Trustees, and I wish the incoming Chair — and Bethany — continued Everyday Excellence.

Sincerely,
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Sincerely,
Jerry Rasmuson
Looking back on the past year as President and CEO of Bethany, I have been reflecting on how we have lived into our mission of creating caring communities with a focus on Everyday Excellence. Service excellence is something we’ve become even more purposeful about at Bethany this past year. The high standards we set, and the service that others entrust us to deliver, require us to be very intentional in every single thing we do. It’s about striving for excellence, every day and in every way. It’s about the care we provide. It’s about our day-to-day interactions with residents, tenants, staff and volunteers alike. It’s even about the way we greet each other in the morning and say “goodbye” at the end of the day. It’s the intention behind all of our actions that sets Bethany apart and enables us to provide exceptional care in all of our communities.

As we renew our commitment daily to Everyday Excellence, it’s also vital that we look to the future and be ready for it. We advanced our technology agenda by piloting bedside capture of clinical information and a real-time locator system for resident safety. We’re excited about the innovation in both design and programming that will come to life at our brand-new site, Bethany Riverview, slated for completion later this year. We continue to evolve to meet the changing needs of those we serve, and we are very proud to have partnered with Alberta Health Services to open an Alternative Level of Care unit at Bethany Calgary. This is a first for the Calgary Zone — we are providing a unique program for patients that no longer need to be in an acute hospital setting, but still require specialized care that Bethany can provide.

Bethany has been providing support to seniors since 1945. That’s a long history of living into our mission. One of the things that sets us apart is the accumulated experience of doing this for so long, and the evolution of how we care for those we serve — whether they live in one of our care centres or in one of our housing sites. Expectations have changed, and the complexity of who we’re caring for and how we provide that care has shifted. I believe it is our ability to adapt to the world around us that makes Bethany a leader within our sector. We wouldn’t be able to deliver on our promise of Everyday Excellence without our vital relationships with the Government of Alberta, local governments, partner organizations and community donors. These funders, partners and fellow advocates for seniors and disabled adults make our work possible and we are grateful.

For me, this has been a year of striving to achieve Everyday Excellence, but also a year that has seen the pieces of our larger vision start to come together in exciting and inspiring ways. I couldn’t be happier with what we’ve accomplished together, and I look forward to all that next year will bring.

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When I started on the Board committee in the 80s, all we had was Bethany Calgary. We were working hard to raise money for Bethany Airdrie and Bethany Cochrane. They were big steps outside of Calgary, and outside of our comfort zone. We have come so far. – JERRY RASMUSON

We create caring communities, and that means being resident-focused. I think that communities are not just about putting people in facilities—community goes beyond the facility. – CANDACE SPURRELL

Doing things in a caring way is just as important as doing things efficiently. Caring must not be sacrificed for efficiency. – MADELEINE KING

Bethany’s mission has inspired individuals, families, and communities for decades. It is a privilege to participate in the ways that Bethany continues to make a positive difference in the lives of people—today and for the future. – JEAN MORRIS

The residents of Bethany are remarkable folks. They have such knowledge, and I have so much respect for them. It’s a humbling experience every time I see them. – DONAVON SALTVOLD

Caring is the standard by which we measure how well we are doing—it is our mission, our bottom line. When staff share stories about their work, they refer to our residents by name, and as individuals with great worth and purpose. When my day for care arrives, this is how I want to be supported and valued. – GREIG SPROULE

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Bethany is a much more sophisticated organization now, but the underlying philosophy has not changed. The care that is offered is still the bottom line. The level of care given to families is incredible, and that’s what’s important. – MARGARET BOWEN

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To be part of the Bethany community is an honour and a privilege. In a world that can seem indifferent and uncaring at times, I find it inspiring to know that we choose to focus on providing compassionate care for our residents’ minds, bodies, and spirits — JOYCE MCKENNY

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We are so lucky to have people who honestly care about and love our residents. – BEVERLY KISSINGER

I love the people involved with this organization. They deserve our support. – JERRY RASMUSON

THE WORK OF THE BOARD

Our Board and community members of our Committees have focused on a number of important issues this year. We were guided by Vision 2020: our plan for Organizational Excellence, Innovative Leadership, Community Engagement and Strategic Growth. This strategic plan was developed to usher Bethany boldly into a new decade as leaders and innovators within our industry, and we made great strides this year. We advanced our strategic growth initiatives by approving the first phase of redevelopment at our Bethany Cochrane site. We continue to explore ways to best serve those who call Bethany home by working collaboratively with our government and community partners. We look forward to an exciting year ahead as we open our newest care centre, Bethany Riverview.
Guided by Vision 2020, Bethany has been on a journey towards organizational excellence. We have done much over this past year to enhance the lives of our residents and tenants, and to support our families, volunteers, and staff. I am very excited about the opportunities that lie ahead. - NANCY HUGHES

Our success as an organization continues to be recognized, and I am so proud that Bethany was again named one of Alberta’s Top Employers. I constantly see great examples of everyone embracing Everyday Excellence and truly living into our core values. Congratulations, Bethany—keep up the tremendous work! - LISA WATSON
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For an organization like Bethany, I believe our success is not only measured by all the good things accomplished in the past year, but also in the work we have done to prepare us for future growth (in our buildings, resources, programs and knowledge) so that we can continue to fulfill our mission of Creating Caring Communities for the current and future People of Bethany.

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- LISA WATSON

Our strategic plan—has been our guide for the last 3 years. It is so exciting to see how all of the pieces are connecting as we focus on Everyday Excellence. I am constantly inspired by the displays of Everyday Excellence shown by the People of Bethany. My role is to make sure we have great teams and an environment where people can do great work—and then I get out of the way.

- JENNIFER MCCUE

Bethany Care Society continues to change and grow. This change is necessary to keep us moving forward and to support those we serve. I feel very privileged to play a small part helping Bethany accomplish this noble mission.

- SPENCER HARMER

Bethany simply wouldn’t be the same without them—GAIL URQUHART

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In the same way that it is a privilege for the Bethany team to be trusted by residents and families to provide care and support, it is an equal honour for all the donors who generously support Bethany’s mission. We thank the donors who give so generously in support of Bethany’s mission and the dedicated teams who work so hard to serve our Residents and Tennants.

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Key Accomplishments

- MLA Education
- Organizational Excellence
- People of Bethany
- Campaign
- Top 70 Employer
- Jobvite
- Kronos
- Momentum
- Better Impact
- Electronic Health Records
- ACCA Nominations
- Pulse Surveys
- Policy Tech
- Performance Management
- Performance Reports
- Onboarding
- Performance Management
- Strategic Planning
- ACA Dates
- MLA Education
ABOUT BETHANY

RESIDENT POPULATION
MARCH 2018

- Female: 64%
- Male: 36%
- Average age of all residents: 81
- Residents who are 100 years or older: 6
- Spaces for residents in Long-Term Care & Supportive Living Communities: 1,143
- Units for tenants in independent housing suites: 837

BETHANY STAFF DISTRIBUTION
MARCH 2018

- Care Locations:
  - Bethany Airdrie
  - Bethany Calgary
  - Bethany Cochrane
  - Bethany CollegeSide
  - Bethany Didsbury
  - Bethany Harvest Hills
  - Bethany Sylvan Lake

- Housing Locations:
  - Riverview Village
  - Sundance on the Green
  - Bethany Village
  - Lions Village
  - Luther Place
  - Foothills Manor
  - Rose Manor
  - Sharon Manor
  - Bethany House

- Percentage of staff by job classification 2017/2018

- Percentage of staff by location 2017/2018
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BETHANY STAFF DISTRIBUTION
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PERCENTAGE OF STAFF BY JOB CLASSIFICATION 2017/2018

- Registered Nurses
- Licensed Practical Nurses
- Registered Nurses
- Administration
- Therapy Professionals
- Management & Executives
- Other Care Support
- Maintenance
- Corporate Services

PERCENTAGE OF STAFF BY LOCATION 2017/2018

- Bethany Calgary
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Each year, out of thousands of employers in Alberta, only 70 are chosen to be recognized as the province’s best and brightest. Being acknowledged as one of Alberta’s Top 70 Employers is a distinct achievement. We’re proud to be counted among a select group of forward-thinking employers. To be celebrating this accomplishment for the eleventh year in a row is a testament to the commitment, dedication, and hard work of the teams and individuals that bring our mission, values, and vision to life every single day. Our field of work—compassionate and skilled care of seniors and persons with disabilities—is one that will be increasingly reliant on attracting the best and brightest employees as our population ages and care needs continue to evolve. Receiving this award is an affirmation that we are creating an environment where talented individuals want to join us in this important work!

Why was Bethany selected to receive this recognition? A few things we did over the course of 2017 stood out:

• We reached out to the next generation of caregivers by partnering with post-secondary institutions that saw over 300 students complete clinical practicums in nursing, occupational and physical therapy, social work, and a variety of other fields.

• We invested in our workforce’s continued learning and development by offering tuition subsidies of up to $1,000 per year for courses taken at outside institutions (as well as making subsidies available for professional accreditation).

• We provided support to Bethany families by offering maternity leave top-up payments of up to 100% of salary for up to six weeks

Bethany wouldn’t be a Top Employer without over 1,400 top employees—thank you for everything you do every day, in service to Everyday Excellence.
ORGANIZATIONAL EXCELLENCE

LEADING ALBERTA’S EMPLOYERS, 11 YEARS RUNNING

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A key priority of Vision 2020 is to embed Service Excellence throughout our sites, bringing Everyday Excellence into our daily practices and routines. One of our most visible initiatives in this work is WAVE. Based on the fundamental idea that We Action our Values Every day; WAVE encourages the notion that exemplary service is central to Bethany’s position as an industry-leading caregiver. Through WAVE, we promote Leadership Development, Performance Management, Service Excellence Standards and Recognition to create first-rate experiences for all of our residents on a daily basis. Since its launch in July of last year, WAVE has been enthusiastically adopted by our team members across the organization. Bethany employees have embraced the opportunity to recognize one another’s successes and support each other’s growth through highly visible “WAVE Boards” across all of our sites, where team members can be celebrated for making WAVEs through everyday acts of excellence.

WAVE is just one of the many Service Excellence programs we’ve developed over the past year Bethany. Investing in Leadership Development opportunities (LEADS), conducting regular Service Excellence “huddles” that include all employees, and implementing a robust performance management program are all helping us advance our commitment to Everyday Excellence.

Through all of our Service Excellence programs, we are continuing to enhance our ability to deliver the industry-leading care that our residents, tenants and communities have come to expect of us.
A key priority of Vision 2020 is to embed Service Excellence throughout our sites, bringing Everyday Excellence into our daily practices and routines.

One of our most visible initiatives in this work is WAVE. Based on the fundamental idea that We Action our Values Every day; WAVE encourages the notion that exemplary service is central to Bethany’s position as an industry-leading caregiver. Through WAVE, we promote Leadership Development, Performance Management, Service Excellence Standards and Recognition to create first-rate experiences for all of our residents on a daily basis. Since its launch in July of last year, WAVE has been enthusiastically adopted by our team members across the organization. Bethany employees have embraced the opportunity to recognize one another’s successes and support each other’s growth through highly visible “WAVE Boards” across all of our sites, where team members can be celebrated for making WAVEs through everyday acts of excellence.

WAVE is just one of the many Service Excellence programs we’ve developed over the past year Bethany. Investing in Leadership Development opportunities (LEADS), conducting regular Service Excellence “huddles” that include all employees, and implementing a robust performance management program are all helping us advance our commitment to Everyday Excellence.

Through all of our Service Excellence programs, we are continuing to enhance our ability to deliver the industry-leading care that our residents, tenants and communities have come to expect of us.
We know that the quality of care and support we're able to provide at Bethany relies squarely on the passion and talents of our staff. We are committed to their continuous learning and development and we are equally supportive of the next generation of professionals coming into caring professions. One way we get an opportunity to show that is through the Bethany Founders’ Bursary Award, created by the Bethany Care Foundation over two decades ago. This special post-secondary Bursary was created to support the children of Bethany staff members to set their sights on their academic futures. It awards two students with $1,500 scholarships to aid them in following their dreams and finding success.

These awards are chosen annually based on the merits of excellence in scholastic achievement, devotion to the community, and outstanding leadership — reflecting attributes we value at Bethany. We were pleased to present the 2017 Bethany Founders’ Bursary Awards to Harsh Patel and Megan Rolfe, two incredibly deserving and hard-working students pursuing careers in the fields of medicine and dental hygiene, respectively. We wish them both the best of luck in all their future endeavours. Bethany is proud to help pave the way for these bright young individuals.

Every day, Sharon goes out to the front of our Bethany Airdrie centre to get a bit of fresh air and sunshine. There’s an elementary middle school just across the way, making this thoroughfare one that sees a lot of traffic and activity every morning and afternoon. While some people might be put off by all the hustle and bustle, to Sharon, this is the best part of the day. The entire time she’s outside, she takes the opportunity to wave and smile at anyone who passes by. People on the sidewalk, cars driving by, kids on the playground — everyone gets a big, friendly greeting.

This daily routine has led to Sharon becoming a bit of a celebrity around the neighbourhood. This past Christmas, Bethany Airdrie was actually approached by a family looking to “adopt” Sharon and bring her into their fold, something we were happy to facilitate. They visited her over the holidays and brought her a number of gifts, including a beautiful painting of a cardinal by their little eight-year-old daughter, created with love for Sharon.

When Sharon fell ill and was bedbound for a couple of days, we soon had the school’s outdoor supervisor at our reception desk, inquiring after Sharon — the kids had missed her and wanted to make sure she was okay. As soon as she was feeling better, Sharon was back outside, waving “hello” to everyone passing by.

Everyday moments like those created between Sharon and the recipients of her waves and greetings convey the spirit of Bethany and brighten the communities and neighbourhoods that we’re privileged to be part of.
SUPPORTING NEXT GENERATION LEADERS

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BRINGING JOY TO THE COMMUNITY

Everyday Excellence is defined as much by those who call Bethany home as it is by our staff and volunteers, which is why we are delighted to shine a spotlight on one of our stand-out community members — Sharon, who lives at Bethany Airdrie.

Every day, Sharon goes out to the front of our Bethany Airdrie centre to get a bit of fresh air and sunshine. There’s an elementary middle school just across the way, making this thoroughfare one that sees a lot of traffic and activity every morning and afternoon. While some people might be put off by all the hustle and bustle, to Sharon, this is the best part of the day. The entire time she’s outside, she takes the opportunity to wave and smile at anyone who passes by. People on the sidewalk, cars driving by, kids on the playground — everyone gets a big, friendly greeting.

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Everyday moments like those created between Sharon and the recipients of her waves and greetings convey the spirit of Bethany and brighten the communities and neighbourhoods that we’re privileged to be part of.
Bethany has been caring for seniors and persons with disabilities for many years. Our success in providing highly-specialized care for residents with advanced or complex dementia as well as young adults reflects the unique expertise we’ve developed at Bethany over the past decade. Our reputation for delivering highly specialized care grew this year when we partnered with Alberta Health Services (AHS) to develop the very first community-based Alternative Level of Care (ALC) unit in the Calgary Zone.

This program opened its doors on November 20, 2017, in the repurposed Level 4 Heartland unit of Bethany Calgary in NW Calgary. The ALC unit was designed to support the assessment and transition of patients who have been receiving care in a hospital setting — individuals that no longer require that level of acute care, yet still need very specialized support. The ALC unit now offers 42 community beds and skilled care professionals that can address the post-hospital needs of these residents, in a more appropriate care setting and cost-effective way. Bethany and AHS staff members work collaboratively to determine the most appropriate eventual living option for these residents — whether that be a return to home, a transitional care phase in a lodge, supportive living or long-term care.

We feel privileged to be providing this unique level of care at Bethany, and will continue to work with AHS to build the program into one that meets the high standards of accountability and excellence we hold ourselves to, every single day.
RESPONDING TO EMERGING NEEDS IN COMMUNITY CARE

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Healthy living can take many forms. For some, it involves physical activity—getting up and giving those muscles a bit of a stretch or taking a stroll. For others, it’s a matter of taking the right medicines—to ensure everything stays working the way it should. For our dementia residents, we take an intentional approach to wellness strategies that work best for their unique needs. We constantly monitor best practice therapies from around the world, and in some cases, we’re developing new programs right here at Bethany—all geared towards promoting positive quality of life for our residents.

Opening Minds through Art (OMA) is an award-winning, evidence-based program aimed at providing for our residents a failure-free atmosphere in which to self-express and engage with others. The Gift of Music is a music therapy project put together by accredited therapists designed to celebrate the lives of our residents and provoke memory recall through melody and song. In one of our most popular program developments, we’ve teamed up with the Animal Rescue Foundation (ARF) and the PURR Project to have “comfort kittens” brought into a care centre setting—much to the delight of residents, staff, volunteers and visitors alike!

These programs are just a few examples of the priority we place on bringing simple, relatable experiences into our care centres. It’s initiatives like these that support wellness and bring quality of life to our residents, while letting family members know that their loved ones are not only in good hands, but also experiencing joy and meaning in their daily lives.
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PROMOTING HEALTH THROUGH ART, MUSIC ... AND KITTENS

This past September, Bethany was proud to attend the Alberta Continuing Care Association (ACCA) IQ Conference hosted in Red Deer. There, our team led several presentations and discussions, engaging with the Alberta care industry on the topics of sleep quality improvement, family onboarding, community engagement, and creating enhanced dining experiences for residents. The Conference was an opportunity to share our experience and expertise with the continuing care industry by showcasing our leadership and commitment to Everyday Excellence, while also taking the opportunity to learn from others.

This year, we had four staff members nominated for the Alberta Care Provider of the Year Award. Barb George — a long-time Bethany volunteer — was honoured for her service and commitment with the Volunteer of the Year Award. We couldn’t imagine a better recipient to receive this unique honour. Congratulations, Barb — you’re a credit to us all!

LEADING INNOVATION IN OUR SECTOR

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PARTNERING TO ENHANCE CARE

Working with community partners has become essential for positioning Bethany to meet the needs of the next decade.

Our participation in the Community Paramedic Urgent Response Team (URT) pilot project at our Bethany CollegeSide site is one example of how we’re partnering in creative ways to meet the needs of our communities.

The URT program is an initiative of Alberta Health Services Emergency Medical Services. Community Paramedicine is an innovative concept that is emerging across Canada and the world. It expands on the success and ability of Paramedics to provide safe, timely, mobile medical care in a community setting. Bethany was pleased to be selected as a pilot site in February 2017.

The goal of the program is to improve access to rapid, patient-centered, episodic care for our residents at CollegeSide when it is needed. A Community Paramedic, supported by physician consultation, is dispatched to the care centre to provide blood work, urinalysis, post-fall assessments and administration of IV antibiotics. The benefits already being realized through this program are improved time-to-treatment and reduced stress on our residents and families. Decreased ambulance transports, emergency department visits and hospital admissions are also goals of the program.
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BECAUSE YOU CARE, WE CAN

Every year, we are inspired by the generosity and support of community donors who believe in Bethany’s mission and show it through their giving. Every single gift to the Foundation makes Bethany even better by enhancing our programs and spaces.

It takes a community to undertake a project as big as Bethany Riverview and our $5 million capital campaign in support of our newest care centre surpassed the halfway mark this year, through the generosity of individuals, service clubs, foundations and companies. Two significant new donor partnerships for Bethany Riverview came to life over the last twelve months with Calgary’s Rotary Clubs and The Calgary Foundation.

Donors like you generously contributed to all of our sites — here’s just a few of the ways donor support made a difference:

- A new resident bus at Bethany Airdrie.
- The unveiling of a brand-new dog park at Bethany CollegeSide.
- An innovative art therapy program at Bethany Cochrane.
- New physical therapy equipment at Bethany Sylvan Lake.
- An advanced ceiling track/lift system at Bethany Didsbury.
- A new roof for the popular outdoor gazebo at Bethany Calgary.
- A partnership with PURR Project at Bethany Harvest Hills that enables our dementia residents to cuddle and care for abandoned kittens.

It’s because you care as donors that we can, too. We’re grateful for the trust you place in us to put your donations to work in ways that create caring communities.
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Bethany is taking a new approach to aging in community on a 12 acre site in the SE community of Dover. Housing, clinical care, social supports, and community involvement will operate in harmony to address the needs of individuals as they grow older and require different levels of care. This unique approach will allow seniors to age in a familiar setting, while still getting the supports that their changing needs require.

Purpose-built to help us deliver complex dementia care, Bethany Riverview will be a highly-specialized site fully-equipped to provide customized support to residents and their family members during the difficult journey of dementia. We look forward to officially opening the doors at Bethany Riverview in the Fall of 2018.

When people imagine themselves growing older, they usually picture themselves enjoying their golden years in the comfort and familiarity of their own home. Aging in place is the best-case scenario. Sometimes, though, aging in place just isn’t possible — health issues, safety concerns or a combination of both may make it impossible. While aging in place might not always be an option, we believe that aging in community is. That’s why we developed Bethany Riverview, part of an integrated campus of care at Riverview Village that has been designed intentionally with aging in community in mind.
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JACQUELINE CHAISSON ALANA MAIDENS SANDRA HINZ
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LISA BEAUCAGE CHRISTINA BORSATO
RISING STAR AWARD
CARLA MANDADERO GHANA MAINALI EMELITA BORRAS
EMILY THOMSON CRAIG VEALE DAWN EDMONDSON
GRACE ITLIONG DAYNA PLANTE MEGAN DARVILL HANNAH BULLARD
BRITTNEY BROWN DHANYA POONLEY LARA SARGENT
LEADERSHIP AWARD
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JANET FADUGHA LOIS SAUNDERS SHIRELY HILTZ OLEA LINDHOLM
CAROL KELLY HAIDEE LAW STEVE FRIESEN DANA PENNER
LAUREN MACFARLANE BARB KOMARNISKY MELINDA BARCELONA
SHELBY GIBEAU KAILEY BEAL KARIN VAN GOUDOEUVER
NADINE BUCHART SANDRA HINZ GRACE ITLIONG EMILY PACKER
EBONY BURCHET PEGGY ANDREWS MEAGAN SPEROWKA
SUSAN MORGAN MONICA JOHNSON RANDY BOURASSA LUISA PARENTE

RENDERING OF THE ATRIUM AT BETHANY RIVERVIEW
A ROTARY-BETHANY PARTNERSHIP.
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