

milestones

A bi-monthly newsletter published by Bethany Care Society

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Please visit our website for more information on Bethany Care Society, news and events.

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2011 Willow Park Charity Golf Classic a huge success!

Bethany Care Foundation (BCF) was selected to be the recipient of the proceeds from the 2011 Willow Park Charity Golf Classic tournament, which was held at the Willow Park Golf & Country Club from July 18 to 21.

Both a silent auction and a live auction were held on the evening of July 20. There were many great items including a Harley Davidson motorcycle, original artwork, tickets to Alberta Ballet, the Calgary Flames and much more.

At the tournament's conclusion, on behalf of Bethany Care Foundation, Carolyn Duckworth, Bethany Care Foundation Board of Directors, and Greta Reiten, Chair, Bethany Care Society Board, were presented with a preliminary cheque for \$515,000. On September 26, after all contributions were received, a final cheque of \$535,000 was presented to Bethany Care Foundation. The proceeds from the tournament will go towards the much-needed refurbishment of Level 2 at Bethany Calgary.

We would like to thank the Willow Park Charity Golf Classic for their generous donation to Bethany. Thanks for the hard work and coordination of Doug Cole, Willow Park Charity Golf Classic Chairman, Jon Fisher, Manager, Willow Park

Golf & Country Club, as well as the fantastic customer service provided by all the staff.

Congratulations and thanks are also extended to the Board of Bethany Care Foundation and to Jose Guillen, BCF Senior Fund Development Associate, who

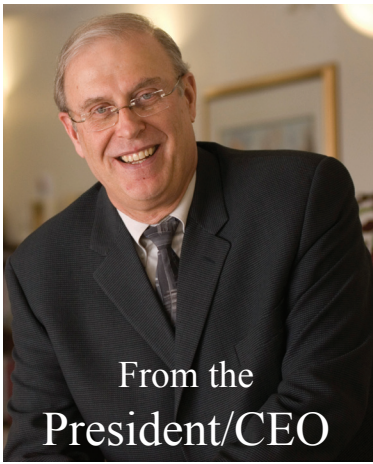
led this project on Bethany's behalf. We also recognize the Bethany Care Society Board of Trustees for its contributions to the success of this event.

Above all, we thank the many sponsors, donors and tournament participants whose generous support will greatly enhance the quality of life for residents of Bethany Calgary.

Greer Black
President/CEO
Bethany Care Society



Left to right: Doug Cole, Willow Park Golf Classic Chairman, presenting a cheque to Carolyn Duckworth, Board of Directors, Bethany Care Foundation; and Greta Reiten, Chair, Bethany Care Society Board



From the
President/CEO

Every year, Bethany Care Society conducts satisfaction surveys in our long term care, supportive living and community housing sites. Surveys were conducted in February and March of 2011, asking residents, tenants and family members how satisfied they are with the care and/or services that Bethany provided in 2010.

The surveys showed high overall satisfaction levels among long term care residents and families. In fact, this year's 90% overall rate of resident satisfaction is the highest since 2004. Long term care residents and families were highly complimentary of staff. Recreation received the highest result since 2004. Areas for improvement included laundry and

also greater staffing consistency to promote effective staff/family relationship building. New questions about volunteers showed a need for more information about volunteer programs.

Supportive living resident satisfaction was also very high, with a 6% increase over the previous year. At all sites, surveys showed 100% satisfaction that staff treat residents with respect and keep their personal information confidential.

Overall satisfaction at Bethany's housing sites was down slightly from last year. Because there were few comments and a high number of "neutral" responses, it is difficult to pinpoint specific issues. At the same time, residents and tenants expressed high satisfaction in questions about quality in life. Programs by the Housing Chaplain were highly rated.

Administrators and Site Managers have received their specific results and are working with various teams to develop and implement plans to further improve satisfaction and quality of life for all those who live in Bethany communities.

Greer Black

Rate of Overall Satisfaction	2008	2009	2010
Long Term Care Resident Survey	81%	83%	90%
Long Term Care Family Survey	77%	80%	81%
Supportive Living Resident Survey	89%	85%	86%
Housing Resident/Tenant Survey	89%	89%	85%



Sarah Dubois, stands with her antique bookshelf mural

Residents inspire mural at Bethany Cochrane

Sarah Dubois, a Recreation Therapy Assistant, has been volunteering her time as an artist at Bethany Cochrane for seven years. Her latest challenge was to paint the doors of Brushy Ridge, the wing for residents with dementia. Thanks to a donation to Bethany Care Foundation, local artist Janet Armstrong previously had been invited to paint a mural on the front side of the doors. Sarah was asked to paint the other side and this is where the magic begins.

Sarah and her mother, Peggy Dubois, began sketches for an antique bookshelf: a bare shelf, some books and a globe. These items were designed to stimulate the memories of residents. One by one, family members of residents approached Sarah and Peggy to tell them about an item that was important to their particular resident. There's a Delft blue plate because one family member is Dutch. There's a book called Madeline's Hairstyle for a resident who is an accomplished hairstylist. The cat on the shelf represents Bethany Cochrane's former cat, Leo. "It's a lot deeper than what it first appears. Each part means something to somebody," says Sarah.

Sarah's heart lies with the residents of Bethany Cochrane who inspired the lovely antique bookshelf mural, and items in the mural holds a special meaning for the residents.