



Covenant
Health



Covenant
Care



Covenant
Living

INNOVATING

for Albertans

2020-21 Covenant Annual Report to the Community

Inspired by our mission to provide high-quality, compassionate care, Covenant is constantly seeking opportunities to improve how we deliver care to those we serve and to support our partners in addressing significant challenges within the Alberta healthcare system and developing a sustainable system for the future. Working to identify and implement innovative healthcare solutions has been particularly critical over the last two years as our entire system came together to meet the challenges and demands of the COVID-19 pandemic. Through stories and videos, the 2020-21 Covenant Annual Report to the Community highlights some of these innovations. We invite you to explore this site to learn more about Covenant's role as a valuable partner in the integrated healthcare system in Alberta.

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Greetings

from Patrick Dumelie and Ed Stelmach

The last year has been a challenging time for our patients, residents, staff, physicians, volunteers and the broader community. Together, we've faced successive waves of the COVID-19 pandemic, which have tested our strength, our patience and our resilience. Events at home and around the world have reminded us that racism and hate continue to be present in our communities, taking shape in discrimination and, sadly, violence. We have also been deeply saddened to learn of the discovery of hundreds of unmarked Indigenous children's graves on the grounds of what were once residential schools.

While challenging, these events have renewed our commitment to take bold and courageous action towards change. We must continue to actively address systemic racism and discrimination within our organization and communities. We must also reimagine, innovate and transform health care to better serve society's most vulnerable populations. This means continuing to explore opportunities to improve quality of life and actively engaging with those who are underserved to ensure they receive timely, compassionate care and supports that maintain their health and well-being. This past year has taught us that only through focused, collaborative efforts can we ensure a better future for all.

Covenant has been an innovator in healthcare delivery for decades. As a key partner within Alberta's integrated health system, we have bridged gaps in the system, addressed unmet needs and brought those at the margins into the community, focusing particularly on seniors, those with mental illness and addictions, rural Albertans and those at the end of life. We recognize that we need to continue to eliminate barriers, explore creative models of care and find innovative solutions that meet the needs of Albertans as whole people.

We hope you find inspiration in the stories included in this annual report centred on the theme of Innovating for Albertans. Along with these stories, this site includes highlights of our work from the last year and detailed financial and organizational information about the Covenant family.

We invite you to browse through the report and learn more about the important and unique contribution the Covenant family makes to the health and well-being of Albertans.



Patrick Dumelie,
Chief Executive Officer



Ed Stelmach,
Board Chair



About the Covenant family

The Covenant family contributes to the health and well-being of Albertans as three non-profit Catholic organizations rooted in an over 155-year legacy of compassionate care and service in the province. At the heart of Catholic health care is a profound respect for the intrinsic value and dignity of every human being and an unwavering commitment to serving all people — from all backgrounds, faiths and circumstances — especially society’s most vulnerable.

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, they contribute to a strategic plan to be of greater service and to transform the healthcare system and create vibrant communities of health and healing.

[Called to Serve, Strong Partner](#)

[Covenant Board of Directors](#)

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.

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.

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 and stewardship.



1 in 4

physicians in Alberta has privileges to provide care at a Covenant site.



\$18.48M

funds are raised by the Covenant family of foundations.



1 in 10

emergency visits in Alberta is to a Covenant Health facility.



1 in 5

Alberta babies is born at a Covenant Health hospital.



119

beds across the province are dedicated to palliative and end-of-life care.

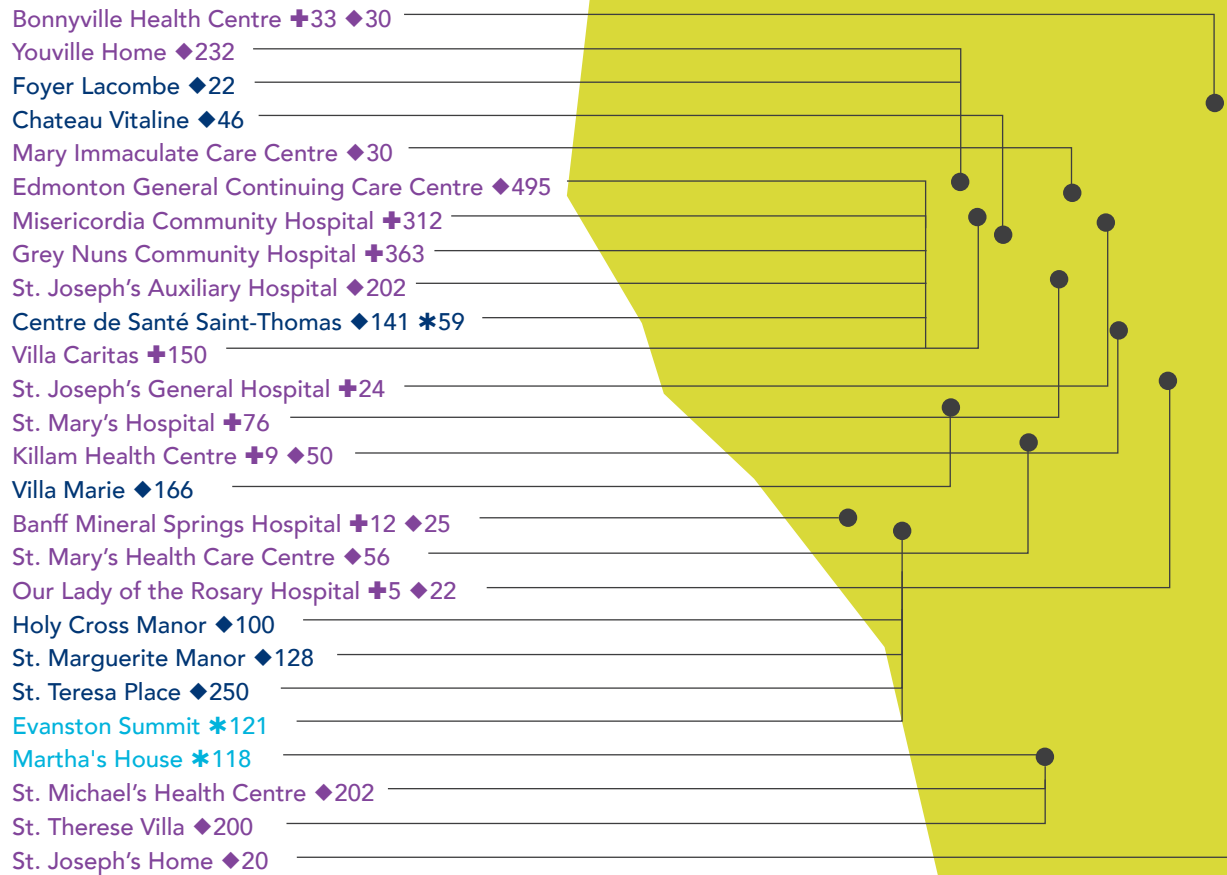


254

beds across the province are dedicated to caring for those with mental illness.

Service capacity

The Covenant family provides acute care, continuing care and independent living services at **26 sites** in **15 communities** across the province.



984 + Covenant Health acute care beds

59 * Covenant Care independent living

239 * Covenant Living independent living

1,600 ♦ Covenant Health continuing care beds

853 ♦ Covenant Care continuing care beds

Facts and figures

Covenant Health

One of Canada's largest Catholic providers of a broad range of healthcare services in hospitals and healthcare centres in urban and rural communities across the province.

[Meet the Covenant Health senior leadership team](#)

2020-21 statistics

11,076 active employees	1,544 additional physicians ²	334,746 outpatient visits
732 volunteers	513,858 resident days (continuing care)	22,608 surgery cases
85,695 volunteer hours	283,962 acute patient days	8,452 babies born
870 prime physicians ¹	135,050 emergency visits	205,177 diagnostic imaging exams

¹Primary physicians designate a Covenant Health facility as their primary site for practice.

²These physicians designate an AHS facility as their primary site for practice but also have privileges in Covenant facilities to care for patients and residents.

Financials



Good stewardship

In 2020-21, Covenant Health met or exceeded overall service activity set out in our Cooperation and Service Agreement with Alberta Health Services, which outlines annual service level requirements such as surgery cases, laboratory tests, deliveries and emergency visits as part of our funding allocation. Our Audited Financial Statements are on the [Covenant Health website](#).

Public interest disclosure report

The Public Interest Disclosure Act requires that organizations report annually on all disclosures of alleged wrongdoing made (or referred) to their designated officer. Covenant Health is committed to proactively addressing day-to-day concerns identified by our staff, physicians, volunteers and the public we serve through normal problem-solving processes. A full statement is available on [CovenantHealth.ca](#).

Connect with us

We want to hear from you. Share your compliments or concerns with [Patient Relations](#) by [email](#) or at 1.877.295.6344 (toll-free in Alberta).

Covenant Care

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.

[Learn more about Covenant Care.](#)

2020-21 statistics

868

active employees

284,140

resident days
(continuing care)

0

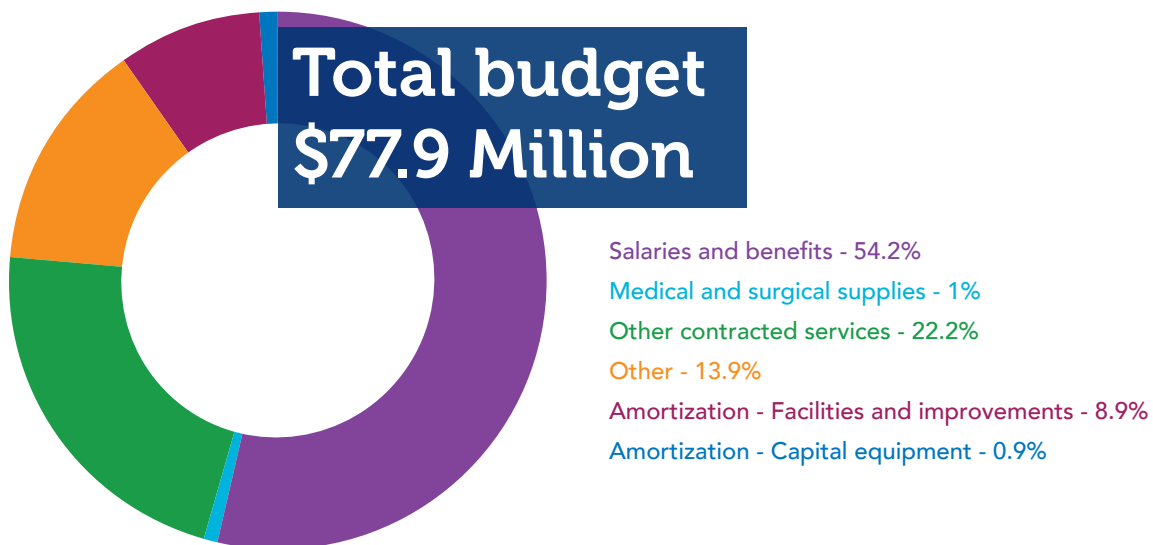
volunteers*

0

volunteer hours*

**due to the pandemic*

Financials



Good stewardship

Covenant Care is committed to the wise use of available resources to provide quality care and service to create communities of care where residents and teams thrive. In 2020-21, Covenant Care operated seven sites, offering supportive living, long-term care and hospice care, and met its service requirements within funding allocations.

Covenant Living

A private, not-for-profit organization providing housing options for seniors in warm, welcoming communities that support independence and active living.

2020-21 statistics

42

active employees

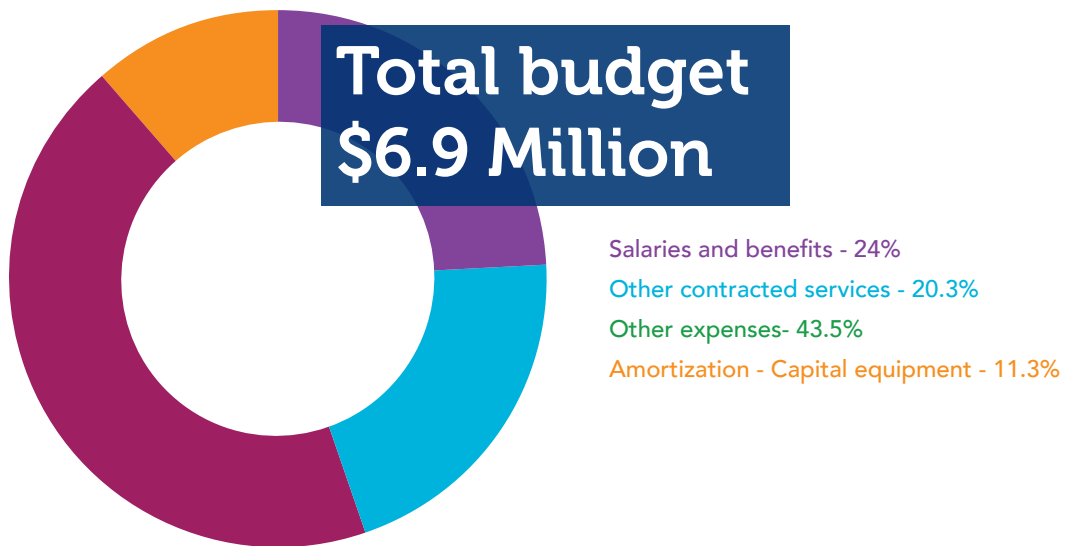
2

locations

239

suites

Financials



Good stewardship

Covenant Living is committed to creating vibrant, healthy communities in which seniors can retain an optimum level of independence with necessary support. Covenant Living operates from two sites: Martha's House in Lethbridge, which is fully occupied, and Evanston Summit in Calgary, which is incrementally increasing occupancy levels.



Innovation

Covenant is committed to finding innovative solutions to challenges in healthcare delivery throughout Alberta, especially for those who are underserved or at risk, including seniors, those with mental illness and addictions, rural Albertans and those at the end of life. Whether through new technology or new approaches, we are focused on improving the care and supports we provide to those we serve and on ensuring that our teams have the tools they need to provide high-quality, compassionate care.

For example, 10 years ago, we recognized that seniors with complex mental health issues lacked age-appropriate supports and care options. We responded by opening Villa Caritas, an inpatient geriatric psychiatry facility on the Misericordia campus. More recently, our care teams led the province in developing standards and protocols for treating depression and bipolar disorder with IV ketamine. We also opened two state-of-the-art hybrid operating rooms — the first in Canada to include advanced Canon technology — at the Grey Nuns Community Hospital for patients with vascular conditions.

Today, innovation is increasingly critical to meet the needs of our patients, residents and communities and to ensure the quality and sustainability of our healthcare system. That's why we've created an Innovation Office charged with building and implementing a multi-year innovation strategy for the Covenant family. The strategy will enhance our position as a key leader in supporting the Government of Alberta's vision for healthcare transformation as well as our ability to provide the highest quality, most effective and efficient care and services to Albertans. An integral part of the strategy will be finding new and creative ways to fund the healthcare system, including entrepreneurial ventures, government sources, the Covenant Foundation and nontraditional sources and granting agencies.

Centres of Excellence

Covenant actively provides leadership and innovation in six areas of our provincial and national healthcare systems: ethics and discernment, treatment of vascular conditions, seniors' health and wellness, medical reconstructive sciences, palliative and end-of-life care and research.

Ethics & Discernment Centre

The [Covenant Ethics & Discernment Centre](#) is a hub for developing ethical standards and practices that support those we serve. It assists healthcare staff as well as patients, residents and families when there is conflict or uncertainty about professional, clinical, business or research ethics and provides educational resources and tools.

Northern Alberta Vascular Centre (NAVC)

The [Northern Alberta Vascular Centre](#) located at the Grey Nuns Community Hospital provides inpatient and outpatient care for people with vascular conditions. Serving a population of 2.3 million in Alberta, Saskatchewan, British Columbia and the Territories, the program attracts top surgical specialists in the field who perform about 2,300 procedures a year.

Network of Excellence in Seniors' Health and Wellness (NESHW)

Covenant's [Network of Excellence in Seniors' Health and Wellness](#) exists to build Alberta's capacity to support seniors better. It gives seniors a voice in defining better support and engages families, care professionals, academics and communities in shaping philosophies of care; advocating for seniors' needs; and designing, testing and spreading innovative approaches to address these needs.

Institute for Reconstructive Sciences in Medicine (iRSM)

The [Institute for Reconstructive Sciences in Medicine \(iRSM\)](#) is an internationally recognized leader in the treatment and rehabilitation of patients with disfigurement of the face, head or neck due to cancer, trauma or congenital abnormalities. It is dedicated to restoring function and quality of life for patients.

Palliative Institute

Covenant's [Palliative Institute](#) serves as a knowledge broker and problem solver, leading public conversation about palliative and end-of-life care. It offers Albertans the information and tools they need to make informed choices about their care and works to arm caregivers with knowledge, expertise and resources to provide support.

Research Centre (CHRC)

Covenant's [Research Centre](#) is dedicated to promoting innovation, facilitating inquiry, developing partnerships and integrating research into practice. In keeping with Covenant's mission, vision, values and strategic directions, the centre's work focuses on addictions and mental health services, seniors' health, rural health and palliative and end-of-life care.

Related stories



Transforming care through innovation

From opening a unique, state-of-the-art facility at the Grey Nuns Community Hospital that provides life-saving care to patients with vascular conditions to pivoting to a modality typically used in stroke treatment to care for COVID-19 recovered patients, we are ever expanding our culture of innovation. We continue to empower our teams to think of new and creative ways to care for those we serve.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Supporting complex decision-making in the community

The Covenant Health ethics team has supported ethical inquiries and decision-making for years, both at Covenant sites and for other organizations, as requested. The expansion of the Ethics and Discernment Centre in March 2021 meant that the expertise can now formally be provided to those outside Covenant. Making supports available around the world is one reason why Covenant is recognized as one of the World's Most Ethical Companies®.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Two advanced hybrid operating rooms open at Grey Nuns Community Hospital

Patients with vascular conditions have access to two advanced hybrid operating rooms at the Grey Nuns Community Hospital.

These operating suites will help surgeons do more procedures and handle more complex cases. Patients will spend less time in surgery and in recovery, which will help them get home faster.

Approximately 300,000 Albertans suffer from vascular diseases.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Device helps patients with swallowing disorders

Researchers at our Institute for Reconstructive Sciences in Medicine (iRSM) and the University of Alberta worked together to develop a handheld mobile device to help patients with swallowing disorders. The device allows patients to do their swallow therapy exercises at home, while a doctor monitors their progress, instead of having to visit the iRSM clinic every day for six to eight weeks.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Innovation through COVID-19

The COVID-19 pandemic has challenged us in unique and unexpected ways. Over the past 18 months, we've faced myriad issues: how to protect staff and patients in the hospital setting; how to provide spiritual care and mental health support from a distance; and how to communicate detailed public health orders within our sites and to our communities, to name just a few.

The COVID-19 pandemic has drastically changed all of our lives, but the most dramatic impact has been seen amongst older adults, who have faced loneliness, age discrimination, isolation and worry. Covenant has worked diligently to ensure their ongoing health and safety while identifying opportunities to help them remain active, engaged and connected with their friends and family.

Our staff, physicians and volunteers have [stepped up to meet the demands of the pandemic](#), working together to learn new skills and develop new approaches, protocols and processes. For example, our Covenant teams recognized the debilitating effects of loneliness on patients and residents unable to have in-person visits with loved ones. Using easily accessible technology, they worked to link patients and residents with family members through FaceTime visits on iPads and cellphones. In every case, our teams have gone above and beyond to support those in our care and each other. We are grateful to them for the innovative solutions they've identified to help weather the pandemic.

Related stories



Innovating during COVID-19

COVID-19 has given us opportunities to learn from, and think critically about, healthcare challenges and to come up with solutions. From new safety procedures and protocols to new approaches to mental health support, we've seen a surge in innovations in the care we provide our patients, residents and communities.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Supporting our seniors' mental health

Moving mental health supports and day programs from in person to online during the COVID-19 pandemic has had mixed results. Our teams continue to adapt and develop new approaches to care as they support seniors amid an anticipated increase in mental health challenges and a potential surge in elder abuse.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Making critical adjustments to meet the demands of COVID-19

Increasing numbers of critically ill COVID-19 patients meant the Misericordia Community Hospital team needed to move its ICU to bigger spaces twice. Transferring the sickest of patients and quickly adapting a new environment to provide a high level of care are significant undertakings for a healthcare team.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Innovation in care

Covenant is committed to continually enhancing the care we provide our patients, residents and families by exploring new technology, learning new skills or developing new approaches or techniques. Our goal is to offer safe, person-centred care that helps improve the quality of life of those we serve, no matter where they are in their health journey.

Through pilot programs and studies, we're developing new therapies and using new equipment to treat breast cancer patients, people who experience severe depression and COVID-19 patients. We're using technology such as gaming systems, virtual reality apps, a special television channel and iPads to address social isolation and help residents in our continuing care centres stay mentally and physically active. And we're taking new approaches to continuing care that give seniors a say in how they live and allow them to remain in their home community as their needs for care change.

As we plan for the future, we continue to find new and creative ways to augment the care we provide to those we serve.

Related stories



Grey Nuns trials new study to treat severe depression

The pandemic has brought a renewed focus on mental health, and the Grey Nuns Community Hospital is doing a clinical trial to study a new treatment for severe depression. One in five Canadians experience severe depression, and physicians are investigating whether a non-invasive method of electrical stimulation can be effective for these people.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Gaming system for those with dementia

Residents at two Covenant Care sites are enjoying the introduction of an interactive gaming system. Developed in the Netherlands, the Tovertafel is an innovative tool that provides therapeutic benefits for residents with dementia. The games enhance their physical and emotional well-being while letting them interact in cognitive and social ways that aren't intimidating, complicated or confusing.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Residents stay in their communities as their needs change

The Killam Campus of Caring has the flexibility to provide supportive living, long-term care and dementia care under one roof, allowing residents to age in place as care is adapted to their changing needs. Landiss ("Slim") Goossen, one of 40 supportive living residents at the site, says it's the staff who truly make it feel like home.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Innovation in the community

Covenant is dedicated to partnering in care with our communities. We look for innovative ways to solve problems at all levels — local, provincial and national — from addressing needs for high-speed telecommunications at our sites to filling gaps in access to mental health services for youth in rural Alberta and creating a roadmap for better aging across Canada.

A local example is our support for a pilot program in Killam and Camrose run by Nav-Care, an organization that trains volunteers to help older adults with chronic illnesses find and access healthcare services and resources in their communities. Provincially, we are working with Alberta Health Services to create a training lab — part of its eSim Provincial Simulation Program — in our new emergency department at the Misericordia Community Hospital. The state-of-the-art lab will allow clinical educators to deliver interactive educational programming for healthcare workers using specialized simulation equipment. On a national level, we're working with 13 partners to lead Palliative Care Matters, an initiative aimed at building a Canada-wide strategy for improving Canadians' access to high-quality palliative and end-of-life care.

Going forward, we'll continue to be nimble and resourceful partners contributing innovative solutions to challenging problems in healthcare delivery.

Related stories



New collaboration seeks public input on the future of aging

The Covenant family and SE Health in Ontario are collaborating to reshape seniors' care in Canada through the CourAGE initiative. They've created a discussion paper that includes a review of research on models and practices being used around the world over the last 10 years. The initiative seeks stakeholder feedback on the paper to develop an action roadmap for change.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Misericordia plans state-of-the-art training centre

When the new emergency department at the Misericordia Community Hospital opens in 2023, what patients may not see is that nestled within the department is a state-of-the-art space dedicated to training staff to be prepared for any situation.

When staff practice simulations in real-life settings with the same equipment they use every day, it can shave seconds off procedures in which every moment counts.

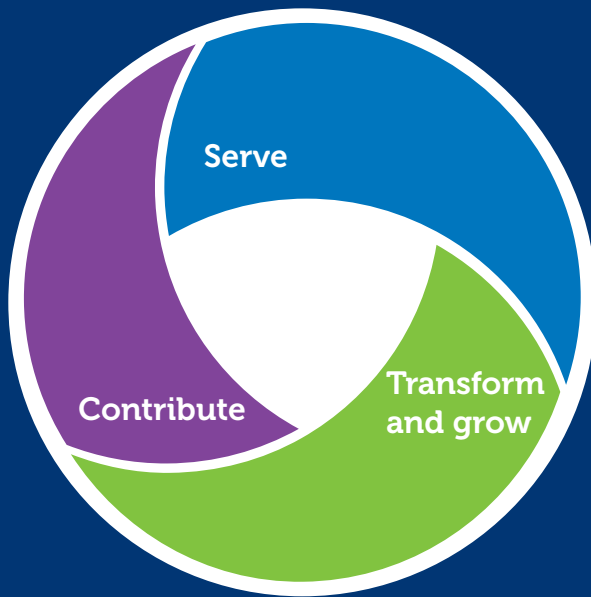
Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Planning for the unexpected

Conversations about future health care can be difficult, but they are essential for ensuring that people get the kind of care they want during their final days and weeks. Such care not only impacts the patients themselves but also affects the loved ones by their side.

Read more on [TheVitalBeat.ca](https://www.thevitalbeat.ca).



Contribute

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

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 our resources.

Transform and grow

We will transform the health system and grow through integration, innovation and shared learnings to respond to the strengths and needs of our communities, especially those most vulnerable.

2021 highlights

Our COVID-19 response

From the moment the COVID-19 pandemic was declared in Alberta, the Covenant family responded to ensure the ongoing health and safety of patients, residents, families and staff. The impact has been significant. Over the last 18 months, Covenant staff have worked tirelessly to care for affected patients, respond to outbreaks in facilities and ensure all public health orders are implemented across our organization. At the heart of Covenant's response has been an unwavering focus on the health, safety and well-being of our people and those we serve.

In a short time, COVID-19 has transformed how care is delivered at our sites and within the broader health system as we put measures in place to protect patients, residents and families as well as our staff, physicians and volunteers. The changes that our sites and broader health system have had to address are countless.

Throughout this challenging time, Covenant has made significant contributions as a key partner in the integrated healthcare system in Alberta. Covenant made its Southeast Campus building available when Alberta Health Services (AHS) sought out locations for a public COVID-19 assessment centre. Covenant staff have also been redeployed to meet staffing needs at affected facilities.

Over the summer, the first major hospital outbreak of COVID-19 occurred at the Misericordia Community Hospital. Staff there worked countless hours to respond to and contain the outbreak and to support patients, families and each other. We worked in close partnership with AHS and Alberta Health to take necessary steps to deal with the outbreak and to ensure patients who needed care were able to access it within the larger system. Covenant staff, physicians and leaders studied the outbreak and our response in detail. We have shared the results of that work with the broader healthcare system to provide lessons learned and expertise to other facilities encountering outbreaks of their own.

Misericordia Community Hospital's emergency department update

Construction is in full swing on the [new, modern and vibrant Misericordia emergency department](#), with the project both on budget and on schedule to open in 2023.

Designed to meet the needs of communities in west Edmonton and northern Alberta for generations to come, the new emergency department will be almost triple the size of the current space to accommodate 60,000 patient visits each year. With construction expected to continue throughout 2022, the design of the new building incorporates enhanced privacy and flow to support care with greater safety, dignity, respect and comfort for all.

A new training lab within the department, part of Alberta Health Services' [eSim Provincial Simulation Program](#), will also provide many opportunities for clinical educators to deliver interactive educational programming for healthcare workers using specialized simulation equipment. The \$65-million project will benefit Albertans by enhancing the delivery of care while also addressing service pressures in the area.

Collaborating with yegSpark

Covenant collaborated with several agencies in the Catholic community to establish yegSpark, an initiative that engaged Edmontonians in service in the midst of the COVID-19 pandemic. The web-based platform supported volunteerism, especially among youth, providing flexible opportunities to use creative gifts and expression to support older adults, patients in hospital, those experiencing homelessness, families at risk and others struggling during the pandemic. The Catholic agencies involved in this initiative — members of the Edmonton Catholic Agencies Network (ECAN) — are currently reviewing how to build on this success through future service ventures.

Transforming health care through our Urban Wellness Village

The first of its kind in Alberta, Covenant's Urban Wellness Village will be an innovative, community-based health and wellness hub designed to serve Albertans for generations to come. The Urban Wellness Village will meet the needs of the rapidly growing Southeast Edmonton community, enhance access to community-based health services, address capacity pressures at the Grey Nuns Community Hospital and enable seniors to remain healthy and active members of their communities.

Advancing diversity and inclusion

As a provider of compassionate and holistic care, Covenant is committed to diversity and inclusion practices that extend to our staff, physicians and volunteers. To that end, we have developed a plan and approach to acknowledge and address systemic racism at Covenant, informed in part by open and meaningful discussions with our stakeholders. Engaging with Indigenous communities to establish long-term positive relationships is another crucial component of our Diversity and Inclusion Framework.

In honour of Pride Month this year, CEO Patrick Dumelie hosted open conversations with staff to deepen our understanding of the challenges LGBTQ2S+ community members face in healthcare settings. Together, we explored meaningful ways to ensure our LGBTQ2S+ colleagues, patients and residents feel safe and valued at Covenant Health.

This year marked the first National Day for Truth and Reconciliation in Canada. Covenant honoured this important day through opportunities for reflection and education for our staff and physicians, with resources carefully curated by our Indigenous Advisory Body. We have also created land acknowledgment signage for all the front entrances and emergency departments across Covenant facilities. Covenant is committed to continuing meaningful dialogue with Indigenous partners to strengthen our relationship and continue the journey to reconciliation.

Staying true to our mission

As we look back over the last year, we see that our legacy of service, our mission and our dedication to serving those in need — especially those who are most vulnerable — have been integral to our response to the pandemic. Our mission-inspired culture gives us the foundation to tirelessly serve our patients and residents while continuing to take care of ourselves and each other. We recognize that the true strength of our organization lies in our skilled and committed teams.

Recognizing diverse and ever-changing needs, we developed additional resources to support our teams in creating a safe and healthy environment. This included [expanding respiratory care](#) by training physical therapists, [using technology to engage residents](#) in recreational activities and programs to allow them to stay active and connected and finding alternative ways to support teens with [mental health services](#) due to increased social isolation during the pandemic.

Providing Telehomecare community support

Patient outcomes have been shown to improve when patients can access care from home, minimizing the risk of infection in a public space. Over the last year, we piloted a project to evaluate the benefit of having older adults with persistent mental illness transition from receiving care in the community to a more comfortable self-management home-based option.

The Telehomecare Support for Community-based Geriatric Mental Health and Addictions technology project is a partnership between the Network of Excellence in Seniors' Health and Wellness, TELUS and Covenant Health. Its success has affirmed the viability of the telehealth approach and has paved the way for clinicians to consider and implement telephone and virtual follow-ups with some of their patients as sustainable care options for the Community Geriatric Psychiatry program.

A boost for end-of-life care

Since its formation in 2012, the [Palliative Institute](#) has supported excellence in palliative care, with the aim of enhancing the quality of life of patients facing life-limiting illnesses and their families and caregivers.

The institute works to advance palliative care as a central component of the healthcare system, envisioning a future wherein every Albertan can make informed choices about their present and future care and caregivers possess the knowledge, expertise and resources to support them.

To support this goal, the institute secured an additional \$2.5 million in provincial funding in early 2021 for a new Alberta Palliative Care Competencies and Education Project aimed at increasing knowledge of palliative care among healthcare providers. This new grant complements the \$5 million in funding announced in September 2020, with a view to promoting understanding and awareness of palliative care and advance care planning among the Alberta public.

Engaging with patients and residents

Engaging the patients, residents, families and communities we serve is essential to providing care that is safer and better informed and improves healthcare experiences and outcomes for all.

Covenant Health actively recruits volunteers — Covenant Partners — who are interested in being involved in the decisions we make about our work and patient care. With their help and insight, we bring their lived experience to the work we do every day.

Partners contribute to how healthcare services are planned, delivered, evaluated and improved at Covenant Health. This includes working directly with hospitals or long-term care facilities or participating in councils, committees or focus groups.

Enhancing seniors' health and wellness

A major initiative for the [Network of Excellence in Seniors' Health and Wellness](#) over the last year was the continuation of grants to augment dementia care solutions in rural long-term care (LTC). The funding provided the opportunity for LTC facilities to implement site-specific innovations that are also pragmatic. Two Covenant Health sites, Our Lady of the Rosary Hospital in Castor and St. Mary's Health Care Centre in Trochu, received grants to provide dementia education for all site staff.

Lethbridge build at Garry Station takes shape

A new state-of-the-art seniors' community is taking shape in Lethbridge. The 102-bed supportive living community in the Garry Station neighbourhood being developed by Covenant Care is slated to open next spring.

This new community is designed to provide warm and nurturing care to seniors in their home community so they can age with grace and dignity while remaining close to friends and family. It reflects a long legacy of compassionate care, including provisions of dementia care to those who need it. The three-story home will be purpose-built with many special features to enable seniors to remain independent, active and connected members of their community. Some of these features will include an abundance of natural lighting, a beautiful chapel and common areas for family gatherings. Seniors will live in small, homelike groupings of 17 suites, each with its own private entry, kitchen and dining area.

Killam Campus of Caring update

Completed in fall 2020, the Killam Campus of Caring boasts a unique care model designed to serve rural communities, where geography and isolation can have a devastating effect on seniors. The Campus offers supportive living, long-term care and dementia care under one roof, empowering residents to age in place as their needs evolve.

Included in the Campus of Caring are six couple's suites that ensure, for the first time in Killam's history, that couples can remain together in their community even if only one spouse requires care.

At the heart of the Killam Campus of Caring is resident comfort, dignity and independence. From private resident suites to fully accessible bathrooms and courtyards, each element of the Killam Campus of Caring is designed with the holistic needs of Killam seniors in mind.