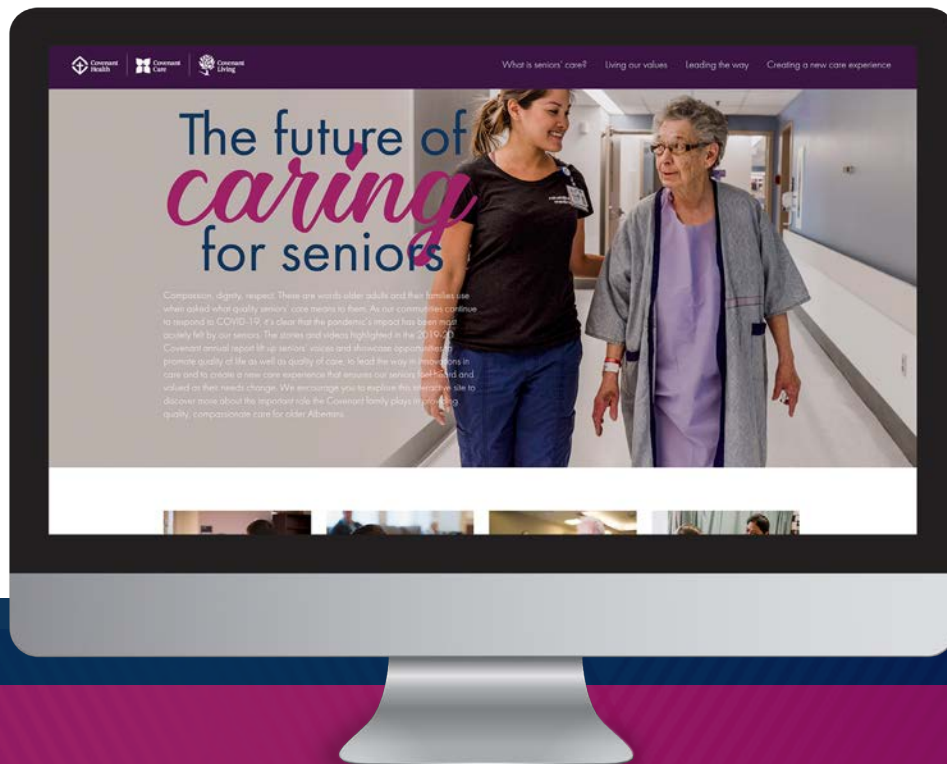


The future of *caring* for seniors

2020 Report to the community website



Home page

The future of caring for seniors

Covenant Health is committed to providing the highest quality of care for our seniors. We are currently reviewing our services and are looking for ways to improve them. We are also looking for ways to make our services more accessible and easier to use. We are committed to providing the highest quality of care for our seniors and we are looking for ways to improve them. We are also looking for ways to make our services more accessible and easier to use.

What is seniors' care?
Covenant is a leader in seniors' care. We provide care across the spectrum, from independent living to supportive living, long-term care, dementia care and hospice care, meeting environments where seniors are able to live with purpose and meaning.

Living our values
Our philosophy of care focuses on quality of life along with quality of care. Through resident and family engagement, we are co-designing environments that honor our seniors' voices and decisions, keep them safe and help them thrive.

Leading the way
Our role in the healthcare system evolves as we identify gaps and address challenges through creative projects and programs. COVID-19 has accelerated our innovations as we ensure our residents remain emotionally connected and physically and mentally active.

Creating a new care experience
Working with our partners, we're exploring ways to transform the care system to better serve seniors. And we're involving seniors in designing care that meets their needs and allows them to live with purpose and dignity.

"Covenant is a leader in seniors' care in Alberta. We provide care across the spectrum, from independent living options to long-term care, supportive living, palliative care and customized care for seniors with dementia. We recognize we need to continue to focus efforts and attention on ensuring high-quality seniors' care."

Read more from Covenant CEO, Patrick Dumelle, and Board Chair, Ed Steinhilber.

2019-20 facts and figures

2019-20 highlights

Let's start the conversation.

The future of caring for seniors is a complex topic that deserves more discourse. We want to keep the conversation going and continue to engage with you through a series of special conversations that will be held up to a Senior Advisory Committee Meeting in 2021.

First Name: Last Name:
Email Address:
Sign Up

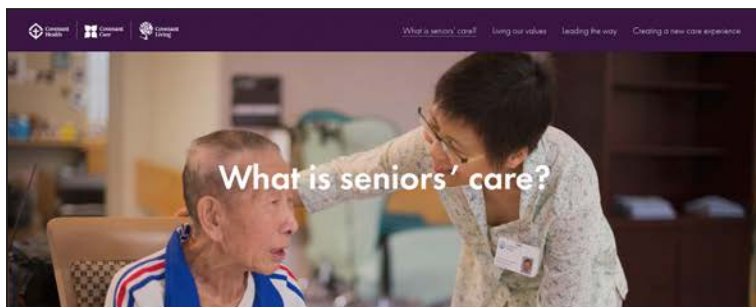
Have a question?

Read on

Home | Contact | Privacy statement | Inclusivity and accessibility policy | List of Covenant facilities

f @

What is seniors' care?



What is seniors' care?

Covenant is committed to caring for seniors and enabling them to live meaningful lives connected to their families, friends and communities. In the past 10 years, we've taken bold steps, establishing two non-profit organizations – Covenant Care and Covenant Living – that are truly dedicated to meeting the growing needs for seniors' care and services in Alberta. We also launched the Network of Excellence in Seniors' Health and Wellness to give seniors a voice and bring those who serve Alberta's aging population together to champion change.

Our dedicated teams work to create environments where residents know what they need to live well in a sense of purpose and meaning whatever level of care they require, whether it's visiting with therapy animals, taking fitness classes or participating in resident and family councils. And we work to build community and connections for residents so they feel included, seen and heard.

What are the different levels of care?



Acute care

Healthcare services in a hospital setting for seniors who have experienced an accident, injury or illness. Seniors may remain in hospital until transitioned to a continuing care.



Home care

Personal and healthcare services for seniors living in their home or other private residential setting, such as a suite in a seniors' lodge or supportive living facility.



Supportive living

A type of continuing care accommodation for seniors who want to live in a community setting. They enjoy meals, light housekeeping, linen service, a 24-hour personal response.



Designated supportive living

A type of supportive living that includes 24-hour support from a personal care aide and licensed practical nurse. Seniors are referred to this level of care following assessment by a



Long-term care

A type of continuing care accommodation for people with complex health needs who are unable to remain at home or in a supportive living centre. A variety of specialized programs designed to enhance the quality of life of residents are provided. Nursing and personal care and support are available around the clock.



Independent living

A type of accommodation, such as a rental apartment or life lease, in an independent community setting for people who need limited support services and want to enjoy an active, independent lifestyle.



Hospice care

Health care and other services for people who are near the end of their lives.

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

[View Covenant's service capacity](#)

Network of Excellence in Seniors' Health and Wellness at a glance

Covenant's Network of Excellence in Seniors' Health and Wellness (NESHW) exists to build Alberta's capacity to support seniors better. It engages seniors, 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. It evaluates ideas across the full spectrum of supports and care for seniors, from independent living to acute and continuing care services.

Since its establishment in 2013, NESHW has invested in innovative work with the potential to transform seniors' care in acute care, long-term care, supportive living and community-based care.

7 10 5 10

7 changes in practice, including reduced patient transitions from hospital to home.

[Find out more](#)

10 new projects, including an assessment template, online health and manuals, and new evaluation models.

[Find out more](#)

5 new services, including navigation support, peer education and a primary care network shared care approach for frail seniors.

[Find out more](#)

10 behavioural changes, including growth in knowledge, advocacy, independence, activity and social connectedness.

[Find out more](#)

Caring for seniors

Transitioning from home to long-term care can look different, depending on a person's needs. Meet four residents and learn how they feel about their home and the support they receive to live a good life filled with meaning and purpose.



Sandra (Sandra) Basso



Jack Campbell



Carol Boyd



A place to call home

Residents of Covenant Care communities come from all walks of life, but they all have one thing in common: the feeling of home. They experience the senior care they deserve across Alberta. From the language we use to our site design, we help our residents live their best lives.

[Read more](#)



How I want to be seen

At Covenant, we care for the whole person – body, mind and spirit – with compassion and respect. This means seeing our seniors for who they are. Several people in our care share how they want to be seen.

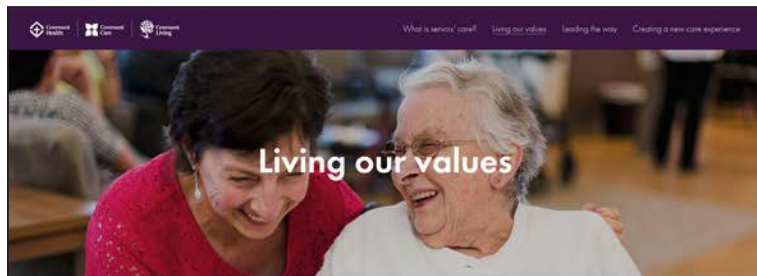
[Read more](#)

Have a question?

[Home](#) [Contact](#) [Privacy statement](#) [Inclusivity and accessibility policy](#) [List of Covenant facilities](#)

[f](#) [@](#) [v](#)

Living our values



Across the Covenant family, we embrace a philosophy of care that focuses on quality of life along with quality of care. From the language we use to the buildings we design, we're moving away from institutional models of care to those that honour seniors' voices and decisions. Through pilot programs and our resident and family councils, seniors who make their home in our centres have a say in how they live, such as the interior design of their dining room and their meal times and routines. From COVID-19, we've learned the importance of helping seniors stay connected with their loved ones and the community while ensuring their ongoing health and safety. We'll continue to explore ways to co-design care that keeps seniors vibrant, active and engaged.

Engaging patients, residents and families

Patient and Resident Engagement program

Covenant partners with patients, residents and families to co-design quality improvements in our physical spaces, policies, procedures and practices through a dedicated Patient and Resident Engagement program. The program's goals are partnership, empowerment, responsiveness and capacity building. It focuses on what matters most to those we serve, encourages collaboration to improve outcomes, enables partnerships to achieve high-quality, safe care and supports our commitment to excellence.



Patient/Resident & Family Advisory Council

In 2019, we created a Patient/Resident & Family Advisory Council to give patients, residents and families a voice in building better healthcare experiences. The council will work in partnership with the Covenant Health Board of Directors, leaders, staff and physicians. It includes four Covenant Health staff, two physicians and a minimum of 12 patient/resident and family members.

- Initially, the council will focus on:
 - Providing feedback and advice on improvements to Covenant policies, care practices and materials.
 - Co-designing materials and strategies for improving healthcare quality and safety for all patients/residents.
 - Helping Covenant staff and physicians carry out changes to improve safety and quality.

Larry MacKay, a member of the Covenant Health Patient/Resident & Family Advisory Council and the Covenant Health Ethics Committee, shares what matters to him in the care he receives from the health system.



Patient and Resident Engagement Framework

In 2019, we launched a new Patient and Resident Engagement Framework. The framework and its supporting educational resources are designed to provide a focused and coordinated high-level structure to guide patient and resident engagement across the Covenant family.



Network of Excellence in Seniors Health and Wellness

Our Network of Excellence in Seniors Health and Wellness is leading one of the recommendations that emerged from a 2014 survey of over 1,100 Albertans by establishing a Network of Resident and Family Advisory Councils for all Covenant long-term care sites across the province. These councils provide advice, insight and ideas to administrators and staff on how to improve the resident experience. A year-long pilot project completed in 2017, making nine centres around the province implement and used evidence-based best practices to increase effective involvement of residents and families in shaping their environment, resulting in the development of the Resident and Family Council Toolkit.

Honouring residents with choice

From brightly painted walls to flexible breakfast options, Covenant sites are finding new ways of offering residents more individual choice. Learn more about the Living Our Values approach and how you can best see the difference it makes when you walk into a room.

[Read more](#)

Giving voice to seniors

Margo Pufu, 90, has spent her life helping others and continues to do so as chair of the resident and family council at her long-term care home in Calgary's Our Lady of the Holy Family Hospital. The very egalitarian gathers feedback from peers, making sure their voices are heard when she meets with staff.

[Read more](#)

We stand together

Throughout the COVID-19 pandemic, Albertans have been united that we will get through this together. From our teams on the front lines to those who live in communities across Alberta, we have come together.

Have a question?


[Email us](#)

[Home](#)
[Contact](#)
[Privacy statement](#)
[Inclusivity and accessibility policy](#)
[List of Covenant facilities](#)

[f](#)
[@](#)

Leading the way

Who's senior care? Living our values **Leading the way** Creating a new care experience




Leading the way

Our role in Alberta's healthcare system gives us unique opportunities to identify gaps and develop innovative solutions to challenging problems.

When we saw the need for mental health day programs for seniors living in the community, we created the Community Geriatric Psychiatry Program, which operates out of offices in Edmonton's Westmount Shopping Centre and Enoch's neighbourhood. We offer inpatient care for seniors with complex mental health issues at Villa Caritas on our Misericordia campus.

Through the COVID-19 pandemic, we've seen an acceleration in innovations in seniors' care, from using telemedicine for virtual appointments with physicians and PhDs for visit with loved ones to adapting our spaces to ensure seniors remain physically and emotionally connected. Our Covenant Care and Covenant Living teams have embarked on a project with TELUS to address seniors' social isolation, including using different forms of gamification to help seniors keep physically and mentally active.


The Covenant family is finding ways to fill other needs through creative projects and programs such as dementia family support groups, specialized geriatric units and emergency room programs, and a Wheelie to Mealy pilot project.



Navigating the dementia journey

Caring for a loved one with dementia is difficult. This monthly support group offers family members peer support, educational resources and a safe outlet to share personal experiences and emotions.


[Read more](#)



Holistic care in emergency

Elder adults often come to emergency departments when they're not feeling well. After they return home, a gap can appear in their care. This program at the Misericordia Community Hospital ensures geriatric patients have their acute needs met and return home with appropriate support and follow-up.


[Read more](#)



Health care aides double as hairstylists for residents

When COVID-19 restrictions meant hairstylists weren't able to visit continuing care homes, staff at Yorville Home added hair cutting and styling to the daily care they provide to residents. These services aren't typically part of a health care aide's work, but they are important to residents' well-being.

[Read more](#)



When resident experience and innovation meet

Our Covenant Care teams moved quickly when COVID-19's safety measures included the cancellation of visits at continuing care sites across Alberta. Their proactive and nimble approaches to IT (allowing more residents could stay in touch with their family members and loved ones and visit virtually.

[Read more](#)

Have a question?

[Email us](#)

[Home](#) [Contact](#) [Privacy statement](#) [Industry and accessibility policy](#) [List of Covenant facilities](#)

[f](#) [@](#) [t](#)

Creating a new care experience

The screenshot shows a website page with a purple header. The main content area features a large image of a caregiver and a resident. Below this is a text block with three paragraphs. To the right of the text is a small image of a care unit. Below the text are two video thumbnails: 'Covenant leaders share their thoughts' and 'Quality of care'. At the bottom, there is a 'Have a question?' section with an 'Email us' button. The footer contains navigation links and social media icons.


[Covenant Health](#) [Covenant Care](#) [Covenant Living](#) [What is seniors' care?](#) [Living our values](#) [Leading the way](#) [Creating a new care experience](#)

Creating a new care experience

Inspired by our mission of compassionate care, we're working with our partners to reimagine and transform the care system to better serve our seniors. We recognize the importance of creating environments that help seniors remain as independent as possible and thrive while providing quality care along their journey.

Our Kilam Campus of Care in Kilam, Alberta, offers a new model of care that allows residents to remain on site as their needs for care change from supportive living, long-term care or dementia care. Co-designed with residents and families, the campus buildings include private suites and balconies as well as suites where couples can live together even if only one spouse needs care.

As we plan for the future, we're learning from the experiences of healthcare teams at home and abroad. We're committed to exploring creative and innovative models of care and involving seniors in designing care that meets their needs as whole people. The work we do now will lay the foundation to support a growing seniors' population and create communities that allow our seniors to live with a sense of purpose and dignity.



Covenant leaders share their thoughts

COVID-19 has had a dramatic impact on seniors, accelerating the need to reimagine health care to better meet their health and wellness needs. Covenant senior leaders share their thoughts on transforming seniors' care in Alberta.

[Read more](#)

Quality of care

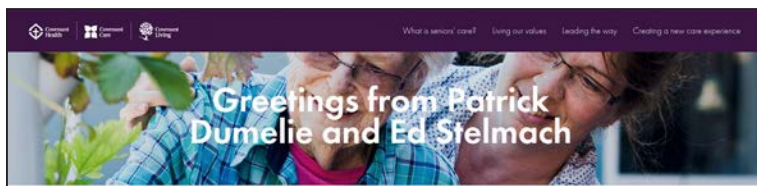
Collaboration is essential for creating quality care. Several seniors living in care communities share what quality care means to them.

Have a question?

[Email us](#)

[Home](#) [Contact](#) [Privacy statement](#) [Inclusivity and accessibility policy](#) [List of Covenant facilities](#) [f](#) [i](#) [t](#)

Greetings from Patrick Dumelie and Ed Stelmach



What a seniors' care? Living our values Leading the way Creating a new care experience

Greetings from Patrick Dumelie and Ed Stelmach

So much has changed in the last year. Events that would have seemed the stuff of fiction 12 months ago are now the reality we face as a health care system and as a broader community. The COVID-19 pandemic has truly turned our world upside down, especially for our seniors.

Throughout this challenging time, our unwavering focus has been on ensuring the ongoing health and safety of seniors in our care. However, those efforts have come with sacrifices, as hospitals, continuing care centres and supportive living facilities have had to restrict the ability of friends and loved ones to visit and limit activities that keep our seniors vital, active and engaged.


The unique and unprecedented challenges of the COVID-19 pandemic have highlighted the need to reimagine, innovate and transform seniors' care to better serve the important population. We need to explore opportunities to improve quality of life and actively engage with seniors and their families in designing care that meets their needs as whole people – body, mind and spirit. Our seniors deserve to live lives filled with meaning, belonging, hope and joy. They hold great wisdom and insight gained from lives shaped by unique experiences and circumstances. The gift of that knowledge needs to inform how we envision and plan for the future of seniors' care.

We know our seniors' population is growing. In 2018, seniors made up 12.7 per cent of the Alberta population. That number is expected to grow to almost 20 per cent of our population by 2040. The work we do now will lay the foundation to support that growth and create communities that encourage engagement, reduce social isolation and allow our seniors to thrive.


Covenant is a leader in seniors' care in Alberta. We provide care across the spectrum, from independent living options to long-term care, supportive living, palliative care and continued care for seniors with dementia. We recognize that we need to continue to focus efforts and attention on ensuring high-quality seniors' care. We need to continue to challenge the status quo, explore creative and innovative models of care and, most importantly, listen to our seniors and their families. They know what excellent care looks and feels like.

We hope you find inspiration in the stories contained in this annual report centered on the theme of The Future of Caring for Seniors. We are confident you'll find them uplifting and thought-provoking.

Along with these important 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 our annual report and learn more about the important and unique contribution the Covenant family makes to patients, residents, families, staff and our communities.



Patrick Dumelie, Chief Executive Officer



Ed Stelmach, Board Chair

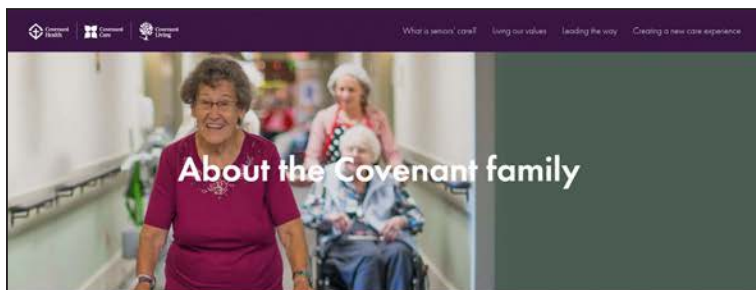
Have a question?

[Email us](#)

[Home](#) [Contact](#) [Privacy statement](#) [Inclusivity and accessibility policy](#) [List of Covenant facilities](#)

[f](#) [@](#) [v](#)

About the Covenant family



About the Covenant family

The Covenant family contributes to the health and wellbeing of Albertans as three non-profit Catholic organizations rooted in an over 155-year legacy of compassionate care and service in the province. As 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, beliefs and circumstances — especially society's most vulnerable.

- One in 10 emergency visits in Alberta is to a Covenant Health facility.
- 83 beds across the province are dedicated to palliative care.
- 254 beds across the province are dedicated to caring for those with mental illness.
- One in five Alberta babies is born at a Covenant Health hospital.
- \$8.75M funds are raised by the Covenant family of foundations.
- One in five physicians in Alberta has privileges to provide care at a Covenant site.

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 sanctity 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.

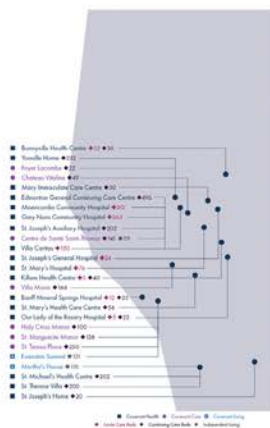
Values
 As a Catholic organization, we are committed to serving people of all faiths, cultures and circumstances according to our values: compassion, respect, collaboration, social justice, integrity and stewardship.



Service capacity

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

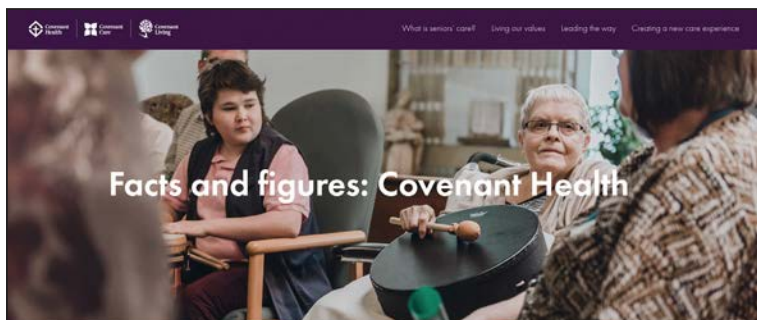
- 1,554 CONTINUING CARE BEDS (Covenant Health)
- 980 ACUTE CARE BEDS (Covenant Health)
- 856 CONTINUING CARE BEDS (Covenant Care)
- 59 INDEPENDENT LIVING (Covenant Care)
- 239 INDEPENDENT LIVING (Covenant Living)



Have a question?

[Read on](#)

Facts and figures: Covenant Health



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.

[Covenant Health Senior Leadership Team](#)

2019-20 statistics

10,763
active employees

2,385
volunteers

189,130
inpatient hours

879
primo physicians (1)

1,431
additional physicians (2)

559,033
inpatient days
(continuing care)

323,335
acute patient days

185,922
emergency visits

401,437
outpatient visits

31,275
surgery cases

9,274
liver transplants

246,723
diagnostic imaging exams

(1) Primo physicians designate a Covenant Health facility as their primary care practice.

(2) These physicians designate an AHS facility as their primary care practice. Some physicians in Covenant Health care for patients at multiple facilities.

Financials

Good stewardship

In 2019-20, Covenant Health met or exceeded overall service quality set out in our Cooperative and Service Agreement with Alberta Health Services, which includes overall service quality measurements such as targeted rates, satisfaction with decisions and processes made as part of our Value-Based Contract. Our Audited Financial Statements are on the Covenant Health website. [Click here for more information.](#)

Public interest disclosure report

The Public Interest Disclosure Act requires that organizations report annually on all instances of alleged wrongdoing made (or withheld) to their designated officer. Covenant Health is committed to proactively addressing any alleged wrongdoing identified by our staff, physicians, volunteers and the public, not only through formal problem-solving processes, but also through a [dedicated reporting process](#).

Connect with us

We want to hear from you. Share your comments or concerns with [Patient Relations](#) by email or at 1-877-255-5344 toll-free in Alberta.

Budget (\$ in millions)



Scroll over graph for data.

\$870.2 million

Have a question?

[Send us](#)

[Home](#) [Contact](#) [Privacy statement](#) [Inclusivity and accessibility policy](#) [List of Covenant facilities](#)



Facts and figures: Covenant Care

The screenshot shows the 'Facts and figures: Covenant Care' page. At the top, there is a navigation bar with links: 'What is seniors' care?', 'Living our values', 'Leading the way', and 'Creating a new care experience'. Below the navigation is a hero image of a caregiver assisting an elderly resident, with the title 'Facts and figures: Covenant Care' overlaid. A sub-header reads: '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, live and grow.' Below this is a link to the 'Covenant Care website'. The '2019-20 statistics' section features four data points: 978 active employees, 561 volunteers, 11,106 volunteer hours, and 299,468 resident days (counting care). The 'Financials' section is titled 'Good stewardship' and includes a paragraph about the organization's commitment to quality care and financial responsibility. It features a donut chart titled 'Budget (\$ in millions)' showing 'Other contracted services' at 15 million. Below the chart, the total budget is displayed as '\$72.3 million'. A 'Have a question?' section with a 'Read on' button is located below the financials. The footer contains links for Home, Contact, Privacy statement, Inclusivity and accessibility policy, and list of Covenant facilities, along with social media icons for Facebook, Instagram, and Twitter.

What is seniors' care? Living our values Leading the way Creating a new care experience

Facts and figures: 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, live and grow.

[Covenant Care website](#)

2019-20 statistics

978 active employees	561 volunteers	11,106 volunteer hours	299,468 resident days (counting care)
-------------------------	-------------------	---------------------------	---

Financials

Good stewardship

Covenant Care is committed to the most use of available resources to provide quality care and services to create communities of care where residents and teams thrive. In 2019-20, Covenant Care operated across sites, offering supportive living, long-term care and hospice care, and met its service requirements under funding agreements.

Budget (\$ in millions)

Other contracted services: 15

\$72.3 million

Send your graph to us

Have a question?

[Read on](#)

[Home](#) [Contact](#) [Privacy statement](#) [Inclusivity and accessibility policy](#) [list of Covenant facilities](#)

f @ t

Facts and figures: Covenant Living

What is senior care? Living our values Leading the way Creating a new care experience

Facts and figures: Covenant Living

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

2019-20 statistics

45	2	202	239
active employees	locations	residents	units

Financials

Good stewardship

Covenant Living is committed to creating vibrant, healthy communities in which seniors can enjoy an optimal level of independence with respect to their Covenant Living experience. From the way Covenant Living is designed, which is fully accessible and designed to be inclusive, which is a responsibility, including occupancy levels.

Budget (\$ in millions)

\$7.4 million

total over graph for 2019

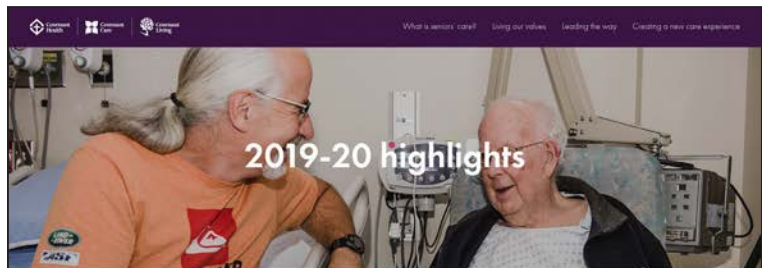
Have a question?

Read on

[Home](#) [Contact](#) [Privacy statement](#) [Inclusivity and accessibility policy](#) [List of Covenant facilities](#)

f @

2019-20 highlights



Urban Wellness Village, Southeast Campus
Our Covenant family has a bold and innovative plan to support Alberta's post-pandemic recovery. Covenant has worked with many health, economic development, technology and business partners to create an urban wellness concept vision that offers a new, cost-effective approach to providing Albertans with housing, care and services. When approved, this project will establish a wellness village on Covenant's Southeast Campus. The Southeast Campus is located on 10 acres in the heart of a growing, diverse southeast Edmonton community near the Grey Nuns Community Hospital. The urban village project will create jobs, stimulate economic growth, generate revenue for healthcare investments, address health service demands and improve efficiency and effectiveness of the health system. It is a multifaceted approach to capital development that does not depend on government capital funding and leverages investment for maximum economic, social and health benefits.

Misericordia Community Hospital emergency department
Our new Misericordia emergency department will open in 2023, incorporating important lessons learned from COVID-19. Enhanced privacy and flow will support care with greater safety, dignity, respect and comfort for all. Developing the new emergency department is a significant step towards ensuring a modern, vibrant Misericordia hospital that will meet the needs of communities in west Edmonton and northern Alberta for generations to come. Demolition is complete in preparation for the new emergency department and the ground work and utility work are ongoing. Construction of the new building is anticipated to begin by the end of 2020. The \$65-million project – a joint venture with Alberta Infrastructure, Alberta Health Services and Covenant Health – will see the Misericordia emergency department almost triple in size and be able to accommodate 90,000 patient visits each year.

Mission-inspired culture
Our Covenant mission fosters an engaging and compassionate culture that attracts and supports passionate and committed team members. The strength of the organization is the mission and call to service that are embedded in the culture. This year, through a pulse survey check-in, we asked our physicians, volunteers and employees to share their experiences and insights for continuing to build a mission-inspired culture and team and improve our work and care environments. Even through the challenges of the COVID-19 pandemic, our teams shared that they are proud to serve people of all faiths and communities with dignity and respect, are committed to the mission, and are passionate advocates for safety, quality and compassionate care. As we look at identified opportunities for growth, including improving open communications and empowering our teams to be and do the best for those we serve, we are guiding team and corporate conversations and initiatives to strengthen our culture and care across the province.

Continuing care review
Covenant Health and Covenant Care are members of the Christian Health Association of Alberta, the official association representing Alberta's not-for-profit, faith-based providers of continuing care services. They work together to advocate for the transformation of senior health and welfare in our province. The Christian Health Association of Alberta recently developed a discussion paper in support of the Government of Alberta's mandate, which sets the foundation for this important work. Part of this work includes participation in the Continuing Care Legislative Review to identify issues in the continuing care system and inform policy and processes to achieve person-centred outcomes. Covenant is proud to support the Government of Alberta in this important work and to play an integral role in ensuring that continuing care residents receive holistic care in homelike environments and are empowered to make decisions and remain active, connected members of their communities.

Building a community of services
As the COVID-19 pandemic took hold, Covenant worked with other Catholic agencies in Edmonton to provide opportunities through a new website – www.covenant.ca – for those wanting to help others in their community. www.covenant.ca is a grassroots initiative that aims to unite, engage and support a community of volunteers in creative acts of service. The site matches those who have an interest in creative pursuits with needs in the community to reduce isolation, bring hope and make connections.

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 report has been significant. Over the last eight months, Covenant staff have worked tirelessly for 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 being delivered in 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 for our sites and broader health system have had to address our concerns. Throughout this challenging time, Covenant has made significant contributions as a key partner in the integrated healthcare system in Alberta. When Alberta Health Services (AHS) sought resources for a public COVID-19 assessment centre, Covenant made its South East Campus building available to meet this important need. 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 staff. 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 and 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.

Innovation strategy
The need to transform the healthcare system in Alberta is well known. Our Covenant family has developed an innovation strategy that advances our existing strong partnership with government, Alberta Health Services, Christian ministries and other key stakeholders. This strategy enhances our objective to advance Covenant's strategic contribution across the entire health system. Our Covenant family is ready to execute on its innovation strategy by building capacity and leadership throughout our entire organization. This can be achieved by focusing on numerous types of innovations as well as leveraging our strategic priorities. Covenant is ready to work with traditional and non-traditional partners, start-up innovations and venture capital, utilize early adoption innovation, and support government with health system transformation and economic recovery. Innovation has always been part of our legacy. The Covenant family is well-positioned to support government in achieving its vision for system transformation as well as efficient and effective healthcare delivery utilizing entrepreneurial approaches.

Rural health strategy refresh and planning
Since our rural health services strategy was originally developed in 2010, many of our chosen priorities have been implemented over the past decade. We have begun the process of reviewing and refreshing the strategy to ensure community needs are met and innovative approaches are incorporated in a refreshed set of priorities. The development of site profiles will inform this work as we move forward in collaboration with AHS, looking at improving service delivery in our rural communities.

Patient and resident engagement
Engaging patients, residents and families we serve – both when they are in our care and as members of the community with lived experience – is essential to transforming health care from a culture of "doing for" to a culture of "doing with." Effective patient engagement changes the way we work, interacting more intentionally with our patients, residents and their families and ensuring their voices are heard in the process. In 2019, our Patient/Resident & Family Advisory Council, comprising skilled volunteers, was launched and has been instrumental in planning the work of our Covenant Health leaders and key initiatives. Building on our Patient and Resident Engagement Framework, Covenant Health is continuously working to partner with our patients, residents and families to design, deliver and evaluate all aspects of our care and services.

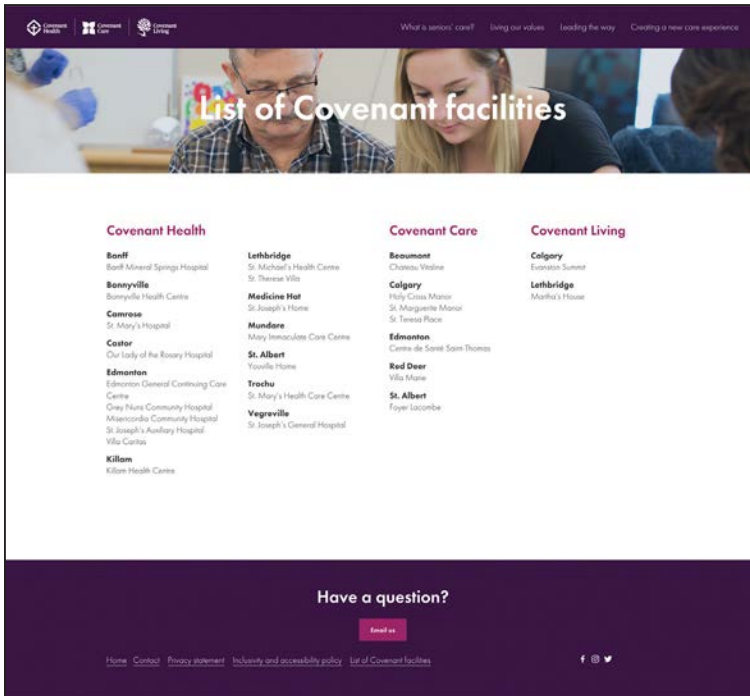
Teaching and Research Continuing Care Centre
Covenant Care is proud to partner with Northern Alberta Institute of Technology (NAIT) to create the Teaching and Research Continuing Care Centre (TRCCC), an integrated learning, health and resident centre in Edmonton's downtown core. Focused on enhancing outcomes for continuing care residents, this one-of-a-kind centre will be informed by innovation and best practices, providing post-secondary students valuable hands-on experience working with advanced care technologies. The TRCCC is an entrepreneurial approach that supports our government's vision to stimulate Edmonton's economy through construction and healthcare-related jobs.

Have a question?
[Read us](#)

[Home](#) [Contact](#) [Privacy statement](#) [Inclusivity and accessibility policy](#) [List of Covenant facilities](#)

f | t | w

List of Covenant facilities



What's new? | care | living our values | leading the way | Creating a new care experience

List of Covenant facilities

Covenant Health	Covenant Care	Covenant Living
Baillif Baillif Mineral Springs Hospital	Lethbridge St. Michael's Health Centre St. Therese Villa	Calgary Chateau, Watline
Bonnyville Bonnyville Health Centre	Calgary Holy Cross Manor St. Margaretha Manor St. Teresa Place	Lethbridge Martha's House
Camrose St. Mary's Hospital	Mundare Mary Immaculate Care Centre	
Castor Our Lady of the Rosary Hospital	St. Albert Youville Home	
Edmonton Edmonton General Continuing Care Centre Grey Nuns Community Hospital Misericordia Community Hospital St. Joseph's Auxiliary Hospital Villa Caritas	Trachu St. Mary's Health Care Centre	
Killam Killam Health Centre	Vegreville St. Joseph's General Hospital	
	Edmonton Carmel de Saint-Savin Thomas	
	Red Deer Villa Marie	
	St. Albert Foyer Lacombe	

Have a question?
[Email us](#)

[Home](#) [Contact](#) [Privacy statement](#) [Inclusivity and accessibility policy](#) [List of Covenant facilities](#)

f @