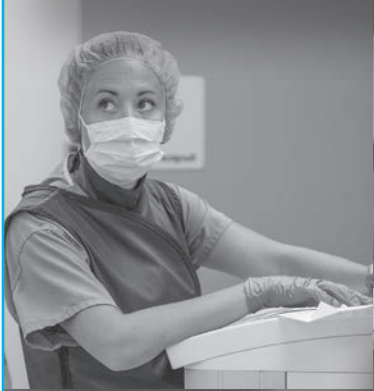




CALLED TO SERVE STRONG PARTNER

Adding value to Alberta's integrated health system





SERVING THE PROVINCE

Our 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.

Our 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.

Our 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.

Our Covenant Family - 2018



Covenant Health

One of Canada's largest Catholic healthcare providers and a strong partner in Alberta's integrated health system leading a broad range of healthcare services in hospitals, healthcare centres and seniors' care communities in urban and rural communities.

10,824
employees

2,403
volunteers

209,628
volunteer hours

814
prime physicians¹

1,435
additional physicians²

534,271
resident days
(continuing care)

331,518
acute patient days

197,891
emergency visits

400,087
outpatient visits

32,107
surgery cases

9,372
babies born

250,144
diagnostic imaging exams

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

²These physicians also have privileges to care for patients and residents in our facilities.



Covenant Care

A major provider of supportive living, long-term care and hospice services in Alberta driving innovation to respond to the growing and changing needs of an aging population and creating communities where residents and care teams focus on independence and quality of life so that all can thrive and grow.

927
employees

245
volunteers

9,007
volunteer hours

310,250
resident days
(continuing care)



Covenant Living*

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

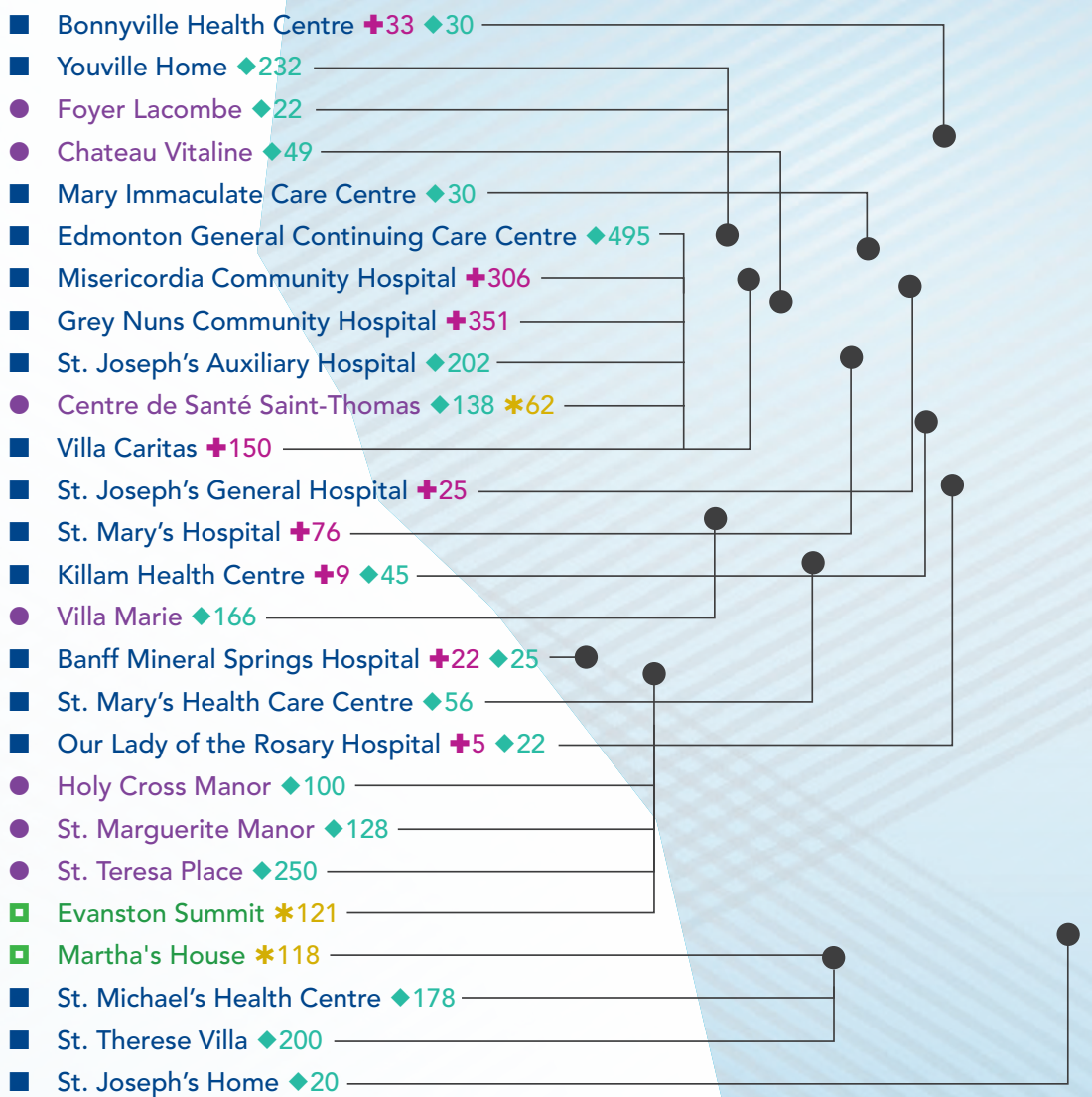
40
employees

239
suites

* Covenant Living does not receive government funding.

Service capacity

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



■ Covenant Health ● Covenant Care ■ Covenant Living
 + Acute Care Beds ◆ Continuing Care Beds * Independent Living

1,535
CONTINUING CARE BEDS
◆
Covenant Health

977
ACUTE CARE BEDS
+
Covenant Health

844
CONTINUING CARE BEDS
◆
Covenant Care

65
INDEPENDENT LIVING
*
Covenant Care

239
INDEPENDENT LIVING
*
Covenant Living

Our strategic directions



Our Strategic Plan advances our vision to transform health care and create healthy communities and supports provincial health and economic goals for a sustainable, responsive health system able to effectively meet the needs of Albertans.

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.

Strategic Objectives

People and Culture Strategy

We will attract, engage, develop and retain mission-driven employees, physicians and volunteers and support them in discovering and deepening their own calling.

Quality Strategy

We will provide excellence in care and service by exceeding quality and safety performance expectations.

Resources Strategy

We will utilize and enhance information, infrastructure and financial resources to their fullest capacity.



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.

Strategic Objectives

Seniors Strategy

We will expand our capacity to care for seniors and enable them to live to the fullest of their potential as connected members of their communities.

Addiction and Mental Health Strategy

We will expand our capacity to care for those with addiction and mental illness and enable them to live with dignity and hope as connected members of their communities.

Palliative and End-of-Life Care Strategy

We will be leaders and advocates for robust palliative and end-of-life care as an essential part of an integrated health system.

Acute Care Optimization and Expansion Strategy

We will transform and expand care and service in acute care to respond to growing populations and changing demographics.

Community Care Integration and Expansion Strategy

We will expand our community care capacity to address gaps in service, growing populations and changing demographics.

Contribute



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

Strategic Objectives

Advocacy and Ambassador Strategy

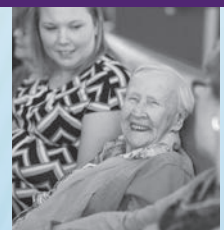
Through community engagement and advocacy, we will give voice to those who are voiceless, and we will deepen our understanding of Catholic health care.

Partnership Strategy

We will partner with patients, residents, families, communities and other key contributors to achieve health and healing.

Catholic Leadership Strategy

We will leverage the legacy and strength of Catholic health care nationally and internationally to better serve Albertans.





Called to serve. Strong partner.

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.

Building on the legacy of our founding congregations of Sisters, who founded health care in this province over 155 years ago, the Covenant Family contributes to the health and well-being of Albertans through three non-profit Catholic organizations that share a mission and values rooted in the healing ministry of Jesus.

Today, the Covenant Family adds value as a key partner in Alberta's single integrated health system, drawing on our deep-rooted call to serve the most challenging healthcare needs impacting both the overall well-being of Albertans and the sustainability of the system. Our mission-inspired culture supports our skilled and committed teams in their passion for high-quality performance, relationship-centred care and innovative approaches.

We provide system leadership focused on timely, enterprising solutions to improve access, quality, system sustainability and health outcomes. Our facilities, centres and programs provide services across the continuum of care and across Alberta, making communities, our healthcare system and our province stronger.

Inherent in our mission is a calling to provide the highest quality of care and service, upholding our values and ethical integrity in all we do. We use our available resources wisely to provide a solid foundation of quality, compassionate care and consistently exceed our service requirements as a provider while always seeking new approaches to achieve better outcomes for Albertans and meet our fiscal responsibilities.

We collaborate with our partners to create the conditions for a just and caring society where people's voices are heard and everyone can thrive. We support many Albertans who are at risk, working to transform the system to ensure more timely care and supports to improve and maintain their health and well-being.

Our contribution to serving Albertans

The Covenant contribution to the Alberta health system is demonstrated through five, interrelated dimensions that work together to establish a strong foundation to support our mission of service and our strong contribution to Alberta. These elements are supported by our Strategic Plan to ensure our work meets the needs of our patients and residents, their families, our communities and the provincial health system.



Call to service

Our mission drives us to be compassionate, innovative and collaborative, serving Albertans of all beliefs, cultures and circumstances. We have been a trusted healthcare provider contributing to the growth and development of Alberta for over 155 years. Today, our mission is at the heart of our important contribution to the health and well-being of the province.

Our people and culture

Our diverse staff, physicians and volunteers share a deep commitment to serve, sharing their gifts and talents to ensure all Albertans can thrive. We support each individual's personal calling to serve. Our culture enables decision-making at all levels, healthy relationships, personal and professional growth, ethical discernment and wellness.

Relationship-centred care

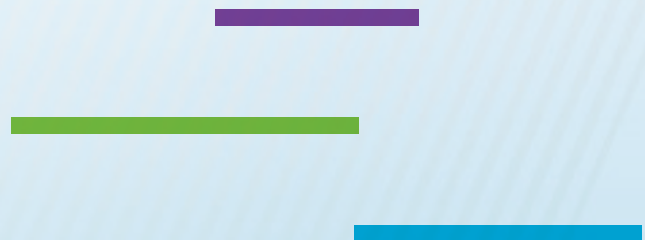
We engage patients, residents and families in the care they receive, helping them to make informed decisions about their health and well-being — body, mind and soul. We meet or exceed Canadian and provincial standards for quality care. We are effective stewards of our resources, exceeding many of the volumes of expected service set out in our agreement with Alberta Health Services.

Leading the way

We are resourceful, enterprising and courageous partners, constantly seeking solutions to innovate and improve the system and to address significant health challenges in Alberta. Inspired by our mission, we are driven to find ways the system can be more effective in supporting Albertans underserved and at risk, including seniors, those with mental illness and addictions, Albertans in rural communities and those at end of life.

Meeting community needs

We provide a high volume of services to Albertans across a full continuum of care from birth to end of life in our urban and rural hospitals, health centres, independent living, supportive living and continuing care centres. Our role provides us with unique insights and opportunities to identify gaps, respond nimbly and drive innovative solutions to challenging problems.



CALL TO SERVICE

Our history and role

Grounded in an enduring mission, we strengthen Alberta's healthcare system and support the provincial Health Plan as a key partner carrying on a legacy of innovation, resourcefulness and compassion.

We are inspired by the example of our Founding Sisters, visionary and courageous women who, for generations, cared for the most destitute people in their communities — body, mind and soul. Steeled by a deep faith, the Sisters met real human needs each day during times of growth and hardship and laid the foundations for a compassionate, quality healthcare system in Alberta. Their ministry has become our mission.

Today, our Covenant Family continues to respond to our communities as a key partner in one integrated healthcare system. Inspired by the Sisters' spirit of collaboration and intrepid approach, we seek partnerships, bold thinking and creative solutions to the challenges that impact Albertans' quality of life and ability to thrive and contribute. We value stewardship, using resources wisely and seeking ways to use system resources for the greatest good.

Our relationship with the Catholic church

For over 155 years, the Catholic healthcare ministry has shaped and enriched Alberta, responding to community needs across the province, pioneering our healthcare system and building a culture of compassionate caring that draws people with shared values together to serve. Today, that impact continues as our mission drives a culture of team engagement and quality improvement and pushes us to be continuously resourceful. Church law requires that work carried out in the name of the Church be done according to the highest quality standards and that Catholic identity and integrity be upheld. Catholic Health of Alberta acts as the Catholic sponsor for our three organizations. In addition to our accountabilities to AHS, we are accountable to Catholic Health of Alberta for ensuring wise stewardship of our resources, maintaining quality of care and upholding our mission and ethical integrity in all decision-making. Catholic Health of Alberta is not publicly funded, nor does it direct how publicly funded dollars are used in our organization.

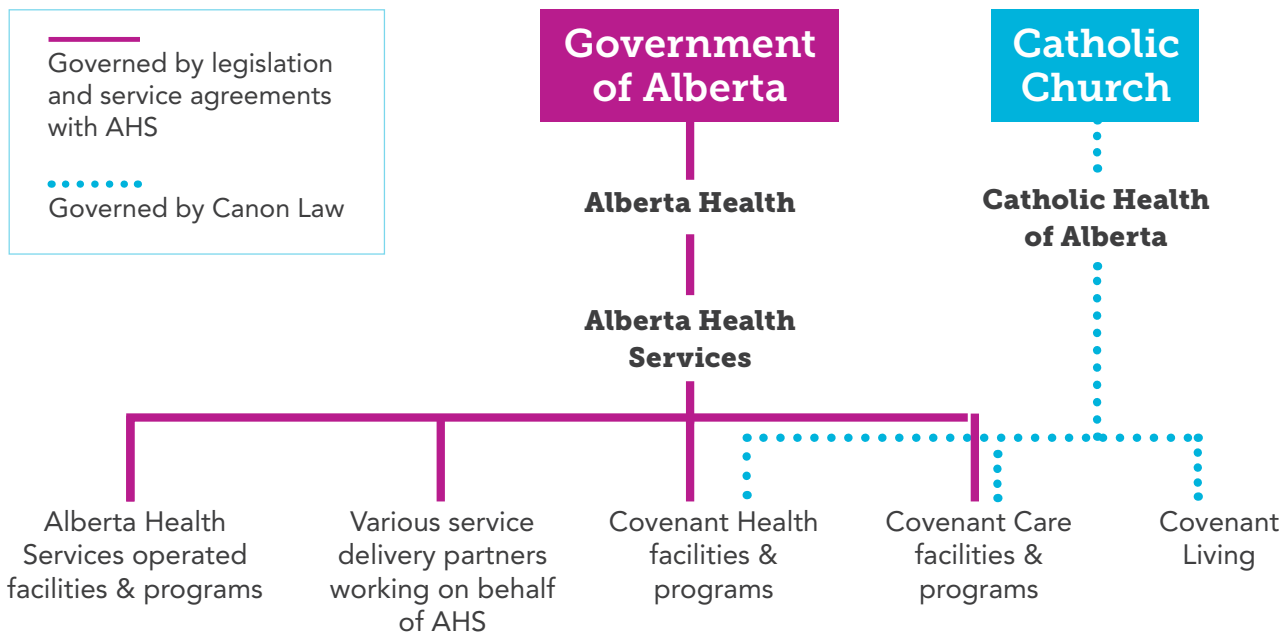
Our relationship with government and Alberta Health Services (AHS)

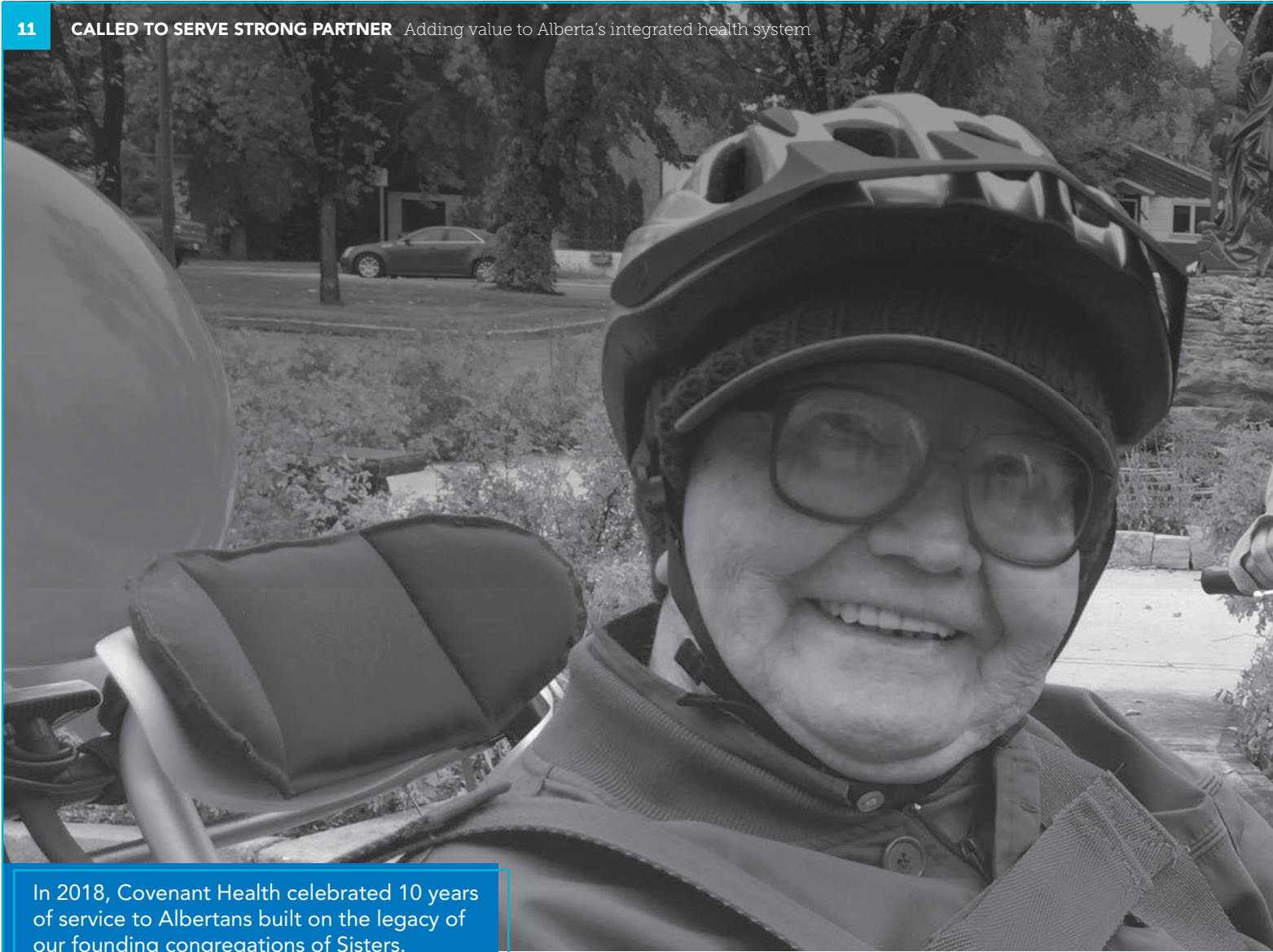
Covenant Health and Covenant Care work with AHS as part of one integrated health system in Alberta. AHS is responsible for implementing the direction for health care set by government through the provincial Health Plan, partnering with many service providers to build a coordinated, comprehensive healthcare system. Our role is established in legislation under the approval of the Minister of Health. Our relationship with AHS is guided by a Cooperation and Services Agreement that outlines the services, programs and accountabilities we can expect from each other. Covenant Health and Covenant Care are separately accountable to AHS, with funding provided through AHS by Alberta Health. Covenant Living, which receives no public funding, is a not-for-profit entity dependent on the revenue it generates for services.

We work together to ensure patients and residents experience seamless care. We also plan for the future and continually demonstrate to Alberta Health and AHS that we are high-performing, reliable partners. Covenant Health and Covenant Care work with AHS in multiple roles.

Our Role	Our System Contribution
Strategic Stakeholder	Contributing as a partner in executing the Health Plan for the province (e.g., health needs assessments, development of service plans for zones and communities)
Strategic Alliance Partner	Working collaboratively with AHS to deliver quality inpatient care and community services to ensure care is integrated and seamless (e.g., decision-making on delivery of services, implementing strategies to enhance stewardship, quality)
Shared Services Participant	Sharing support systems and processes to ensure effective and efficient service delivery (e.g., shared information and business systems)
Service Provider	Acting as an independent provider in a competitive service environment, supporting AHS to ensure quality of service (e.g., continuing care operations, opportunities to develop seniors care services under contract)

Covenant Family accountability structure





In 2018, Covenant Health celebrated 10 years of service to Albertans built on the legacy of our founding congregations of Sisters.

Our governance

Covenant Health, Covenant Care and Covenant Living are governed by separately established boards of directors that set vision and monitor strategic contributions. Our Covenant Health and Covenant Care boards ensure we meet our accountabilities to our Catholic sponsor, to AHS for health service delivery and to the communities we serve. Our Covenant Living board is accountable to our Catholic sponsor and our residents. Our 12 well-established volunteer community boards advise and advocate on behalf of the many communities we serve. They play a key role in identifying emerging community needs and opportunities and actively build support for our mission and work in their communities. Our community boards are a critical connection to the people we serve, bringing the views and experiences of their communities to the board and local administration and helping us remain vigilant, nimble and responsive.

Our structure

Our three sibling organizations share a CEO who has responsibilities for leading the Covenant Family Strategic Plan. A strong, stable Senior Leadership Team leads Covenant Health under the direction of the CEO. Covenant Care and Covenant Living operate as separate business entities under a joint president and Senior Leadership Team. Working together, our boards, community boards and executive teams bring expertise, experience and passion to health care — as a vital public service and as a continuation of Alberta's transformational Catholic healthcare legacy.



Our relationship with community

We work in partnership with the patients, residents and families we serve, making sure all have a voice and are supported to live a full, vibrant life. We rely on individuals and organizations in urban and rural communities, valuing the collaboration, advice and partnership of all who share our calling to build strong, healthy and thriving communities. Our communities partner with us, bringing their insights, resources and expertise to respond to systemic challenges and emerging trends.

Our foundations

Our foundations bring the strength and support of the community to our mission, partnering with local communities to invest in initiatives that transform health care and make a difference in the lives of the patients, residents and families we serve. The Covenant Foundation supports the Covenant Family by raising funds to support leading-edge programs and services, research, education and state-of-the-art equipment at Covenant sites across the province. Separate foundations also support Covenant programs and services in Bonnyville, Camrose, Castor, Killam, Mundare and Trochu.

The Covenant Family is part of an active network of Edmonton Catholic agencies working together with a shared mission to support the health and well-being of our communities through joint plans, projects and activities.

OUR PEOPLE AND CULTURE

Many voices, one mission

Our mission fosters an engaging and compassionate culture that attracts and supports passionate, committed and skilled team members who work to improve the experience and health outcomes of Albertans.

We are powered by an enduring promise to serve all people. We are called to walk with patients, residents and their families, supporting them at their most vulnerable, through times of hardship and joy.

Our promise and our calling are the foundations of our culture. They drive our vision to transform health care and create vibrant communities of health and healing. Our culture of encounter is one of deep

engagement, recognizing that every single one of us is inherently sacred and deserves to be cared for with dignity and humanity. Our culture opens us to a deeper understanding of ourselves and others and learning about how we can do better. We are courageous, resourceful and confident in taking risks to meet needs in our communities.

Health care is complex and provides us with opportunities to learn, improve and respond. We challenge ourselves to consider the many perspectives and facets of each problem, drawing on our ethical tradition to help our patients, residents and their families make decisions that support their health and healing. Our ethical culture is shaped by our values and our willingness to question and explore.

2019 | **WORLD'S MOST
ETHICAL
COMPANIES**™
WWW.ETHISPHERE.COM

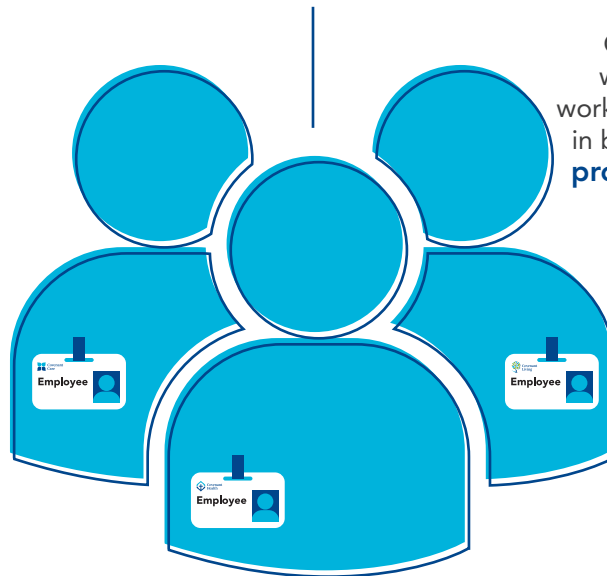
Covenant Health was **recognized for our ethical commitment in 2016, 2017, 2018 and 2019 as the only Canadian healthcare provider named among the World's Most Ethical Companies®** by the Ethisphere® Institute, a global leader in defining and advancing the standards of ethical business practices.

Over 130 of our leaders have participated in a custom-designed program that nurtures collaboration, fosters innovation and challenges them to creatively address an organizational challenge.



All of our employees have access to **over 450 online learning resources modules** through CLiC, our learning management system.

Our comprehensive employee wellness program supports our workforce to achieve optimal wellness in body, mind and spirit **so we can provide quality, compassionate care to those we serve.**



In 2018, the Canadian Mental Health Association awarded Covenant Health a **Workplace Wellness Award** for promoting mental health in the workplace and working toward a psychologically safe work environment.

With the support of **over 675 Mental Health First Aiders and site wellness champions**, our resources and programs nurture healthy, supportive environments. **Our number of trained Mental Health First Aiders has doubled since 2017.**

In the 2017-18 academic year, we placed **2,975 students** from a variety of disciplines in our sites and offered **179,432 preceptor hours** to support student practice and education.



Six Mission Awards — one for each of our values — are awarded each year to recognize people who are outstanding examples of living our mission in all they do. Since the inception of the Mission Awards in 2010, **328 individuals and 136 teams have been nominated** to receive an award.

Our Ethics Centre facilitated more than **80 ethics consults in 2018 in addition to equipping and supporting more than 50 ethics committee volunteers and administrative leaders across the province.**

Ethics consults support robust, honest and often difficult discussions in cases where there is conflict or uncertainty about the best thing to do. Ethics consults can be related to clinical care, organizational commitments or research.



Covenant Health was named one of Alberta's Top 75 Employers in 2019.

RELATIONSHIP-CENTRED CARE

Our quality and performance

As a Catholic organization driven by our values, we use available resources wisely to provide quality person-centred care and consistently exceed our service requirements as a provider.

Inherent in our mission is a calling to provide the highest quality of care and service. We see this as a privilege dependent on the trust patients, residents, families, communities and service partners place in us as healthcare providers. Every facet of a patient and resident's experience — bedside care, communication, comfort and health outcomes — contributes to the improvement of their quality of life. Each decision and each interaction — whether in the boardroom or at the bedside — supports our mission of providing quality, compassionate care.

Our healthcare providers work within a culture of continuous improvement and engagement. This creates opportunities to continuously evaluate and improve what we do. Our organizational quality is assessed annually through surveys conducted by Accreditation Canada, an independent, not-for-profit organization that develops and evaluates healthcare standards based on best practice. In 2016, surveyors told us that collaboration and trust permeates our organization — our leaders trust teams to do things right, and teams trust leaders to do the right thing. We use important processes like accreditation not only to verify our levels of quality and identify improvement opportunities but also to proactively align and integrate our daily work to deepen our mission and achieve the highest standards.



In 2017, the Grey Nuns Community Hospital was the largest full-service hospital in Canada to receive Baby-Friendly designation from the World Health Organization and Breastfeeding Committee for Canada. The Misericordia Community Hospital and Bonnyville Health Centre also received Baby-Friendly designation within the next year. Through evidence-based care, the Baby-Friendly Initiative protects, promotes and supports families in breastfeeding to help babies get the best start in life.



We continually meet the overall service activity set out in our Cooperation and Services Agreement with Alberta Health Services. The agreement outlines the quantity of services we are expected to provide and their associated funding allocation. **This includes surgery cases, laboratory tests, deliveries and emergency visits.** We fully participate in, and have achieved successes with, a provincial operational best practice approach that compares similar programs within Alberta to ensure optimal functioning and continuous improvement.

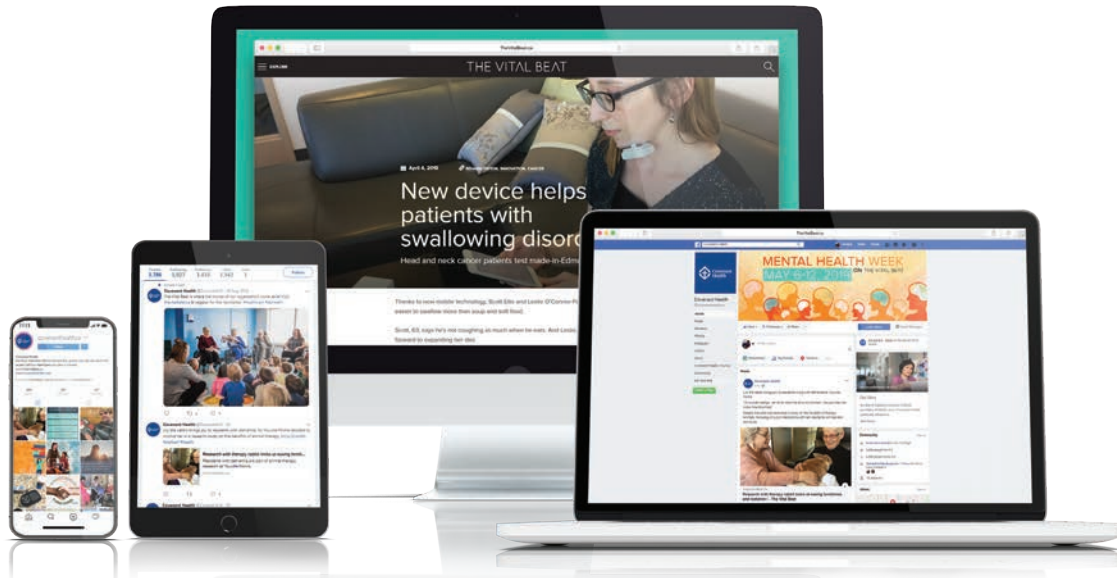
In 2019, we launched a new **Patient and Resident Engagement Framework**. The framework and its supporting educational resources are designed to provide a focused and coordinated high-level structure to guide patient and resident engagement across the Covenant Family.

We take prudent and necessary steps as an organization to live our mission according to our values and to meet our financial accountabilities while ensuring we use our available resources effectively to always provide safe, quality care.



ACCREDITATION
CANADA
Better Quality. Better Health.

We consistently exceed accreditation requirements and currently have Accreditation with Commendation standing. We meet Accreditation Canada-required organizational practices for key safety priorities such as Medication Safety, Infection Prevention and Control, Falls Prevention, Pressure Injury Prevention and Transfers of Care.



We use an integrated storytelling approach to showcase how we live our mission and values to serve those who are most vulnerable. Through videos, social media and *The Vital Beat*, our online news hub, we share compelling stories to inspire and support people's well-being, create a community of health and healing and nurture meaningful connections with those we serve.

www.TheVitalBeat.ca



With the support of an Aboriginal health liaison, the Bonnyville Health Centre helps build trust and a caring relationship between staff and First Nations' patients through traditions such as smudge ceremonies with elders and an annual teepee raising.

In 2019, Youville Home is launching a program for families who wish to have a greater role in caring for their loved ones. **This unique training program fosters involvement for family members to be included as part of their loved one's care team.**



Our continuing care centres were rated **between 7.1 and 9.1 out of 10** for overall satisfaction in the 2017 Health Quality Council of Alberta long-term care family satisfaction survey.

LEADING THE WAY

Our system leadership

Called to serve those most vulnerable, we help to transform the system as innovators and pioneers, bridging gaps, addressing unmet needs and working to bring those at the margins into the community.

We collaborate with our partners to identify and achieve service and system changes that support people most at risk in society and individuals at times of their greatest vulnerability.

In serving these vulnerable Albertans more effectively, Covenant's vision calls for enhanced community-based care for better access and health outcomes. Our Strategic Plan outlines strategies to shift away from a medical model heavily reliant on the use of high-cost acute care and emergency visits to a sustainable model of community-based programs, services and supports incorporating innovative partnerships, entrepreneurial approaches and technology. These models include community health centres, restorative care to support transitions from hospital and home-based supports.

We are advancing our leadership and reputation in the area of mental health and addictions, recognizing that those coping with these issues face obstacles and challenges in finding high-quality

and appropriate care. We are working to erase the stigma attached to mental health and to find innovative solutions to improve access and supports.

Covenant recognizes the importance of creating environments that support seniors to be independent and to thrive, identifying and implementing groundbreaking approaches to providing the highest quality care to seniors along their journey. Our focus on seniors' care includes confronting the stereotypes of aging, addressing gaps and challenges in the system and ensuring our patients and residents have what they need to live full, vibrant lives at any age.

With Alberta's population living longer and often coping with chronic illness, Covenant plays a leadership role in supporting patients and families as they deal with life-limiting illness and the end-of-life journey. Covenant provides palliative care in acute, hospice and continuing care sites, focusing on comfort, care and dignity during a patient's final days and hours. Through our Palliative Institute, Covenant is at the forefront of an effort to build a national understanding of palliative care and to advocate for access to quality palliative care for all Canadians coping with life-limiting illnesses.

Palliative Care Matters

Working with **13 national partners**, our Palliative Institute continues to lead Palliative Care Matters (PCM), a national consensus-building initiative rallying the nation to build a relevant, sustainable Canada-wide palliative care strategy. The goal of PCM is to foster a national conversation between the public, researchers and health system leaders about working together to develop and implement actions to improve Canadians' access to high-quality palliative and end-of-life care. **PCM aims to empower healthcare providers to effectively advocate for palliative care and enhance public policy formation through public participation.**

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 involving nine centres around the province explored and used evidence-based best practice to increase effective involvement of residents and families in shaping their environment, **resulting in the development of the Resident and Family Council Toolkit.**



The Institute for Reconstructive Sciences in Medicine (iRSM) is a pathfinder in the treatment and rehabilitation of patients with severe disfigurement of the face, head and neck due to cancer, trauma or congenital abnormalities. **The iRSM is an internationally known and unique Canadian clinical and research institute dedicated to restoring function and quality of life to patients.**

Covenant Health care teams **lead the province** in developing standards and protocols for treating depression and bipolar disorder with IV ketamine.

In 2018, St. Michael's Health Care Centre in Lethbridge opened a **24-bed unit** dedicated to caring for those living with complex mental illness who are unable to receive effective care in their own homes or other community living environments.

Villa Caritas, our acute mental health facility on the Misericordia campus, serves northern Alberta by offering **specialized care for seniors with complex issues in geriatric psychiatry.**

Advance care planning (ACP) is a process of reflection and discussion in which people express their wishes for their future health and/or personal care if they lose capacity. **In 2018, Covenant Health collaborated with the Alberta Government to launch a five-year cross-ministry pilot project called Advance Care Planning Alberta (ACP Alberta) to equip Albertans to effectively determine, communicate and document their personal, health and financial plans for the future.** ACP Alberta was presented at the 2019 Advance Care Planning International Conference in Rotterdam, Netherlands.

The Grey Nuns Community Hospital is a leader in the province in the non-pharmacological treatment of infants going through opioid withdrawal. The Grey Nuns has developed a rooming-in approach where the mother is the treatment. **Keeping moms and newborns together** is the preferred choice for babies who experience withdrawal symptoms.

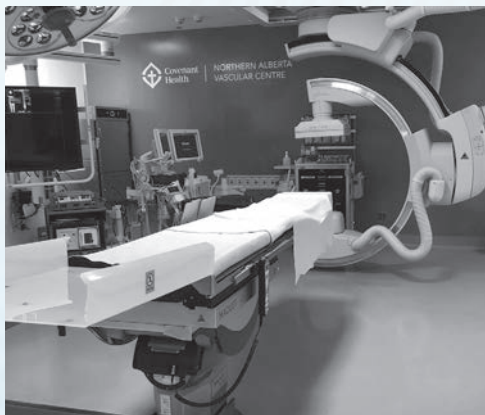


Dementia care has been transformed at Villa Marie in Red Deer with the **adoption of the Butterfly Project** — learnings from a holistic care philosophy that focuses on treating residents with dementia as feeling beings, not thinking beings.



In 2018, the Misericordia Community Hospital launched Covenant Cuisine, a made-to-order meal service. The Misericordia is the first hospital in Alberta to provide this kind of menu service to patients. **The program has increased patient satisfaction with food services by 23 per cent and has decreased waste by 17 per cent.**

In 2019, Covenant will open an **expanded, renovated multilevel care centre in Killam**, responding to uniquely rural needs that enable seniors requiring different levels of care to stay in their home community and incorporating suites for couples to be together.



The Northern Alberta Vascular Centre opened two state-of-the-art hybrid operating rooms at the Grey Nuns Community Hospital in 2018. Serving vulnerable patients across northern Alberta, **the new suites are the first hybrid operating rooms with the advanced Canon technology in Canada.**

The Bonnyville Child and Adolescent Mental Health Clinic is a unique collaborative clinic that recognizes the gaps in access and continuity of care for children and youth with ADHD, anxiety and depression in Bonnyville and area. The clinic's primary care providers work with school professionals, community supports and other healthcare providers to support the child's personal growth and learning.

Through our Addiction and Mental Health strategy, **we are making focused investments in partnering with other organizations to better meet the needs of underserved and marginalized populations.** We have also begun plans to establish a Centre of Excellence for Geriatric Psychiatry, which will strengthen our leadership and service to the growing number of seniors with mental illness.

MEETING COMMUNITY NEEDS

Programs and services

As a provincial family providing a spectrum of care across Alberta, we play a vital role in service delivery and bring a depth of experience, insight and knowledge to helping people stay healthy in their communities.

Actively supporting the vast clinical and point-of-care work at our sites is a team that is equally dedicated to serving patients, residents and their families in a spirit of compassion and service. Facilitating organization-wide conversations on what it means to offer relationship-centred care, cleaning medical equipment and hospital units, analyzing data, administering tests, making sure the right medication gets to the right patient in the right dose and finding ways for people to learn and grow — this work, and much more, contributes to the strong, cohesive Covenant team firmly grounded in our common values.

Waterstone
CANADA'S
MOST 
ADMIRIED
CORPORATE
CULTURES

Covenant Health was named one of one of Canada's most admired corporate cultures in 2019.

119 beds across the province provide palliative care and end-of-life care.



One in five Alberta babies are born at a Covenant Health hospital.



One in 10 emergency visits in Alberta are to a Covenant Health facility.

254 beds across the province care for those with mental illness.



Covenant Care and Covenant Living operate **nine sites**, offering supportive living, long-term care, hospice care and independent living throughout the province.

A new 100-unit designated supportive living facility is being developed in Lethbridge with support from the Government of Alberta. Operated by Covenant Care, the centre will offer a mix of designated supportive living spaces, including units for people living with dementia. **Residents will live in a home-like environment with access to services and supports to meet their changing health needs as they age.** The facility is expected to be opened by fall 2022.

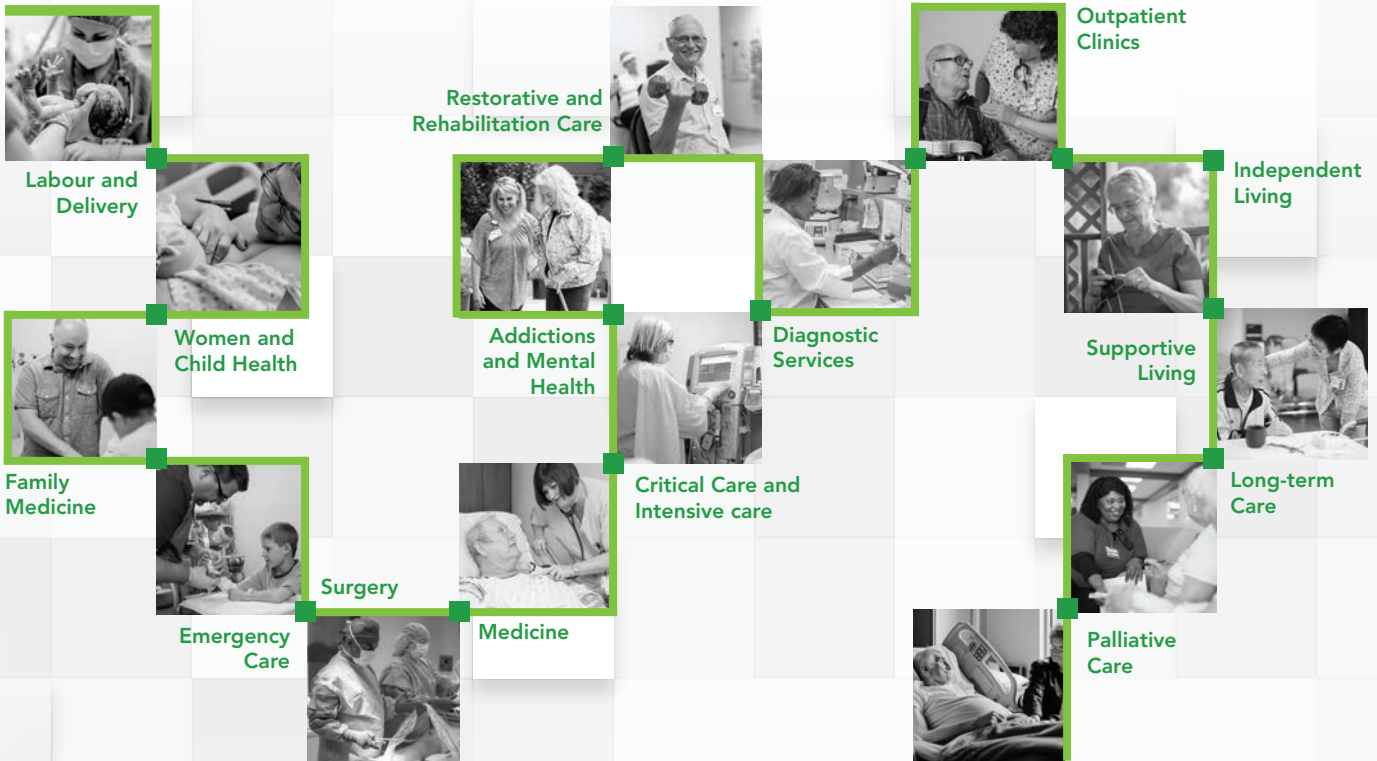
A new Emergency department (ED) is being constructed at the Misericordia Community Hospital (MCH) with funding from the Alberta Government. Originally designed for 25,000 visits annually, the current ED now sees more than double that number. **The \$65-million project is a significant step towards a modern, vibrant MCH that will meet the needs of the communities in West Edmonton and northern Alberta for generations to come.** The new ED is expected to open in 2023.

Between our three Covenant organizations, we are home to more than **2,300 continuing care residents** and **over 300 independent living clients**. Since 2013, Covenant Care and Covenant Living have grown to be home to **over 1,000 residents between Lethbridge, Calgary, Red Deer, Beaumont, Edmonton and St. Albert.**

Covenant Care expanded Villa Marie in Red Deer, adding **66 long-term care beds** in 2018.

Birth to end of life

Each day, we are privileged to serve Albertans as they face health changes and challenges that have a profound impact on their lives, from the joy of new birth to a life-altering diagnosis to the realities of aging and end of life.



Covenant facilities

COVENANT HEALTH

Banff

Banff Mineral Springs
Hospital

Bonnyville

Bonnyville Health
Centre

Camrose

St. Mary's Hospital

Castor

Our Lady of the Rosary
Hospital

Edmonton

Edmonton General
Continuing Care Centre
Grey Nuns Community
Hospital
Misericordia Community
Hospital
St. Joseph's Auxiliary
Hospital
Villa Caritas

Killam

Killam Health Centre

Lethbridge

St. Michael's Health
Centre

St. Therese Villa

Medicine Hat

St. Joseph's Home

Mundare

Mary Immaculate Care
Centre

St. Albert

Youville Home

Trochu

St. Mary's Health Care
Centre

Vegreville

St. Joseph's General
Hospital

COVENANT CARE

Beaumont

Chateau Vitaline

Calgary

Holy Cross Manor
St. Marguerite Manor
St. Teresa Place

Edmonton

Centre de Santé
Saint-Thomas

Red Deer

Villa Marie

St. Albert

Foyer Lacombe

COVENANT LIVING

Calgary

Evanston Summit

Lethbridge

Martha's House

2018-19 board of directors

Ed Stelmach, Chair

Joan Hertz

Greg M. Yuzwa, CPA CA

Sr. Mary Corita Heid, RSM

Ron Gilbertson

Tim Spelliscy

Genia Leskiw

Paul Martens

Shirley McClellan

Most. Rev. Richard Smith,

Archbishop of Edmonton,

Ex-Officio

Patrick Dumelie, CEO, Covenant Health, Covenant Care and Covenant Living

Derrick Bernardo, President, Covenant Care and Covenant Living

Twelve community boards represent the communities we serve, advocating on their behalf and providing strategic advice to Covenant's board of directors.

Foundations

Our foundations are active in their communities supporting Covenant Health's work. Last year, our Covenant Foundation and seven affiliates raised \$11.23M.

The Covenant Foundation was formed in April 2016 and supports 19 Covenant Health and Covenant Care sites, as well as Covenant's strategic priorities provincially.

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

Covenant's provincial office

3033-66 Street
Edmonton, Alberta T6K 4B2
780.735.9000

CovenantHealth.ca | CovenantCare.ca