



CYPRESS VIEW FOUNDATION

Annual Report 2019



2019 Highlights

MISSION STATEMENT

The Cypress View Foundation is a regional, non-profit organization that provides low to moderate income senior citizens with quality, affordable housing in an efficient, effective and caring manner.



GREETINGS FROM THE CAO

Looking back on 2019 from the perspective of the pandemic crisis in 2020, it seems like a very long time ago. It was a great year filled with many operational accomplishments. Highlights of some of the accomplishments are as follows:

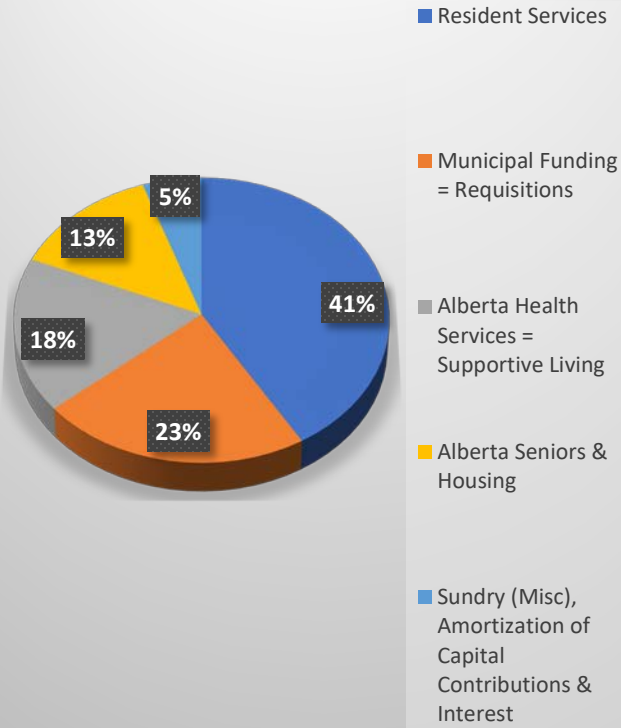
- More people are choosing to live at Cypress View Foundation. The vacancy rate in December 2019 was at an all-time low of 2.57% compared to 17.56% in 2016. The vacancy rate has shown a steady decline over the last three years and this, in turn, has had a major impact on budget and operational capacity.
- A survey of lodge residents carried out in June indicates that 93% of residents enjoy living at Cypress View Foundation and 98% would recommend it to a family member or friend.
- Notice to end our contract for the provision of Home Care services was given to Alberta Health Services in July. Cypress View Foundation continues to provide designated assisted living services in the Sunrise Vista Wing. We Care has been contracted to provide Home Care services for lodge and apartment residents.
- Cypress View Foundation became a safer place to live. Work on the installation of a sprinkler system and fire separation walls throughout the lodge and central core was 98% complete at year end. The sprinkler system is fully functional. Another project for installation of a sprinkler system in the Teeoda apartments has been approved for 2020.
- Major renovations to the reception area, central core, solarium and Wild Rose Wing were initiated and are currently in progress. The elevator in Cypress View Wing was replaced.
- Work on the 2020-2022 Business Plan was completed and submitted to Alberta Seniors and Housing.
- A number of inspections and compliance audits were carried out by various governing bodies reflecting a high standard of operations and administrative practices. These include food safety inspections, public health inspections, an elevator inspection, fire inspections, an audit of the Annual Financial Statements, an internal audit of Occupational Health and Safety practices, a three-day audit of compliance with Alberta Seniors and Housing Regulations carried out by Alberta Seniors and Housing, and an audit of compliance with Accommodation Standards carried out by Alberta Health Services.

In closing, I would like to thank all of the people that helped to make 2019 a success. Thank you to the Board of Directors for their guidance and support throughout the year. Thank you to the management team for their loyalty, tenacity and hard work to improve the quality of services provided to the residents of Cypress View Foundation. Thank you also to all of the dietary, housekeeping, maintenance and health care staff for their service and dedication to resident care and comfort.

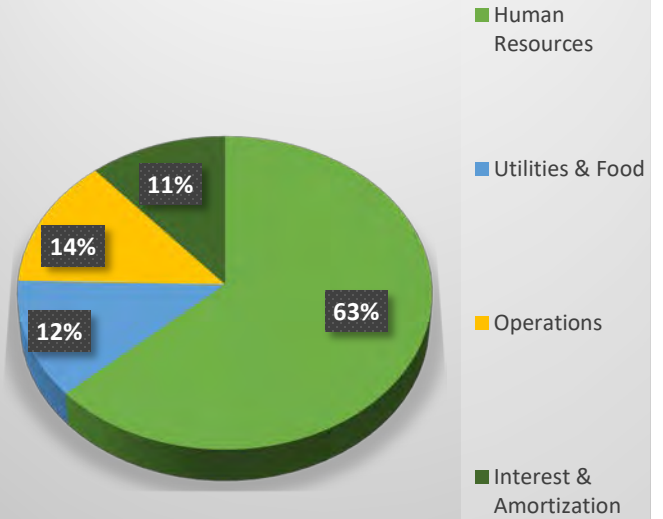
Dianna Jossa, MSW, RSW
Chief Administrative Officer

FINANCIAL OVERVIEW

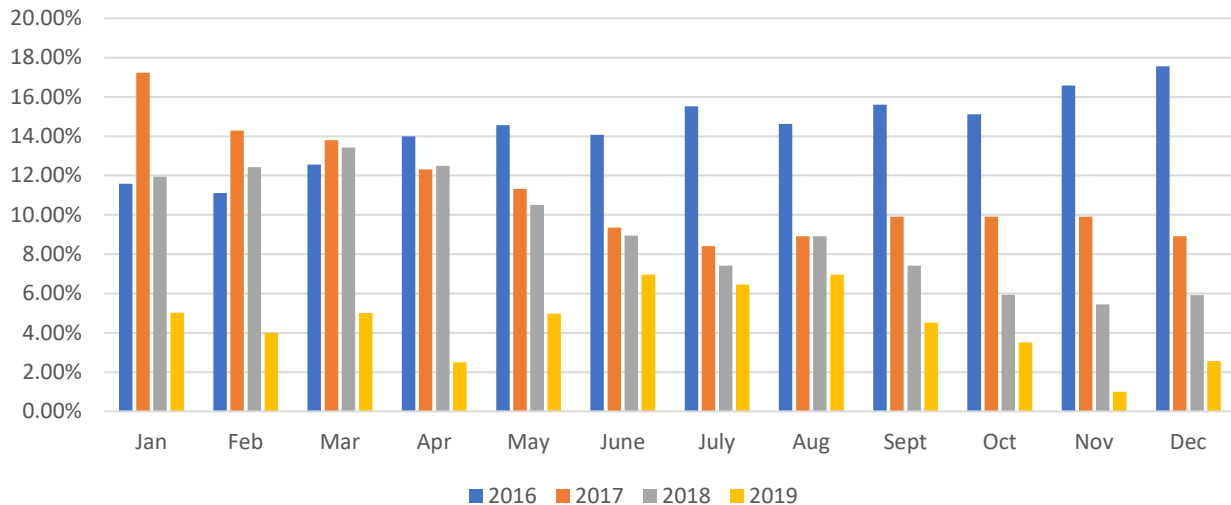
REVENUE 2019



EXPENSES 2019



Vacancy 2016, 2017, 2018, 2019 Apartment, Lodge & SL3



MEET OUR TEAM



GREETINGS FROM THE BOARD OF DIRECTORS

As the current Chairperson of the Board of Directors for Cypress View Foundation, I am constantly in awe of the wonderful folks who live, work and volunteer for our organization. It is not so much an organization, as it is a 'home'. The old saying about 'home is where the heart is' so strongly reminds me of our purpose, and also about how the hearts of staff and board members are focused on the health, wellness and quality of life of our residents. It is so important for family members to know how much we really care about the people who live here.

As a long time member of the board, I feel humbled by the tremendous capacity of our staff to embrace change, while working tirelessly and demonstrating constant commitment to their work and the good folks who make Cypress View their home. The pandemic certainly has created confusion, stress and pressure for everyone. The board realizes many of our residents are lonely, miss their family and friends, miss the fun activities and ability to socialize, and feel frustrated by new restrictions. Please know these things are in place to ensure your future well being.

I encourage everyone to continue raising the bar of excellence in fulfilling the needs of residents and to ensure Cypress View Foundation is a great place to live and work.

Thank you so very much on behalf of the Board of Directors,
Julie Friesen

Board of Directors

Julie Friesen – Chair – City of Medicine Hat
Michelle McKenzie – Vice-Chair – Cypress County
Jim Turner – City of Medicine Hat
Dan Hamilton – Cypress County
Dwight Kilpatrick – Town of Redcliff
Eric Solberg – Town of Redcliff

Management Team

Dianna Jossa – CAO
Jennifer Lapenskie – Senior Manager Resident & Health Services
Rick Armstrong – Senior Manager Facility Operations
Cindy Rattai – Finance Manager
Myrna Cooper – HR & Workflow Manager
Sourav Saha – Food Services Manager
Kristel Kirstein – Community Relations Manager
Hilary Hamilton – Activities Coordinator
Kim Redpath – Payroll & Accounts Payable
Chelsy McArady – HCA Team Lead & Scheduling

Resident Club

Jim French – President
Ruth Pahl – Vice-President
Karen Carere - Secretary

