



CYPRESS VIEW FOUNDATION

**60 YEARS SERVING SENIORS IN
MEDICINE HAT!**

Annual Report 2020



2020 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

I initially joined the Cypress View Foundation in 1995 and left in 2009. I was honored and delighted to come back “home” in November 2020.

Cypress View Foundation turned 60 years old in 2020. We are proud to have been part of Medicine Hat in providing safe and affordable housing services to seniors for 60 years. The mission for the Cypress View Foundation has not changed in 60 years..... but we have changed significantly in the last 60 years with the goal of staying current and relevant for our seniors.

2020 has been a challenging year for everyone in the organization for the obvious reason of the pandemic. We are proud of the dedication and commitment our Board and staff have shown in ensuring the safety of our residents during this demanding time. Perhaps it is with a bit of luck, but I also believe the staff have contributed to the fact that, at the time of this writing, we have not had an outbreak. Great job everyone!

The Board and Management are very appreciative of how residents have been very cooperative and understanding through the difficulties the restrictions have caused them.

The restrictions related to the pandemic created difficulties in doing tours and having people move into the Cypress View Foundation. This did have a negative impact on our occupancy, but we still ended the year with a 5.5% vacancy rate, which under the circumstances is very good. Our goal for 2021 is to see the vacancy rate be lowered again as close to 0% as possible. It is a priority for the Cypress View Foundation to engage in the community in as many ways as possible to ensure maximum occupancy.

We continued to work on ensuring a high quality of service by ensuring ongoing compliance with various standards we are required to comply with including the Alberta Housing regulations, Food Safe requirements, Accommodation Standards, the Continuing Care Health Service Standards, and the Occupational Health and Safety standards.

Some key priorities for 2021 include:

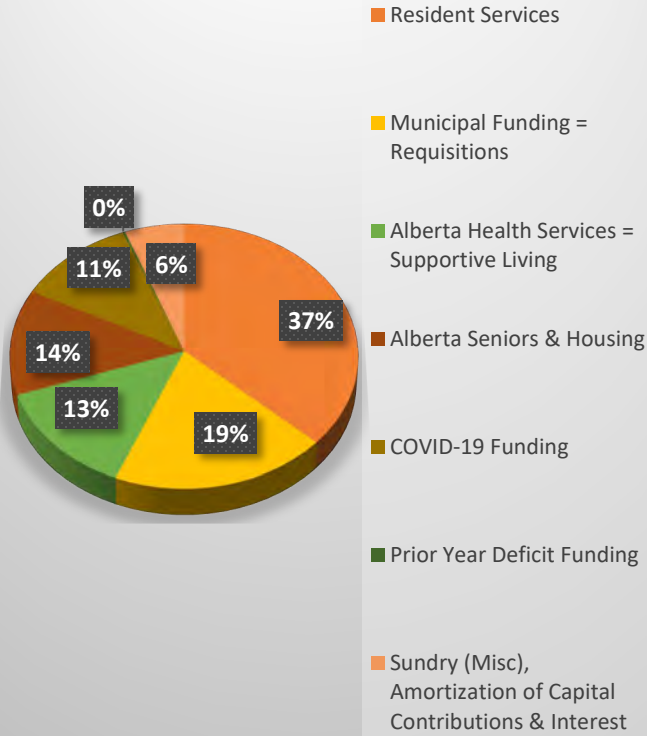
- Continuing to build a strong leadership team with increasing capacity.
- Regular communication and engagement with residents to ensure their desires and wishes are incorporated into planning.
- Improve services where possible within available resources.
- Implementation of a Combined Heating and Power Plant that will reduce our carbon footprint and save money – first of its kind in Medicine Hat!
- Regular engagement with the community at large and with other community agencies and utilizing social media as means to ensure maximum occupancy.

We look forward to continuing with the work of making the Cypress View Foundation a great place to live and work!

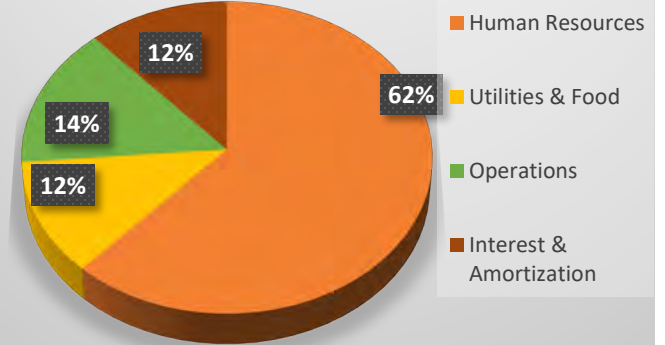
Kim Swanson
Chief Administrative Officer

FINANCIAL OVERVIEW

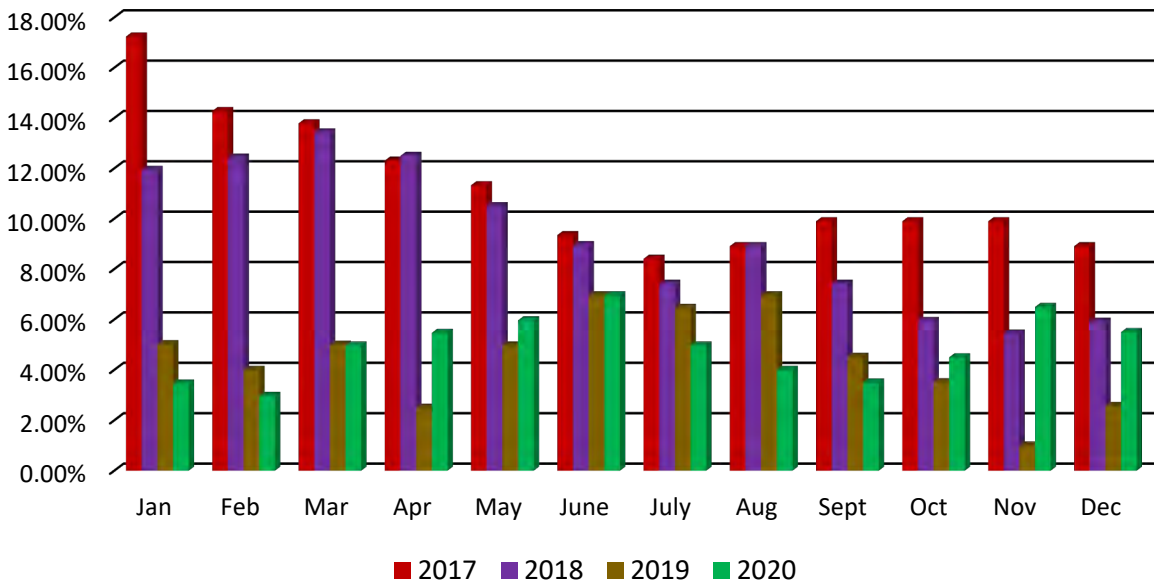
REVENUE 2020



EXPENSES 2020



Vacancy Percentages 2017, 2018, 2019 & 2020 Apartment, Lodge & SL3



MEET OUR TEAM

Board of Directors

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

Resident Club

Jim French – President
Carolyn Haggart – Vice-President
Karen Carere - Secretary
Shirley Sackman - Treasurer

Management Team

Kim Swanson – CAO
Rick Armstrong – Senior Manager Facility Operations
Justin Morris, RN – Care Team Manager
Cindy Rattai – Finance Manager
Sourav Saha. BSc, RSE – Hospitality Manager
Myrna Cooper, PCP – HR & Workflow Manager
Sally Stanley, OHS, NCSO, MSO – H&S Officer
Jamie Sawatzky, RSW, BSW – Community Relations Coordinator
Hilary Hamilton – Activities Coordinator
Chelsy McArady – HCA Team Lead & Scheduling
Kim Redpath, PCP – Payroll & Accounts Payable



Original Cypress View Lodge – 1960



Original Teeoda Lodge and Apartments - 1977



Current Front Entrance – Cypress View and Teeoda Wings – 60 years of progress serving seniors

