



CYPRESS VIEW FOUNDATION

Annual Report 2021



2021 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 joined Cypress view in June 2018 as Food Services Manager. I was promoted to Hospitality Manager in 2020. I was offered to be the acting CAO on November 2021, and the Board selected me after rigorous interviews to become the CAO in January 2022.

Cypress View Foundation, commonly known as Teeoda, is 61 years old as of 2021.

My belief is we are all in the business of Hospitality and we will try to make our residents life – *“The rest of your life the best of your life.”*

The last couple of years have been very challenging with Covid. Our residents, team members, and the management team have gone through a lot with the different restrictions implemented by the Ministry of Health to save our residents from the harsh effects of Covid.

I am very proud of our Boards leadership, and management team’s unwavering dedication to the residents’ safety, and last but not the least, our team members who created the magic for residents’ safety and security.

We are extremely appreciative of our residents who have been very co-operative and understanding through these difficult times.

Survey done in June 2021.

95 to 100% of residents reported:

- Staff are friendly and treat residents with respect
- The building is clean
- Residents feel safe
- The facility is attractive
- The outside walkways and grounds are well taken care of
- Health care and dining room staff treated them with respect
- If receiving care by Cypress View Foundation staff are satisfied with the quality of care; and receive their medications on time

Our vacancy rates are 9%, and our goal is to bring it down to 5% by end the of 2022.

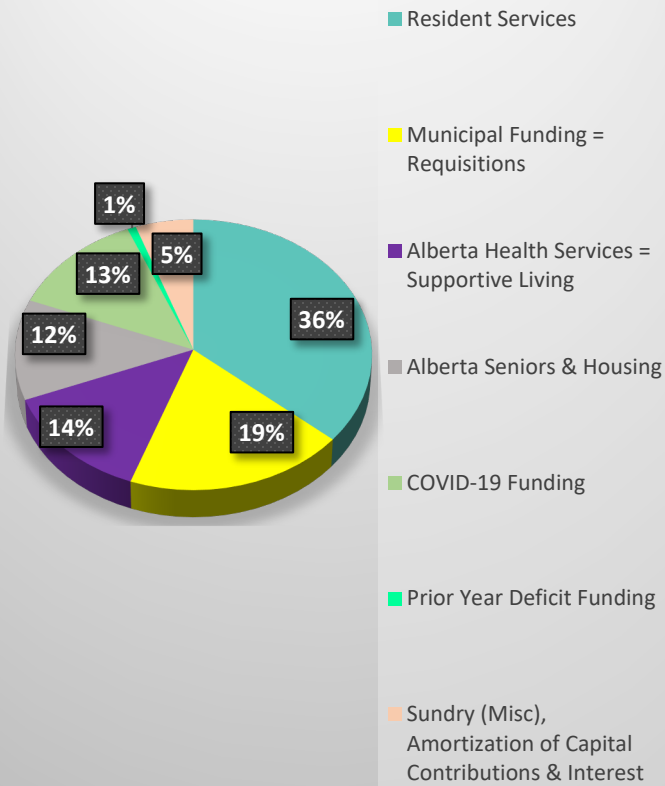
We have successfully passed the CCHSA audit, External COR audit, Occupational Health and Safety - Accommodation standards Audit, AHS audit, and Alberta Health Audit.

We are excited about our new upgrades in 2022

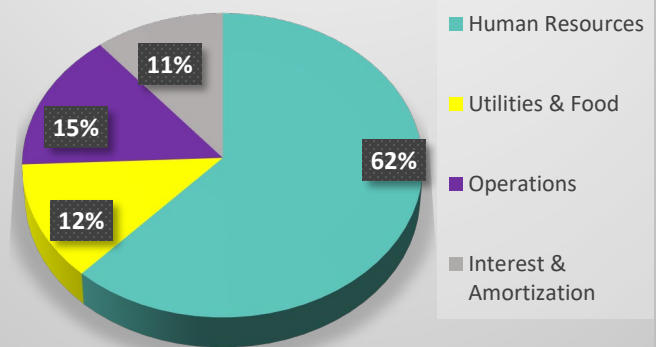
- Soup and sandwich station in the Patio room serving à la carte menu.
- Cycling without Age
- CHP unit Installation
- Software upgradation to Yardi for charting
- ilobby installation for visitors, volunteers and team members sign in
- Free Wi-fi for all residents so they can connect more to their families through technology.

FINANCIAL OVERVIEW

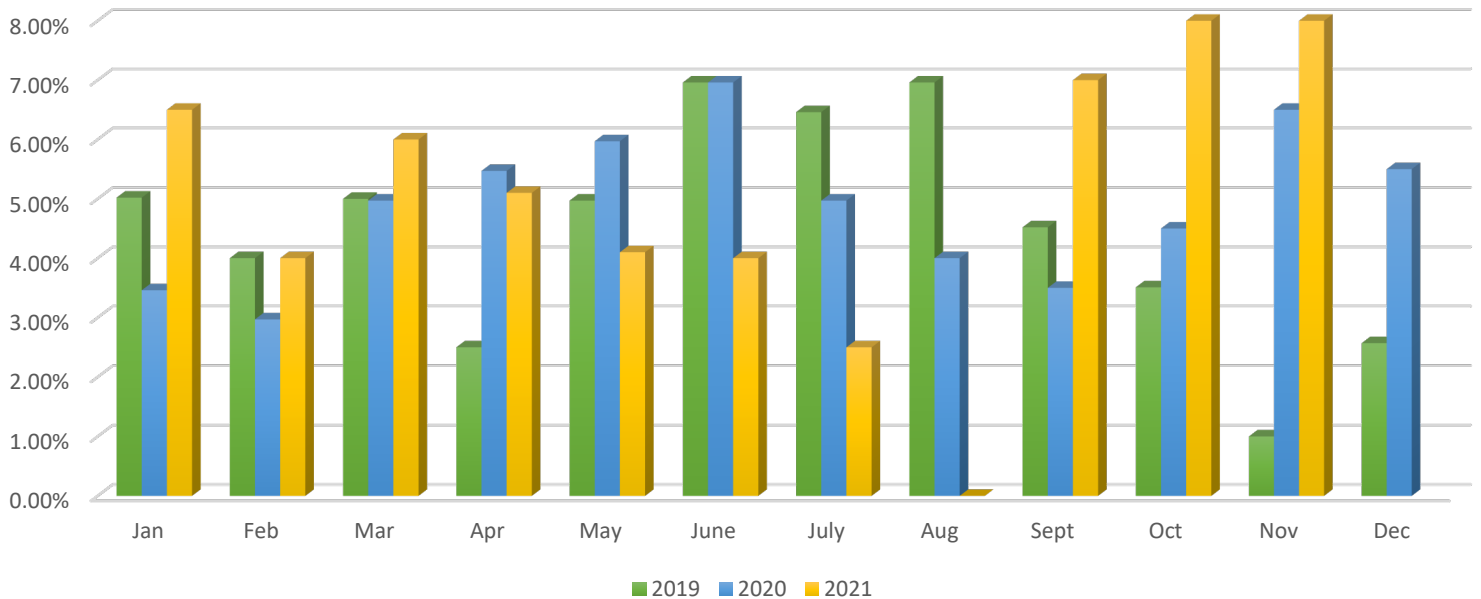
REVENUE 2021



EXPENSES 2021



Apartment, Lodge & SL3 Vacancy Rates



MEET OUR TEAM



GREETINGS FROM THE BOARD OF DIRECTORS

Hello, my name is Michelle McKenzie. I am the current chairperson for the board of directors for the Cypress View foundation. The last couple of years have had their fair share of challenges, from a worldwide pandemic to changes in leadership of the foundation. Yet through it all the staff have continued to work tirelessly to ensure the health, safety, well being, and happiness of the residents that call Cypress View home.

In the constantly changing reality of the modern world, life can be hectic, but together we can meet and overcome any new challenges and obstacles that may present themselves before us. The Cypress View foundation will continue to be a warm and welcome place to live and work, well into the future.

On behalf of the board of directors, I would like to say thank you to the staff and residents for all you do. It is what makes the Cypress View Foundation such a wonderful caring place.

Board of Directors

Michelle McKenzie – Chair - Cypress County
Dwight Kilpatrick – Vice Chair - Town of Redcliff
Ramona Robins – City of Medicine Hat
Darren Hirsch – City of Medicine Hat
Dan Hamilton – Cypress County
Chris Czember – Town of Redcliff

Management Team

Sourav Saha – CAO
Rick Armstrong – Senior Manager Facility Operations
Heather Armstrong, RN – Care Team Manager
Kayla Wild, LPN – Assistant Care Team Manager
Cindy Rattai – Finance Manager
Chelsy McArady – HR & Workflow Manager
Dhaneesh Gopi, B.Sc,RSE – Food Services Manager
Jamie Sawatzky ,RSW, BSW – Community Relations Coordinator
Hilary Hamilton – Accommodations Manager and Activity Coordinator
Kim Redpath – Payroll & Accounts Payable
Cora-Lee Gray – Scheduling Coordinator
Karen Hughes – Finance Department Assistant

Resident Club

Jim French – President
Caroline Haggert – Vice-President
Karen Carere – Secretary
Vacant – Treasurer