

STRATEGIC PLAN

2023-2028



CYPRESS VIEW
— FOUNDATION —
HOUSING AND CARING FOR SENIORS

Building on more than 60 years

Adapting to Future Needs



January 2024

MESSAGE FROM CYPRESS VIEW FOUNDATION BOARD CHAIR

CHRIS CZEMBER

Across Alberta, there is a massive shortage of affordable housing and as a result, our seniors are at risk.

Today, roughly 1 in 10 Albertans are 65 years or older. By 2030 this number will be 1 in 5. This means that by 2031, Alberta will need at least 50,000 new housing units for seniors and older adults.

As this demand for affordable, quality housing grows, Cypress View Foundation continues to be inspired by the Residents that we serve by providing person-centered care.

Our 2023-2028 Strategic Plan, is organized by our four critical strategic imperatives:

1. Quality Living Environment,
2. Progressive Resident Experience,
3. Employer of Choice, and
4. Financial Responsibility and Governance

We Bring Residents Home!



OUR MISSION

We are a Tri-Municipal non-profit organization that offers affordable living to eligible seniors in a supportive and caring setting.



QUALITY LIVING ENVIRONMENT

To provide a clean, safe, and secure environment for residents, guests, and staff.



- Strive to exceed legislative regulatory standards
- Maintain the building & property
- Explore opportunities for building expansion and enhancements.

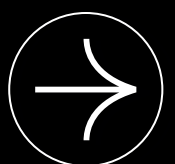
**WE ACTIVELY SUPPORT OLDER ADULTS TO LIVE
FULLY AND AGE SUCCESSFULLY**

PROGRESSIVE RESIDENT EXPERIENCE

To be innovative in offering a range of positive experiences and services for our Residents



- Foster a caring environment that honors the residents at CVF
- Engage residents as contributing members of the CVF community by seeking their input to expand and /or enhance CVF services
- Ensure residents receive the highest quality of services to maintain CVF's competitiveness in the market



We will evolve our person-centered approach to service while showing respect, appreciating individual interests, providing choices, and supporting independence.

We will strengthen our programs by implementing evidence-based planning and research.

We will drive a service-based culture and meaningful communication with all residents and team members.

We will continue to advocate for the best life for our residents and team members.

We will meet the needs of our diverse population of seniors by providing Apartment, Lodge, and Supportive Living 3 residences and services.

We will measure resident satisfaction annually and strive for the highest standards to meet residents' unique interests.



EMPLOYER OF CHOICE

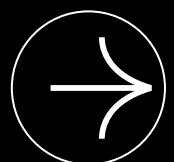
Create a happy, healthy, and safe organizational culture

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- Develop and support a stable, cohesive, and skilled management team
 - Enhance the organizational culture through staff development and training while celebrating successes
 - Build capacity in the organization to support succession opportunities
 - Continue to improve organizational capacity and efficiency
 - Maintain an attrition rate of 10% or below for employees
 - Maintain a positive and professional relationship with CUPE

WE WILL BUILD A HIGH-PERFORMANCE CULTURE

We will continue to appreciate our sector employees.

We value our teams and will work hard to keep them safe and engaged.



FINANCIAL RESPONSIBILITY & GOVERNANCE

With quality governance, high-performing employees, and fiscal responsibility, we will honor our commitment to current and prospective residents and their families.

- CVF is committed to helping older adults live their best lives - for the rest of their lives
- CVF offers housing, lifestyle options, and services for independent older adults and seniors who value a strong sense of community
- CVF will be the choice of older adults and seniors who want to keep their independence as they age
- Rent at CVF is subsidized for all low-income seniors who qualify
- We bring Residents Home!



CORE VALUES

- Integrity, honesty, respect, and accountability in all we do
- We model direct and open communication while taking responsibility in all interactions
- We support and commit to providing a caring environment
- We offer a genuine family setting where staff put residents first
- We pursue excellence in every aspect of the organization
- We exceed compliance with all industry standards and strive to be the residence and workplace of choice
- We promote and foster a vibrant, welcoming community
- We encourage collaboration and respect for diverse perspectives to create a fun environment for all



2024 Management Team

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