



CYPRESS VIEW
FOUNDATION
HOUSING AND CARING FOR SENIORS

CYPRESS VIEW FOUNDATION

ANNUAL REPORT

CYPRESS VIEW FOUNDATION

STRATEGIC PRIORITIES & OUTCOMES

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 enhancement

PROGRESSIVE RESIDENT EXPERIENCE

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

- Strive to exceed legislative regulatory standards
- Foster a caring home environment honoring 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 competitiveness in the market

EMPLOYER OF CHOICE

Create a happy, healthy and safe organizational culture.

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

FINANCIAL RESPONSIBILITY & GOVERNANCE

To provide accountability and long term stewardship.

- Create a capital maintenance 5 year plan
- Stay current on best practices and trends within the industry and community as they may impact the residents and the budget
- Explore innovative opportunities to reduce the vacancy rate

CORE VALUES

INTEGRITY

We at CVF are honest, respectful and accountable in all we do.

We MODEL: direct and open communication while taking responsibility in all interactions.

SUPPORTIVE

We at CVF are committed to providing a caring environment.

We OFFER: a genuine family setting where staff put residents first.

QUALITY

We at CVF 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.

COMMUNITY

We at CVF promote and foster a vibrant, welcoming community.

We ENCOURAGE: collaboration and respect diverse perspectives to create a fun environment for all.

MISSION

WE ARE A TRI-MUNICIPAL NON-PROFIT ORGANIZATION THAT OFFERS AFFORDABLE LIVING TO ELIGIBLE SENIORS IN A SUPPORTIVE AND CARING SETTING.

NOBLE CAUSE

WE BRING RESIDENTS HOME



2023 HIGHLIGHTS

MISSION STATEMENT

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

GREETINGS FROM THE CAO



Highlights of some of the accomplishments are as follows:

More people are choosing to live at Cypress View Foundation, and we have a wait list. The vacancy rate in December 2023 was 0.5%, November 2022 was at 3% compared to 9% in December 2021. 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. We also converted 2 offices into suites to keep up with the demand for rooms.

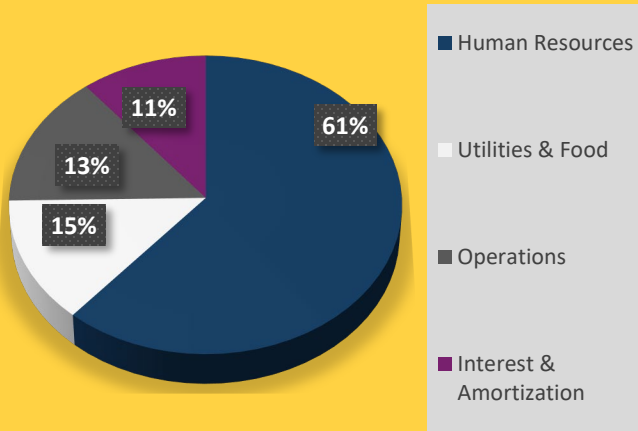
- A survey of family members of residents carried out by HQCA indicates Propensity to recommend is 100%
- We are now Accredited by CARF (Commission on Accreditation of Rehabilitation Facilities) for our Assisted Living for 3 years. The whole management team and team members worked hard to achieve this international standards certification.
- We did upgrade our building controls for different wings.
- We have a Facebook page and Instagram page.
- We replaced one commercial washer.
- We did replacements of flooring on ground floor.
- We have our CCTV cameras for outside and inside.
- The CHP unit is running, and we are saving on costs.
- CVF residents now have cheaper Wi-fi available for their use.
- The Cycling without Age Program launched in Spring 2023 was a successful event and our Seniors are very happy and using it to the maximum.
- Our Health care associates are fluent in charting on Yardi.
- 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.
- Work on the 2024-2025 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, and an audit of compliance with Accommodation Standards carried out by Alberta Health Services. For the first time we passed CCHSA Audit.

In closing, I would like to thank all team members and colleagues that helped to make 2023 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 front desk, dietary, housekeeping, maintenance and health care staff for their service and dedication to resident care and comfort.

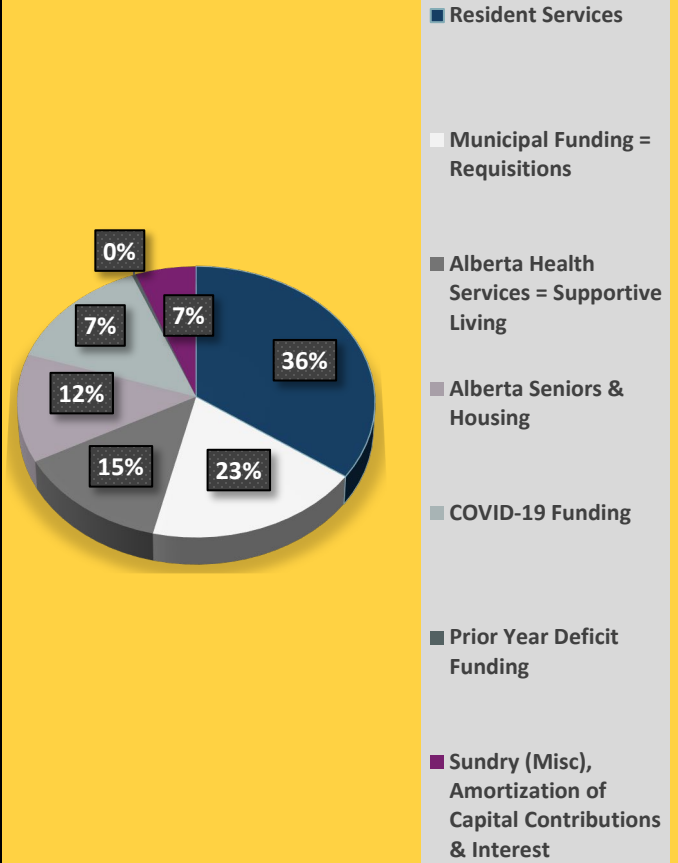
Sourav Saha – CAO

FINANCIAL

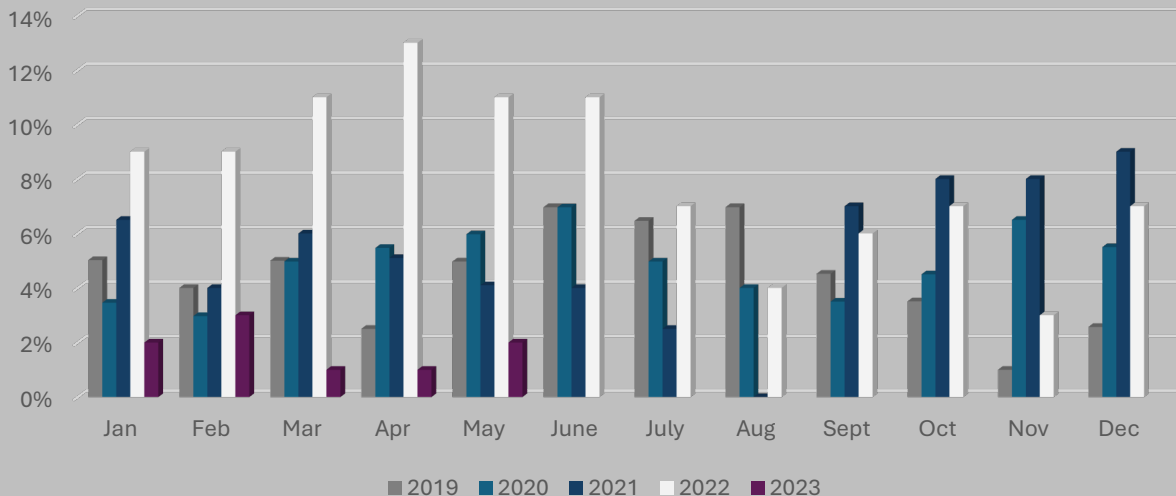
EXPENSES 2023



REVENUE 2023



Overall Vacancy Rates 2019-present



MEET OUR TEAM

GREETINGS FROM THE BOARD OF DIRECTORS

Hello, I am Chris Czember, the chairperson for the board for Cypress View foundation. Firstly, I would like to say that It is truly an honor to be part of such an uplifting organization with great staff and most importantly great residents. I love to see all the smiling faces whenever I walk through the door on everyone and that just goes to show how happy everybody is to be here, including myself. Our staff and management continue to show me that we can strive to have a high standard of living and entertainment for everyone making this their home. As the chairperson, I look forward to working with the CAO to keep a high standard of living for everyone and we look forward to welcoming new guests in the future.

Board of Directors

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

Management Team

Sourav Saha - CAO
Jeremy Petryshyn - Maintenance Manager
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, CCC - 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
Malcom Cotton- Vice-President
Bert Grottenberg - Secretary
Vacant - Treasurer