

2023

Flagstaff Regional Housing Group Annual Report



Prepared by
The Bethany Group



A Commitment to Providing a Caring Community.



Board Chair Message

On behalf of the Flagstaff Regional Housing Group, I am pleased to share our Annual Report to the community. FRHG is proud to provide residents modern, safe and affordable supportive living at the Big Knife Lodge. It is an honor to serve all of the communities within the County of Flagstaff and to work with our partner The Bethany Group to ensure area seniors have the opportunity to live in the communities that they have long called home.

The Big Knife Lodge ensures lodge residents are provided with comfortable accommodations, meal service, laundry options, plus a host of additional services which contribute to an enjoyable standard and quality of life.

We are very proud to offer an affordable living option. With escalating costs for all Albertans in the areas of utilities and food; the lodge rent and service packages are very appealing to budget conscious seniors. We are happy to see increased interest from seniors in the Flagstaff County area in choosing the Big Knife Lodge as their home. It is a great inspiration to see our seniors maintain a happy community within the Big Knife Lodge.

The board and administration continue to assess new approaches to provide residents with excellent living facilities, quality meals and a rewarding lifestyle.

On behalf of the Board, I would like to express our thanks to Bonnie Wood, who served as a board member from November 2017 to March 2023 and welcome her replacement, Beverly Rohe.

We hope this annual report reflects our commitment to a high-quality home environment for residents and prudent management of financial resources.

Dianne Roth

Board Chair

Flagstaff Regional Housing Group

2023 Board of Directors

Dianne Roth – Board Chair

Blaise Young – Vice Chair

Leslie Ganshirt

Larry Hiller

Wayne Jackson

John Johnsen

Stephen Levy

Brenda McDermott

Howard Shield

Bonnie Wood/Beverly Rohe



CAO Message

Early 2023 continued to demonstrate challenges with occupancy in lodges across Alberta but we are pleased to see an increase in people moving in to their new homes in Big Knife Lodge!

We have had opportunities throughout 2023 to advocate for the provincial lodge program – meeting with Minister Nixon on a variety of occasions; promoting the desire for additional services within our lodges; joining our industry partners in participation in the provincial lodge program review and continued efforts to demonstrate the need for program changes to better meet the needs of current and future lodge residents.

I would like to take this opportunity to thank our staff for their ongoing work and dedication to make the lodges a warm and inviting home for the residents that we serve.

I would also send my thanks to the many residents and families who put their trust in us all to provide quality housing that includes lodge services such as housekeeping, enticing meals and enjoyable activities. The Lodge program allows residents to participate in the life of the lodge as much as they choose while enabling them to continue to participate in the external community as they like.

The Bethany Group is proud to provide the administrative function for Flagstaff Regional Housing Group (FRHG) and we thank the FRHG Board for their ongoing support of Administration for Big Knife Villa Lodge.

Respectfully,

Carla Beck,

CEO, The Bethany Group

CAO, Flagstaff Regional Housing Group (FRHG)

Business Plan 2023-2025

Year Two Accomplishments

Outcome # 1 Investing Now and In the Future

- The June 2023 Capital Maintenance request to the Government of Alberta was \$310,000 for projects at Big Knife Lodge. No funding was awarded to these projects in the provincial budget of March 2024.
- The dining room floors were refinished in 2023, with funds from regular operating maintenance. An Emergency Request to the Province for an electrical breaker replacement has been approved, and that work should be completed in 2024.

Outcome # 2 Integrated Housing and Supports

- Flagstaff Regional Housing Group is committed to providing an affordable housing option for seniors so they can live in their community of choice. Receiving regular resident feedback and seeking out areas of improvement are an important part of meeting the needs of our residents and communities.

2.1 Quality Improvement

- Our 2023/2024 initiative is Admission and Move-Ins: A Welcoming Experience. In 2023, Quality Improvement Teams reviewed the current practices and procedures and sought feedback from residents and their families on their experience. In 2024, pilot projects will be tested at various sites and final recommendations will be made.

2.2 Resident Surveys

“People are friendly, I am enjoying living here very much.” Quote from resident, 2023 Big Knife Lodge Survey

Residents of the lodge provided their feedback on their living environment. The surveys were completed in November, results tabulated and action plans were developed to address areas of concern. Results were shared back with residents during Spring Tenant meetings. This process reflects our commitment to person-centered care, responsiveness to resident needs and transparency.

Outcome # 3 Transitions and Aging in the Community

- FRHG is monitoring legislative changes and best practices in continuing care and affordable housing sector of Alberta. We are working proactively with AHS in their planning processes on delivery models to improve continuity of care for lodge residents. Applications have been made regarding in-house Home Care services and Adult Day support programming. No decision on these applications from AHS has been communicated at this time.

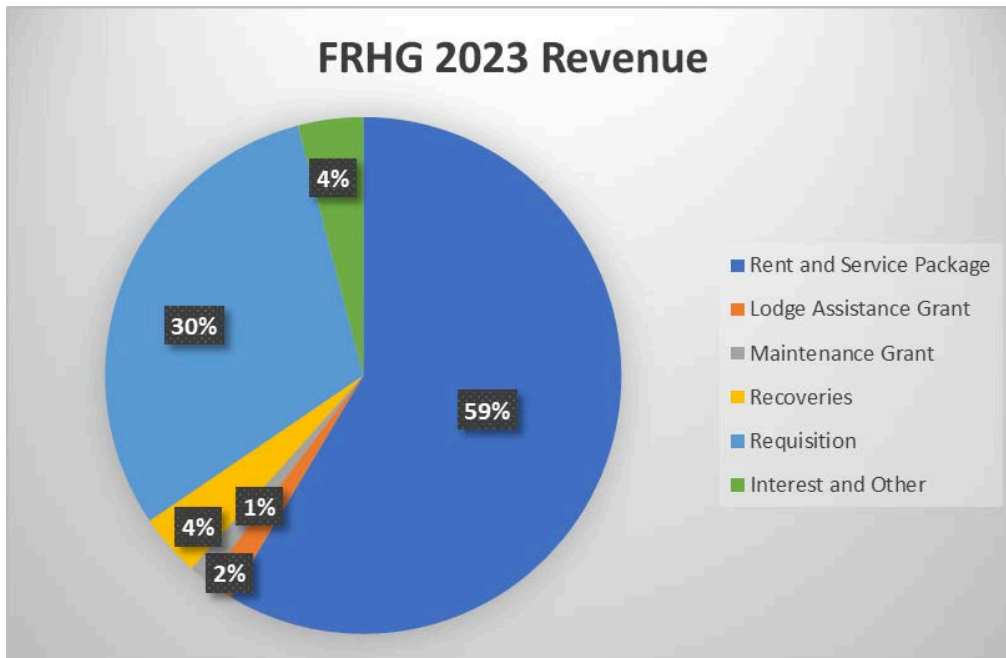
Outcome #4 Fair and Flexible

- FRHG looks to find a balanced approach to offering fair and affordable rents and service packages, identifying operational efficiencies and best practices while being mindful of the use of local tax requisition dollars. Increasing costs and Inflationary pressures are a top-of-mind issue for our lodges.
- We would like to thank the Province of Alberta for their financial support during the pandemic. The funding program ended December 31, 2023. Over the 4 years of the program, FRHG received \$154,373. These funds were used for staffing, supplies and to stabilize revenue during periods of occupancy loss.
- Board members from FRHG and Bethany Group Administration have participated in the Seniors Lodge Program Review consultations in March 2024 and have advocated for the needs of rural lodges and fair funding support from the Provincial Government.

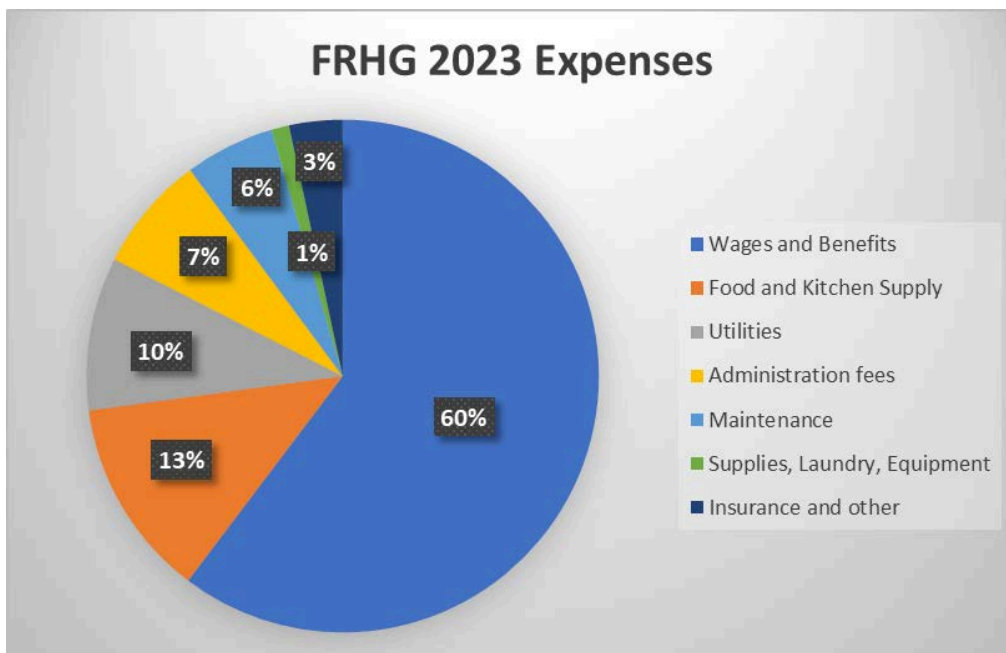
Outcome #5 A Sustainable System

- FRHG has completed a board skills assessment to ensure targeted skills and knowledge at the board level to support good local governance.
- The lodge marketing working group continues to review and update best practices and develop new promotional tools. We are happy to share that move-ins have increased and with this improved occupancy, two new staffing positions have been added for 2024 to better support the residents.
- FRHG will be advocating for increased financial support from the provincial government, to address rising costs, and to protect low to moderate income seniors without sacrificing service quality. The unique needs of a smaller rural lodge need to be addressed by the province in their funding model so local seniors can continue to live in Flagstaff County with the appropriate support of the facility and the community at large.

FRHG 2023 Revenue



FRHG 2023 Expenses



To view the full 2023 Financial Statements, please visit our website at www.flagstaffhousing.ca/about-us



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Contact Us



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www.flagstaffhousing.ca/

