

2022



Flagstaff Regional Housing Group Annual Report



Prepared by
The Bethany Group



Our ongoing 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.

On behalf of the Board, we would like to extend our thanks to the residents and staff for their resilience over the past year as they navigated the pandemic together. We are grateful that 2022 saw the easing of pandemic measures and 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.

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

The Board and the community were saddened by the passing of Board member Sylvia Wold of Alliance. Sylvia was a champion for seniors and rural communities and she is deeply missed.

2022 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



CAO Message

Early 2022 saw us continuing to deal with the COVID-19 pandemic, so we were elated when the latter part of the year had restrictions lifted and we were able to, cautiously, begin to resume 'normal' activities and practices.

I share my appreciation to our staff for their dedication in working through the ongoing changes that we encountered and we are pleased to have been able to recruit and hire additional staff to fill any vacant positions that we experienced.

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 One Accomplishments

Outcome # 1 Investing Now and In the Future

- The 2023 request of \$276,900 for Capital Maintenance funding has been made to the Government of Alberta. No funding was awarded to these projects in Budget 2023/2024.
- An Emergency Request for a hot water replacement was made and approved in the first quarter of 2023. We appreciate the Government of Alberta for their quick response and support of this project.

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.

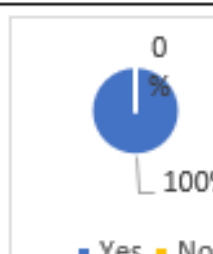
2.1 Quality Improvement

- Our 2022 QI initiative was enhancing the Meal Time Experience. Our team reviewed menus, food choices, resident feedback processes, food presentation and more in an effort to improve all aspects of the dining experience.

2.2 Resident Surveys

“ Pastor Kevin is coming to provide services twice per month – he is awesome! ” *Quote from resident, 2022 Big Knife Lodge Survey*

Residents provided their feedback on various areas of the lodge living environment. The surveys were tabulated and actions plans are being implemented to address areas of concerns. The tabulated results are posted on our website at www.flagstaffhousing.ca

4. Staff are friendly and cheerful	Celebrating Success	What we've learned	What we are doing
 <p>A pie chart with a legend below it. The legend shows a blue square for 'Yes' and a yellow square for 'No'. The pie chart is almost entirely yellow, with a tiny sliver of blue at the top. The text '0%' is at the top and '100%' is at the bottom.</p>	Residents feel that staff are friendly and cheerful	Residents are very happy with the atmosphere of the lodge.	We will continue to create a happy and healthy environment for the residents and family members

Outcome # 3 Transitions and Aging in the Community

- FRHG is monitoring legislative changes and best practices in the 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.
- FRHG has applied for an Adult Day Support program to be offered at the lodge. No decision from AHS has been announced at this time and we will be following up with the Ministry after the provincial election.

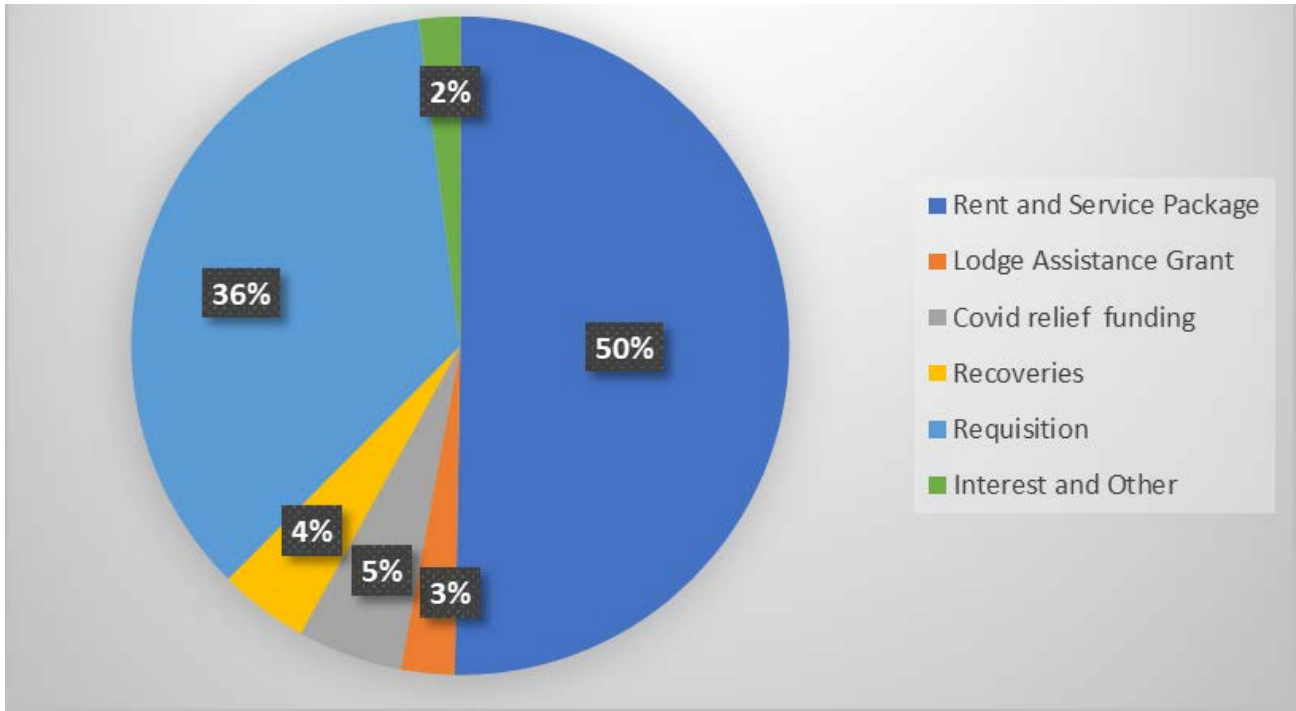
Outcome #4 Fair and Flexible

- FRHG looks to find a balanced approach to offering fair and affordable rent 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 are eager to participate in the Provincial Lodge Program Review anticipated later in 2023 and will advocate for needs of rural lodges and fair funding support from the Provincial Government.

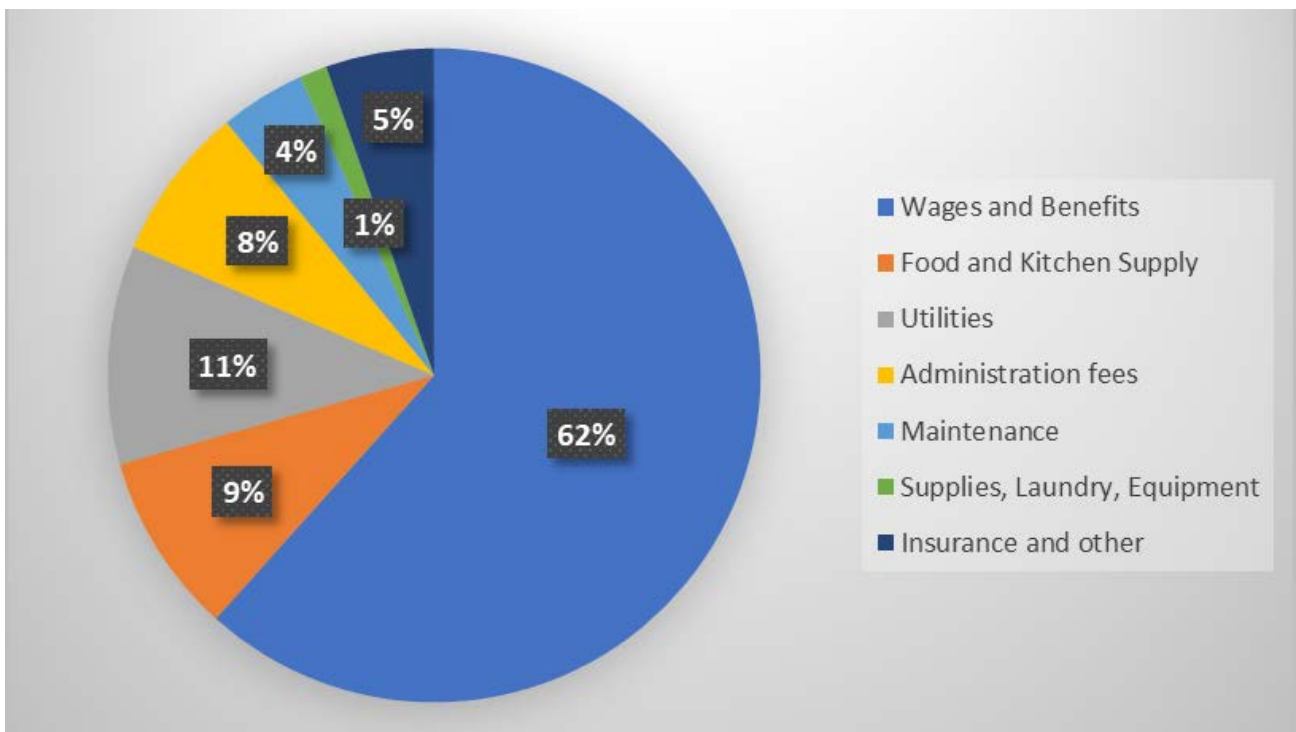
Outcome #5 A Sustainable System

- FRHG has completed a board skills assessment to ensure targeted skills and knowledge at the board level are able to best support good local governance.
- A marketing working group has been established to review current practices and develop new promotional tools.
- 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 2022 Revenue



FRHG 2022 Expenses



To view the full 2022 Financial Statements, please visit our website at www.flagstaffhousing.ca/about-us



Prepared by
The Bethany Group



Contact Us



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www.flagstaffhousing.ca/

