

Green Acres Foundation  
**REPORT** to the  
COMMUNITY



*Our first lodge - Circa 1960*

**2020**

## Our Mission

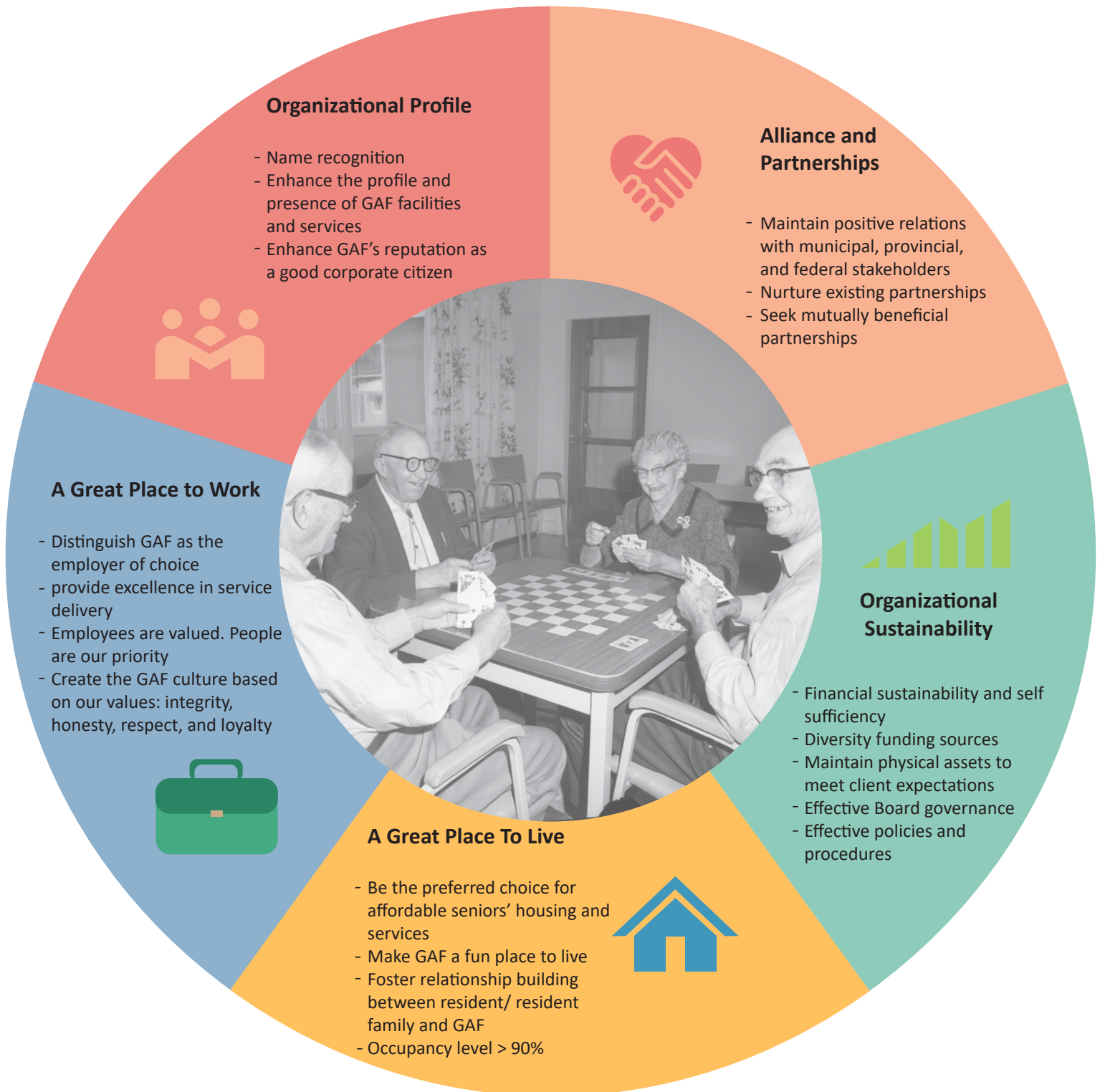
Green Acres Foundation provides affordable housing and quality services responsive to the need of the clients.

## Our Vision

To be a fiscally sustainable organization known for innovation, growth, diversity, and recognized as the trusted choice for affordable housing and quality services.

## Our Values

- Integrity
- Respect
- Honesty
- Loyalty





# Message from the CEO

2020 was a year for the history books with the COVID-19 pandemic changing the way everyone went about their daily lives. At Green Acres Foundation, it did more than that. We had to change the way we did business and learned to be quick reacting to the ever-changing COVID-19 rules. But despite the restrictions and protocols, it was an uplifting year for many of our residents. What we saw was a real strengthening of the sense of community within our buildings. The residents showed their caring for one another, and the bond between the staff and residents has been raised to a new level. We have so much appreciation for the way people have come together to keep each other as safe as possible during these challenging times.

Another history-maker in our books was our 60th anniversary. On April 11th, Green Acres Foundation celebrated 60 years of being the top provider of affordable housing in Southern Alberta. Although protocols prevented us having a big public fanfare, we were able to plant commemorative trees at our sites. And we launched our Facebook and Instagram pages. Be sure to follow us.

2020 taught us that with good teamwork, we can still be successful. We are ready for what is to come, and our aim is to remain the most affordable choice and best provider in seniors housing and services in Lethbridge and surrounding areas.



*CEO, Dawna Coslovi and Chair, Jeff Carlson*



*Socially distanced visit during the early days of COVID-19.*

Dawna Coslovi  
Chief Executive Officer

Jeff Carlson  
Chair, Board of Directors

## Board of Directors

Green Acres Foundation is governed by a nine member Board of Directors. The board members are appointed by the member municipalities that the Foundation serves. The 2020 board members are:

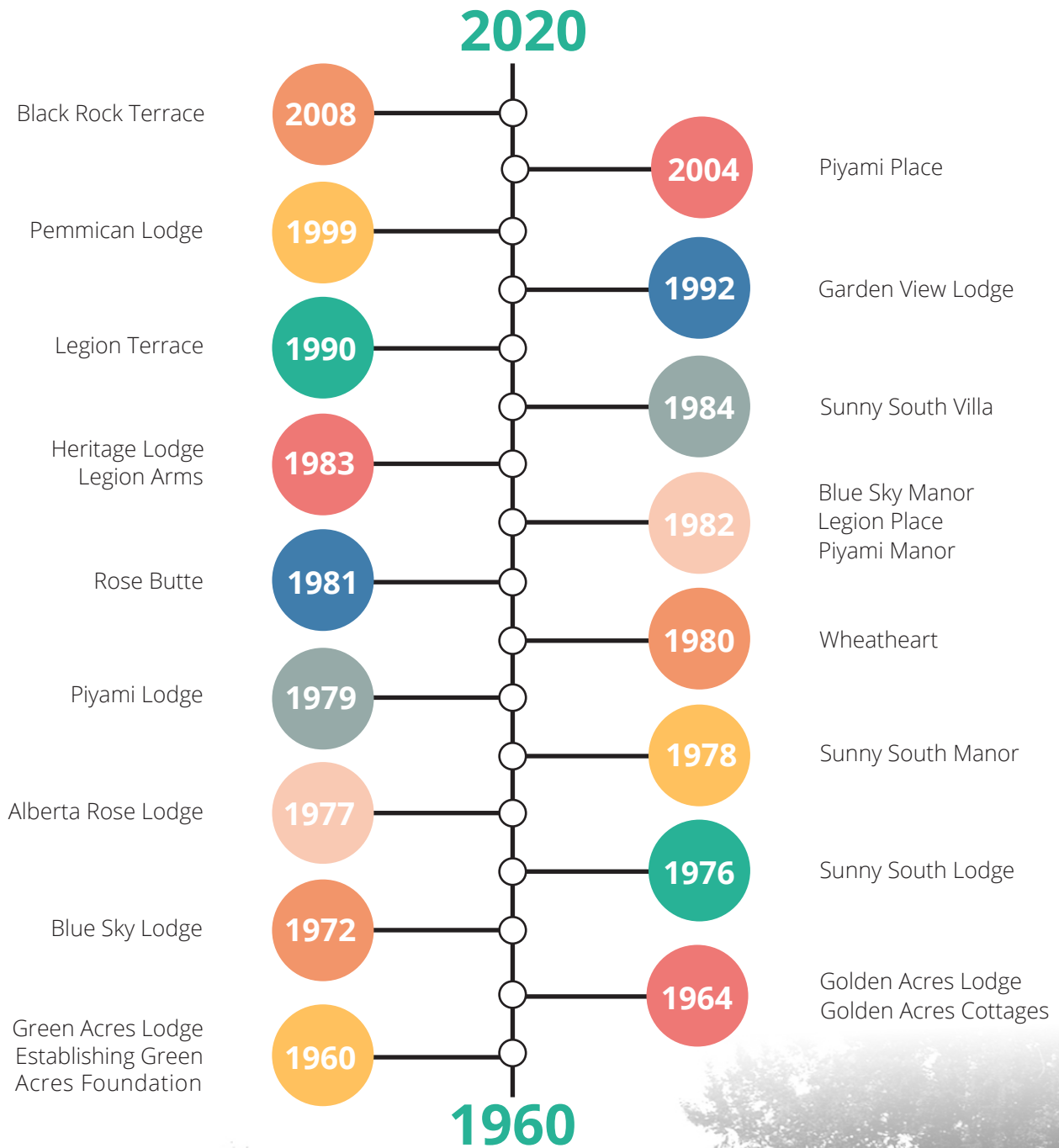
Ken Benson  
Heather Caldwell  
Jeff Carlson - Chair

Ron Gorzitza  
Roger Hohm  
Don McDowell - Vice Chair

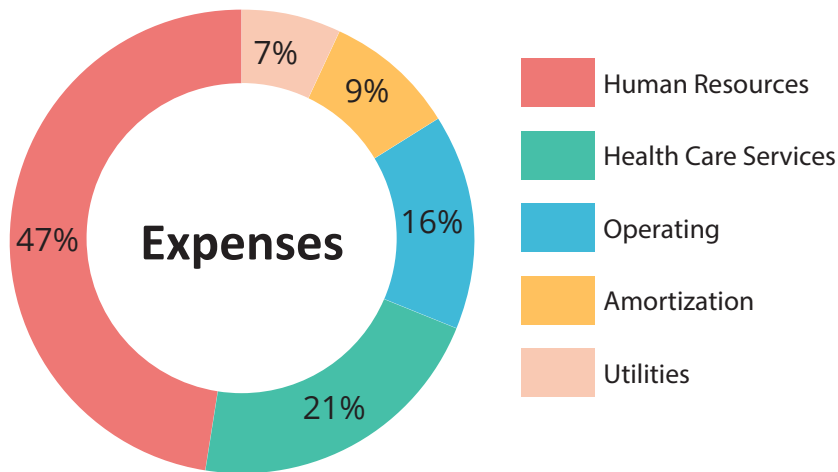
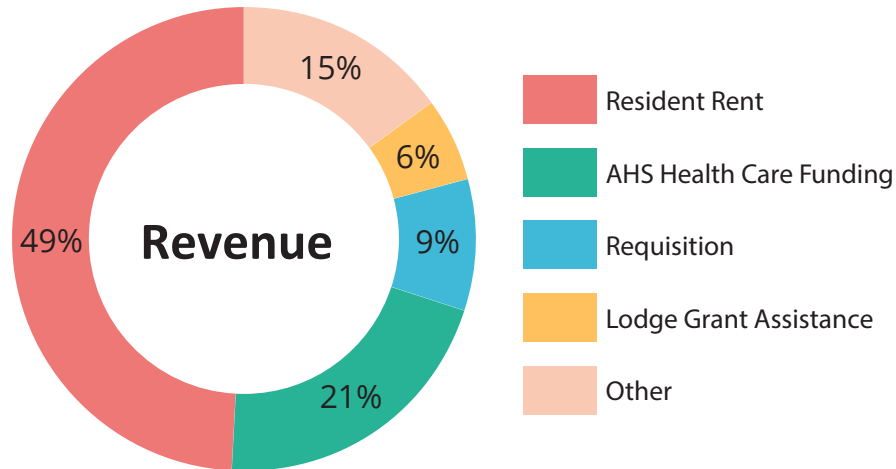
Rob Miyashiro  
Cynthia Papworth  
Ryan Parker

# GREEN ACRES FOUNDATION TIMELINE

A history of Green Acres Foundation from the years 1960-2020



# 2020 FINANCIAL OVERVIEW



## COVID-19 FACTS

Protecting Residents and Employees During the COVID-19 Pandemic



Our employees devotion to safety protocols is unprecedented.

We adhere to all orders of the Chief Medical Officer of Health, taking extra precautions wherever possible to reduce the risk of COVID-19 entering our sites.



### 5 Positive Cases of COVID-19 in 2020



**2/918**

Residents

**3/478**

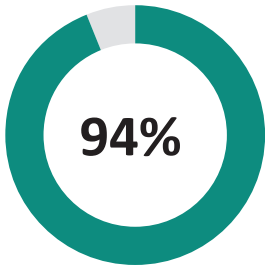
Staff



Green Acres resident, Georgia, receiving her COVID-19 vaccine.

# GREEN ACRES FOUNDATION FACTS

A Great Place to Live and Work during the 2020 year



Ninety-four percent of employees think Green Acres Foundation is a great place to work.

**673,425**

## MEALS

We served approximately 673,425 meals.

**31,980**

## CLEANED

We cleaned approximately 31,980 suites.

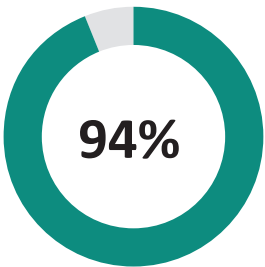
**1,222**

## HOURS

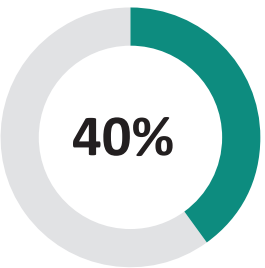
In 2020, volunteers collectively worked 1,222 hours for Green Acres Foundation at March 31, 2020. No volunteers were allowed effective April 1, 2020 due to COVID 19.



## NUMBER OF STAFF 2020



Ninety-four percent of residents feel at home.



Over forty percent of our staff have worked with us for 5 years or more.

The employee with the longest service started in 1980.

## Lodges

Green Acres Foundation manages **721** lodge units, including cottages and assisted living units. We offer varying levels of service to accommodate the ever evolving needs of today's seniors.



## Apartments

We manage **210** self-contained one-bedroom apartments for independent seniors. These suites are in nine buildings in Lethbridge, Picture Butte, Coaldale, Nobleford, and Barons.

## GUIDING PRINCIPLES

### SERVICE

We strive for the provision of service excellence while ensuring the safety, security, and dignity of clients and employees

### AFFORDABILITY

Affordability is a priority in our decision making.

### PARTNERSHIPS

Partnerships, collaboration, and cooperation are integral to our operations.

### COMMUNITY

We are a good corporate citizen

### INNOVATION

We are innovative and attuned to the changing needs in the housing marketplace.

### DIVERSITY

We are open to diversity in programs and service delivery.

### ETHICS

We uphold the highest ethical standards

## Affordability

The average cost to house one lodge resident per month was \$2,604.00 (without COVID-19 expenses) in 2020 while the average rent paid was \$1,813.62.

## Safety

We follow a succinct health and safety plan to maintain the safety of our residents, staff and visitors. In recognition of this, we have held the OH&S Certificate of Recognition (COR) since 2010.

## Partnerships

Since 1999, we have held a valued partnership with Alberta Health Services (AHS).

## Our Staff

We started 2020 off with 360 employees and reached 412 at our highest capacity; an increase of 8.7%.

# We Care About

At Green Acres Foundation, we care about the way we do business, the people we serve and the future of seniors housing

## Our Residents

We provided our residents with Ipads and headphones to stay connected with loved ones. This was made possible through funding from the Lethbridge Rotary and North County Health Foundation.

## The Environment

We make conscious environmental choices when building updates are required. In 2020 we completed over \$45,000 worth of energy upgrades.

## The Community

In the year 2020, Green Acres Foundation was voted as Lethbridge's Best of the Best in the Seniors Housing category for the second year in a row.



## What our Residents Say:

## What our Staff Say:

“ Enjoyable Meals! ”

“ All the staff that work here are very kind and helpful to me at all times of the day or night. ”

“ I absolutely love my job. ”

“ Getting to know everyone and caring for their needs is exactly my calling in life. ”

“ I am pleased with how clean the lodge is kept. ”

“ I love it here. This is my home. ”

“ I miss the residents and staff when I can't work. ”

“ Green Acres is the best place of work I have had. ”



Call us:  
(403)-328-1155



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@greenacreslethbridge



Visit our website:  
www.greenacres.ab.ca