



# Report to the Community —2023—





# Message from the Chair and CEO

2023 was another spectacular year for Green Acres Foundation. Our resident survey results for 2023 show that our residents felt safe in their GAF home – which makes us proud of the work we do. We were also recognized by the citizens of Lethbridge and area as the Best of the Best in Seniors' Housing for the 5th year in a row.

In 2023 we honoured our past with the 50th anniversary of Blue Sky Lodge opening. As well, we opened Phase 1 of Abbey Road Terrace with 15 new apartment suites in a beautiful southside neighbourhood.

As we look ahead, we need to continue in our forward momentum. We are committed to continual improvements of our sites and to growth of our organization. To ensure we are prepared for the necessary future need for housing in our area, the Foundation purchased land in strategic areas of Lethbridge. We are “shovel-ready” for a capital project to rebuild the existing 1979 built lodge in Picture Butte. The new lodge would have appropriately sized suites and amenities with the overall capacity increased to 50 suites. The lodge is a provincially owned building and we need the government's financial support to rebuild. We have been requesting this support from government since 2015 and we will continue to advocate on behalf of the senior citizens in that area in our goal to see this project come to fruition.

Since 1960, the Foundation has been committed to provide superior housing for southern Alberta senior citizens. With services provided by our group of dedicated employees, we can ensure our residents enjoy a high quality of life. We are extremely grateful for the loyalty and dedication shown by our employees, who strive to provide safe, secure and enjoyable housing communities for seniors.



Jeff Carlson, Chair  
Board of Directors



Dawna Coslovi  
Chief Executive Officer



Blue Sky Lodge's 50th Anniversary



## Board of Directors

Green Acres Foundation is governed by a nine member Board of Directors. The board members are appointed by the City of Lethbridge, Lethbridge County, the Towns of Coaldale, Coalhurst, Picture Butte and Nobleford, and the Villiage of Barons. The 2023 board members were:

Jeff Carlson, *Chair*  
Don McDowell, *Vice Chair*  
Heather Caldwell  
Rajko Dodic  
Ron Gorzitza  
Lorne Hickey  
Roger Hohm  
Cynthia Papworth  
Ryan Parker



403-328-1155



greenacres.ab.ca



@greenacreslethbridge

# Who We Are

## *Our Mission*

Green Acres Foundation provides affordable housing and quality services responsive to the needs of 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, honesty, respect, and loyalty

## *Our Guiding Principles*

- We strive for the provision of service excellence while ensuring the safety, security, and dignity of residents and employees
- We are innovative, attuned, and adapt to the future needs in the housing market place.
- We are open to diversity in programs and service delivery
- We uphold the highest ethical standards
- Affordability is a priority in our decision making
- Partnerships, collaboration, and cooperation are integral to our operations.
- We are a good corporate citizen

## *Our Strategic Priorities*

A Great Place to Live

Strategic Alliances and Partnerships

Organizational Growth and Sustainability

A Great Place to Work

Organizational Profile

## *We Offer*



Housing



Services



Community



Affordability



Security



Activities and  
Excursions

# Alliances and Partnerships

At Green Acres Foundation we believe that we need to work together with community partners for the good of our residents and organization. The Board of Directors has established that mutually beneficial partnerships should be considered whenever possible. We are proud of the strong partnerships that we have established, as these collaborations assist us in being the housing provider of choice.

Our very strong partnership with Alberta Health Services started in 1999 at Piyami Lodge to provide housing with health care services. As a result residents are able to “age in their community” rather than having to move away from their home. This is the partnership that started the evolution of housing operators and health collaborations which are now available throughout Alberta as the designated supportive living model. Following that Piyami Lodge partnership, the Foundation established three additional partnership agreements with AHS to provide designated supportive living level of care within three home-like lodge settings.

To further assist Albertans from outside of Lethbridge, we offer housing for patients who undergo treatment at the Jack Ady Cancer Centre. Our alliance with the cancer centre dates back to 2010. We continue to receive messages of appreciation from guests accessing this service.

We also have a long-standing partnership with Lethbridge Elder Abuse Resource Network (LEARN). This partnership started in 2016 with the Foundation providing “safe suites” for seniors requiring temporary accommodations and services due to an abusive situation. Since the inception of this innovative program, we have assisted many residents during their stressful time of need; many of whom continue to live with Green Acres Foundation.

We also recognize the importance of partnerships with youth organizations and provide space for the Lethbridge Guides at two lodge sites for their group activities. The intergenerational interaction between the youth and the residents is beneficial to everyone.

In 2023, the Foundation entered into three new partnership agreement(s) with the City of Lethbridge, Government of Alberta, and CMHC and obtained partial funding for the construction of Abbey Road Terrace.

We continue to nurture our existing partnerships with AHS, the Seniors System Navigation Team, LEARN, Volunteer Lethbridge and many of the area schools. Strong partnerships enhance what we are able to offer our residents and we will continue to seek mutually beneficial alliances and partnerships.



*“We will never forget your many kindness during our stay. This is so important especially when going through difficult times like cancer treatment. You took away all extra challenges people like us face, and made it a really good experience. God bless you all.”*

Barb and John





# Successes of 2023

## Best of the Best

Green Acres Foundation was voted Best of the Best in the Seniors Housing category for the fifth year in a row!

## E-Bike Launch

In April and May 2023, we launched our new assisted E-bikes for our residents. These E-bikes were funded through our annual charity golf tournament, Lions' Club of Picture Butte, and partial funding by the Community Foundation of Lethbridge and Southwestern Alberta.

## New Look

Our website got a fresh new look that better represents Green Acres Foundation as a great place to work and live and includes new features to help clients choose their path towards senior living.

## Abbey Road Terrace

In July 2023, we welcomed the first residents into Phase One of our historical apartment location. Phase I was completed on time and under budget. Phase II of the building will be completed in July 2024.



Blue Sky Lodge E-bike launch, May 2023



# Successes of 2023

## Social Media

The gingerbread house contest featured on our Facebook page in December was a great success. This contest generated interest internationally and reached over 6000 people, gaining 66 new followers. The winner was Pemmican Lodge, who created a replica of their Lodge, complete with little gingerbread residents using pretzel walkers.



Pemmican Lodge's gingerbread house

## Wheatheart Manor

We purchased Wheatheart Manor apartment building located in Barons, Alberta. This six-unit site provides much needed affordable housing in that municipality.

## Our Future

At Green Acres Foundation, we are determined to ensure that sufficient affordable seniors' housing is available in our area. We are "tender-ready" for one re-build project and anticipate breaking ground in the near future. In 2023, we finalized the purchase of property in west Lethbridge – completing our goal of strategically having land available in the three sectors of Lethbridge.



## Donations

One of the ways we fulfill our role as a good corporate citizen is through fundraising for other causes. Some of these donations from employees and residents include: \$6,088 to Westminister Elementary School, \$253 to partner schools for Pink Shirt Day/ Anti-Bullying Day, \$957 to the Terry Fox/ Silver Fox Campaign, \$1,213 to Big Brothers/Big Sisters, \$1,300 and 1,329 lbs in food donations to the Lethbridge Food Bank for our "Feed the Bus" event, and 527 lbs of food for the North County Interfaith Outreach Society.

---

## Great Place to Live

---

*"I am very excited and I have been happy to have chosen this place to live."*

*"Everything is excellent. When I have a chance, I recommend other people to come here and have a look!"*

*"The variety of outings and activities are exceptional and I enjoy all the staff as they try to accommodate a variety of options."*

---

## Great Place to Work

---

*"I totally enjoy working for Green Acres Foundation!"*

*"I enjoy my work and interaction with staff and residents."*

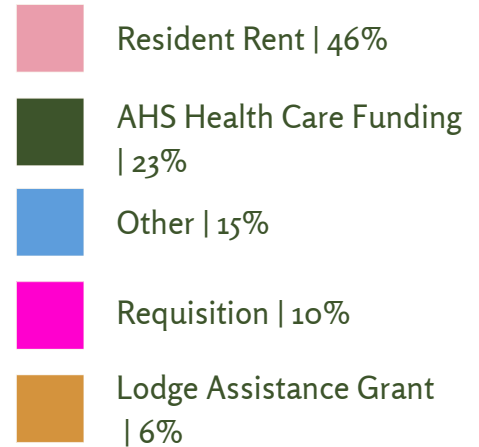
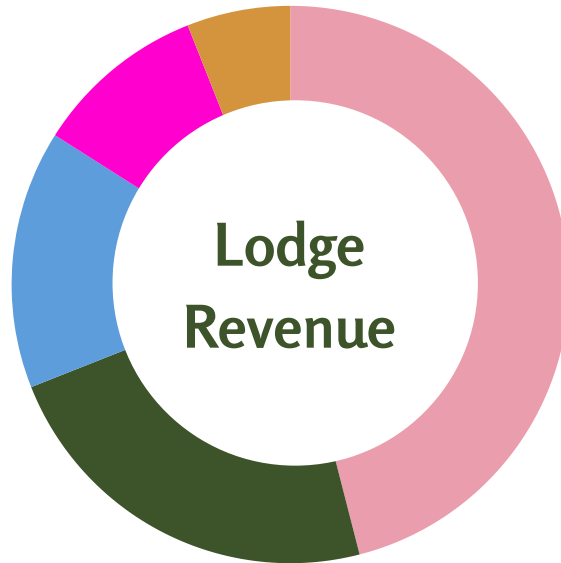
*"Great job Piyami for making this a great environment for the residents. Comments are regularly made about the great care given to family members, excellent food and the cleanliness of our facilities."*

# 2023 Financial Overview

## Lodge Communities

### Other Revenue

- Grants
- Investment Income
- Donation Revenue

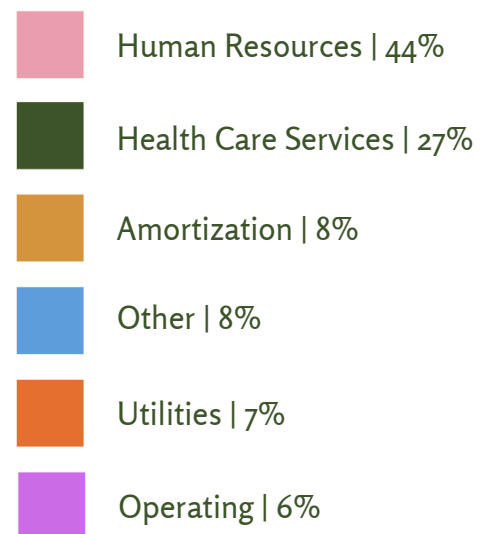
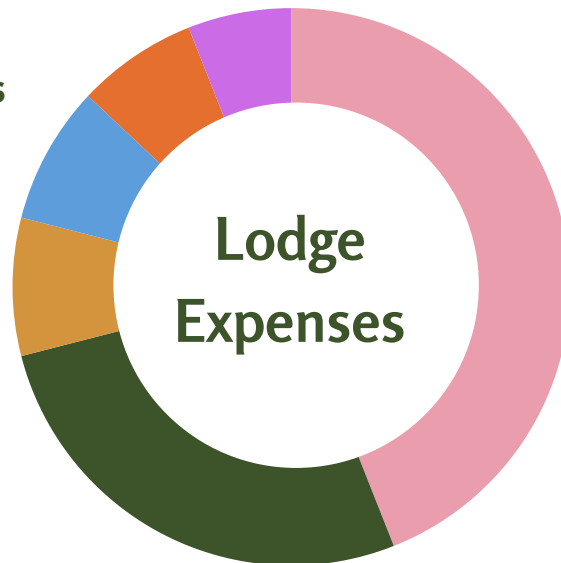


### Maintenance Projects

**\$442,500**

#### Examples include:

- suite renewals
- boiler replacement
- floor covering replacement
- roofing replacement
- security fencing



**\$2,137 / Month**

Average Cost to House a Resident

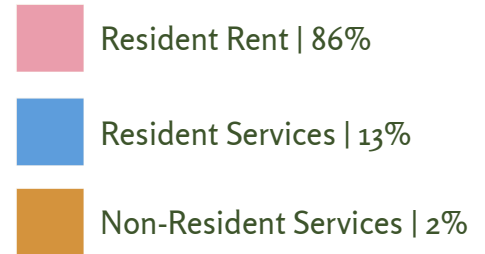
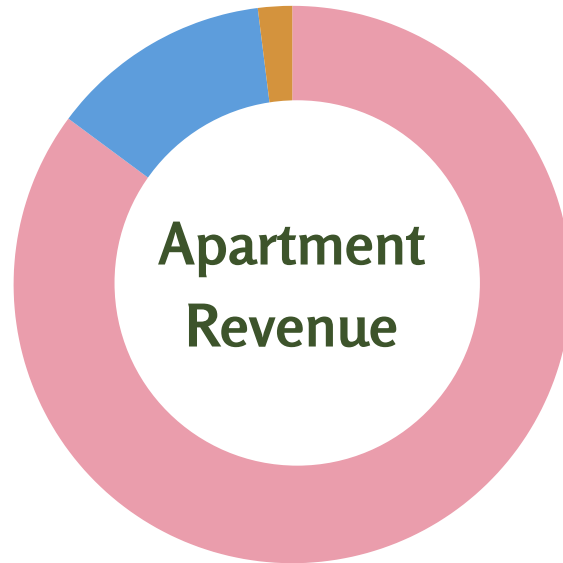


**\$1,847 / Month**

Average Lodge Rent Paid

# 2023 Financial Overview

## Senior Independent Apartments

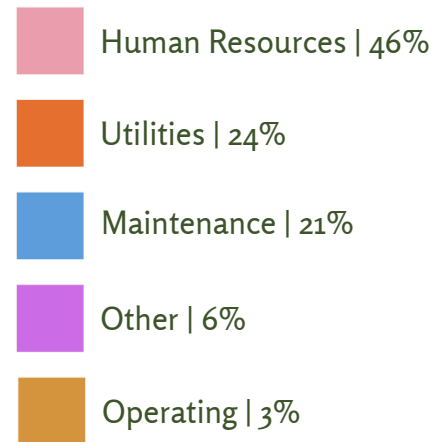
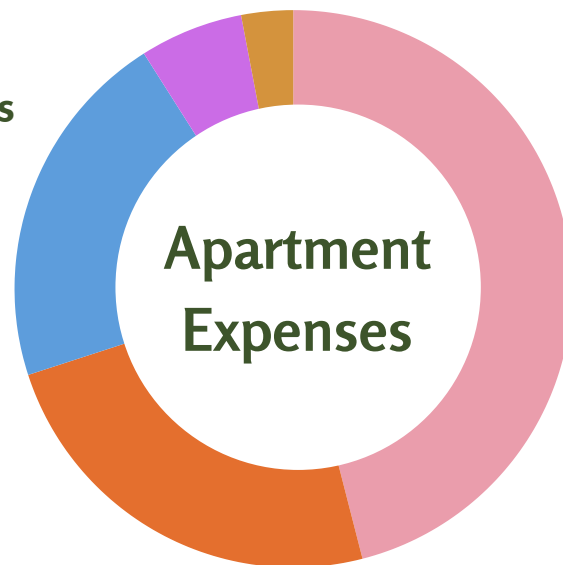


### Maintenance Projects

**\$807,800**

Examples include:

- sanitary sewer line replacement
- suite renewals
- hot water tank replacements



**\$698 / Month**

Average Cost to House a Resident



**\$700 / Month**

Average Lodge Rent Paid



# 2023 Foundation Facts

98%

Ninety-eight percent of residents are satisfied with staff.

98%

ninety-eight percent of residents feel their facility is safe.



2,500

Volunteer Hours



683,280

Meals Served



32,448

Rooms Cleaned

98%

ninety-eight percent of residents are satisfied with the cleanliness of their facility

96%

ninety-six percent of employees say GAF is a great place to work.

## Number of Employees & Volunteers



125

Healthcare



128

Chefs  
Food Service



56

Resident  
Services



67

Support Staff



99

Volunteers

**Total 475**

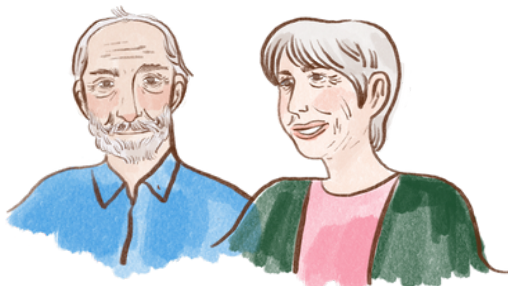
5 retirements totaling 132 years of service.  
Longest serving employee retired with 43 years of service.



13

Number of centenarian residents in 2023.

## Percent of Male & Female Residents



### Apartments



### Lodges



48%

Forty-eight percent of employees have 5 to 10 years of service.

27%

Twenty-seven percent of employees have over 10 years of service.