

**Taber and District Housing Foundation  
CAO's Annual Report for 2021**

TDHF's portfolio consists of 231 households that are assisted with affordable rental accommodation in Taber, Vauxhall, Barnwell and Grassy Lake.

154 of these households are in our Social Housing programs:

- 107 Senior Self-Contained Apartments
- 37 Family Housing units
- 9 through Supplement Programs

77 are in our Lodge Program.

**Vacancy & Placement**

**Social Housing Operations:**

<b>2020</b>	<b>Senior Self Contained</b>	<b>Community Housing</b>
<b>Approved New Applicants</b>	<b>15</b>	<b>21</b>
<b>Move In's</b>	<b>13</b>	<b>14</b>
<b>Move Out's</b>	<b>14</b>	<b>13</b>
<b>Average # on the Wait List</b>	<b>8</b>	<b>4</b>

**CVL Operations:**

<b>2020</b>	<b>Clearview Lodge</b>
<b>Approved Applicants</b>	<b>28</b>
<b>Move In's</b>	<b>18</b>
<b>Move Out's</b>	<b>20</b>
<b>Room Transfers</b>	<b>7</b>
<b># on Wait List</b>	<b>4</b>
<b>Resident Average Age</b>	<b>87 years</b>

**Program Highlights**

- **The highlight for CVL** over the past year has been:
  - Replaced lobby and dining room lights to LED
  - Replaced the TV in the Atrium.
  - Added 12 security cameras.
  - Replaced the kitchen hot water tank.
  - "Little House on the Prairie" was moved on-site; Maintenance office moved to shop to accommodate use of space with visit shed.
  - Lights added to staff parking areas.
  - Met with surveyors on-site for digital survey of interior and exterior of Lodge.

- **Highlights for Community Housing** include:

- Entrance steps and ramps were removed and upgraded with new concrete at Homestead Manor.
- The carpet at common area of Homestead Manor was replaced.
- North & south wing and common area of Pioneer Place were painted.
- Carpet tile has been installed throughout Pioneer Place.
- Duct cleaning for make-up air unit at Pioneer Place.
- New carpet tile for hallways/common areas of Harmony Home.
- New LED lights in Harmony Home in hallways and common area.
- Roof over common area is replaced at Harmony Home Manor.
- Several roof trusses reinforced, and windowpanes replaced at Bountiful House after post-windstorm inspection revealed damage.
- All units at Bountiful House and Sunshine Manor had tubs removed and new showers installed (Health Foundation funding).
- Fire alarm systems were updated at Prairie Rose Manor and Sunshine Manor
- New A/C unit installed in Sunshine Manor common area.
- LED lights installed in hallways and common area of Prairie Rose Manor

**Other Successes through 2020 have been:**

- A significant investment in Health and Safety training for staff; particularly in reviewing work areas and processes to improve ergonomics. The goal is to improve workplace safety by improving overall mental health of employees.
- **CVL Activity & Volunteer Program** continues to be successful and a great value to our residents. COVID made it nearly impossible to have volunteers on-site. TDHF increased the offering of activities to seven days per week and increased the Activity team from 1.5 FTE to 3.0 FTE to allow for the additional service provided.
- **Meals on Wheels** - continues to be a respected program within the community. During 2020, TDHF set out to fundraise monies to be able to reduce the prices of the meals. Local corporate sponsors provided nearly \$10,000 of donations. As well, TDHF was awarded a \$18,000 grant by Community Foundation of Lethbridge and Southwestern Alberta. Staff and dedicated volunteers delivered over **3,952** meals. This is a slight increase of 50% from 2019.

**Some of the Challenges**

- COVID has added significant work in all TDHF operations, particularly at Clearview Lodge. We take the responsibility of safeguarding our residents/tenants very seriously but we also want to continue to enhance their quality of life.
- We strive to find a balance between providing high quality services, in the face of cost pressures from utilities, labor, food and medical supplies and trying to provide our facility and services within the financial capacity of our tenants.

**2020 Annual Managers Report**  
**January 1, 2020 – December 31, 2020**

- ✓ 2020 seniors' interviews, admissions, discharges, status changes and room changes:
  - 28 new seniors' applicants.
  - 20 move outs, 18 move ins
  - 7 in house transfers
  - 5 new admissions to SL3
  
- ✓ Average age of resident in Clearview Lodge is 87 years of age.
  
- ✓ Regular meetings held throughout the year include:
  - Emergency Preparedness meetings
  - Joint Health and Safety meetings
  - HCA team meetings
  - Kitchen team meetings
  - Housekeeping team meetings
  - Building Committee meetings
  - Budget and Finance meetings
  - South Zone Partnerships meeting
  - EOC Meetings
  - Virtual Town Hall
  
- ✓ Audits completed:
  - Fire Inspection by Taber Fire Department – August 12, 2020
  - Alberta Health Services Public Health Inspection – September 22, 2020
  - Alberta Accommodation Standards Inspection – November 30, 2020
  - Resident Council and Family Council Act Inspection – November 30, 2020
  - Continuing Care Health Service Standards Audit:
    - June 24, 2020
    - July 20, 2020
  - Certificate of Recognition (CCSA) November 8, 2020
  - Monthly hand hygiene audits
  - Regular facility inspections completed as per OHS policy.
  
- ✓ 14 resident case conferences were held in 2020. All Case Conferences were stopped due to COVID.
  
- ✓ Quarterly and Annual AHS reports were completed and submitted.
  
- ✓ Hired an LPN as a HCA Educator. She is currently assisting 2 HCA with obtaining their HCA Certificate.
  
- ✓ Employee news:
  - 1 employee has completed her Activity Coordinator certificate program through Red Deer College
  - 1 employee has completed 3 out of 8 modules for the Activity Coordinator certificate program.
  - 1 employee has completed 3 out of 4 modules for Kitchen Management.

- ✓ New rent calculation for April and October were completed; new PAD's submitted.
- ✓ Influenza vaccinations compliance:
  - Residents -79%
  - Employees – 74%
- ✓ 2020 Physician Orders for Antiviral Therapy have been received for 2020-21 Influenza Season.
- ✓ COVID Vaccine compliance
  - Residents – 88.5%
  - Employees – 54%
- ✓ On August 21, 2020 we had a staff gathering in the front parking lot. Dean provided us with a delicious supper of Beef on a Bun (that he made in his new Traeger) and corn on the cob. Micky Marko and Karen McNeil provided us with donuts from the Coaldale Bakery for dessert. 4 employees had their names drawn for a gift card.
- ✓ Residents are also enjoying the unique flavor from the meat cooked on the new Traeger; Dean tries to incorporate the Traeger in his meal prep at least twice a week.
- ✓ Submitted to AHS:
  - 2019 -20 Q4 Report for Supportive Living
  - 2020-21 Q1 Report for Supportive Living.
- ✓ In partnership with Alberta Health and Alberta Health Services, the Health Quality Council of Alberta (HQCA) conducted a new study – the *COVID-19 Continuing Care Family and Resident Experience Study*.
- ✓ In partnership with Alberta Health, Alberta Seniors and Housing, and Alberta Seniors & Community Housing Association, the Health Quality Council of Alberta (HQCA) conducted a new study – the *COVID-19 Seniors Lodge Family and Resident Experience Study*.
- ✓ Meet with Ducan representative to organize purchasing 3 new large round tables and the refinishing of 12 dining room chairs. We had hoped to have all 100 dining room chairs redone by December 31, 2020 but due to cold weather the power coaters were not able to work as fast as they anticipated.

COVID HIT in March 2020 and our world changed:

- ✓ We initially went into complete lockdown. All doors were alarmed 24/7.
- ✓ All employees went from being screened twice daily to once a day and complete two independent self-checks daily.
- ✓ All employees are required to do continuous masking.
- ✓ All residents are screened once daily.
- ✓ A “Surge Capacity” document was completed and forwarded to AHS.
- ✓ A “Skills Inventory” of employees has been completed which highlights strengths that they possess that we can possibly utilize in the event that a number of employees are off during the pandemic.
- ✓ We originally were doing all resident laundry internally; currently a few family members have taken that back.
- ✓ I have developed a CVL Family email group to send out mass emails to family members to help keep them informed.

- ✓ I am very grateful for the addition of front door Greeter who are responsible to screen all staff, visitors, contractors, etc that enter the facility. All items delivered to the lodge are disinfected prior to being allowed into building.
- ✓ We are in very good shape when it comes to PPE within our organization. Prior to the outbreak we had a good supply of items in our Pandemic Room. We made a substantial order to AHS which we have received a large quantity of items requested. We also made a substantial order through our regular supplier which a large quantity of the supplies ordered are arriving regularly. I have developed an inventory tracking document to monitor supplies on hand, supplies ordered, received and on back order. We recently received a large supply of PPE and disinfectant product from the Government.
- ✓ We have a CLOROX 360 machine that is being used in the hallways and common areas when they are cleared of residents and staff.
- ✓ At the beginning of the pandemic I worked from home when I could and 2 of the coordinators worked a compressed work week. We are now all back to working at the lodge. I still often put in hours at home when the emails become insurmountable.
- ✓ All high touch items in common areas, lounges and dining rooms are being cleaned and disinfectant 3 times daily. The resident's rooms are also being cleaned and disinfected 3 times a day.
- ✓ The Dining Room was initially spread out to allow for social distancing. We had 27 tables set up for food delivery expanding from the multipurpose room through the dining room and into the atrium. We have now changed the large round tables to seat 4 residents instead of 3. Floor plans have been completed, which enables the staff to coordinate meal attendance sheets, beverage and diet restriction lists, etc. We also purchased 3 new larger tables which helped with seating.
- ✓ Dean has ensured that his supply of disposable products such as paper plates, Styrofoam cups, etc. are in good supply if in the event that we have a number of residents isolated in their rooms or our employee base has been compromised.
- ✓ We have removed a number of chairs and couches to try to ensure social distancing. We have removed the magazines from the rack and all information brochures from the front entrance stand. We have stored a large number of decorations to minimize the number of items that need to be touched daily.
- ✓ Smoke shack has been moved to the Northwest exit. Maintenance guys have closed the area in so the residents cannot get out.
- ✓ The Recreation department is now providing creative activities 7 days per week.
- ✓ The annual full cleaning of the resident's rooms was initially postponed which allowed one of the housekeepers to assist in the dining room and common area disinfecting. With the addition of the Clorox machine and the recreation department taking on some of the disinfecting duties the housekeepers are back on track with the annual cleans.
- ✓ Our in-house meal guests have now been added to MOW; Monday – Friday. Initially the maintenance department were delivering their meals and on Saturday and Sunday the Recreation department was delivering. At the present time the MOW position is delivering Mon – Friday and the recreation department is delivering on weekends.
- ✓ We have had to increase some staffing hours:
  - We increased the MOW 4.5-hour position to 6.75hours per day to assist with the added duties due to the expanded dining room for supper service as well as extra

duties concerning laundry and beverage services. This position hours were also increased due to the increase in MOW recipients.

- We have increased the recreation hours to 80 hours per week to include 8-hour coverage on both Saturday and Sunday.
  - We have added 2 part time screeners for the front area.
  - We also added a 8-hour COVID HCA position that does resident temps and sanitation in the residents rooms.
- ✓ All deliveries are left on the loading dock and either wiped down or sprayed with a disinfectant prior to coming into the building. If the items can be removed from cardboard boxes, they are before entering the facility.
  - ✓ The community has been very generous with donations throughout this pandemic to both the lodge and the Resident Council.
  - ✓ All residents have now assigned 2 Designated Support Persons that can come into the building to visit them. Appointments need to be arranged through the greeter. The greeters are very busy with arranging inhouse visits, outside visits and resident walks. Due to the small area at the front of the lodge the greeters have had to stagger the visits to ensure social distancing with people entering and exiting the building.
  - ✓ All volunteers were cancelled initially; In October we started slowly bringing them back.
  - ✓ Enclosed exterior visitor area has been a huge success. We had a name the shed contest. Ed Ecker was the success winner with the name “Little House on the Prairie”.
  - ✓ The most current order now allows us to assess the risk when residents go out, are released from the hospital, or move into the lodge. Depending on their activity and circumstances around those outings we are able to decide as an organization what restrictions we will place them on.
- ✓ **The employees of CVL have worked diligently since COVID began to do their part in ensuring that the residents at the lodge are cared for. My heartfelt thanks to everyone from the kitchen team to the housekeeping team, to the Health Care team, to the recreation team, to the Greeters, to the maintenance staff that have all persevered through the last year of the pandemic. They have seen many changes; not that they always agree with them, but they continue to put the residents ahead of themselves.**
  - ✓ **I commend my management team for their support and commitment to the organization even with the loss of one of our Supervisor positions.**

**Taber and District Housing Foundation  
2020 Annual Maintenance Report**

March 15, 2021

This report outlines last years building maintenance and planned projects for all Taber and District Housing Foundation managed properties. The report has been compiled from previous maintenance reports and summarized on a per building basis.

**Clearview Lodge**

**77 - Suites with original construction in 1963 with addition in 1970 with renovations and addition in 1995 and 2000 with 2013 kitchen expansion**

The building's structure and exterior envelope are in good condition, the buildings systems and components are in good operating order. We had 20 move outs and 18 move ins with 7 in house transfers.

- The suite interior finishes throughout the Lodge are being upgraded as suites become available.
- Replaced lobby lights in Clearview to LED.
- Replace TV in Atrium
- Received new Suzy Q carts, updated electrical to accommodate since last report.
- Added on 12 extra cameras on to our system.
- Replaced kitchen hot water tank.
- Boiler Pump rebuilt by Simpson Plumbing.
- Maintenance office moved to shop to accommodate visiting shed install.
- Eye wash stations installed in both tub rooms in Lodge.
- Lights added to staff parking areas.
- Met with surveyors on site and techs for digital survey inside Lodge.
- Install of LED lights for dining area.

**Annual Inspections and Recertification's, as follows**

- Annual Life Safety Equipment inspections and re-certifications were completed on Fire Extinguishers, Suppression system, Fire Sprinklers, Fire Alarm System, Backflow preventors and load test on the Generator.
- Annual Boiler Inspections and Servicing  
As recommend by Alberta Infrastructure, all heating boilers have been inspected and serviced for proper operation by a qualified Service Company, TDHF has contracted Simpson Plumbing of Lethbridge.

### **Homestead Manor - 30 suites (1980)**

The building and its components are in good operating condition, with no problems with the structural or building envelope. Upgrading of interior finishes will be done when apartments become available. We had 3 move ins and 5 move outs this year.

- We replaced 2 water heaters in the manor (funded by Senior Housing).
- A new intercom system was purchased and installed by Securcom.
- New motor was purchased and installed for MUA unit.
- Camera system installed at the Manor.
- Entrance steps and ramps were removed and upgraded with new concrete.
- Replaced common area carpet.
- Annual Life Safety Equipment inspections and re-certifications were completed Fire Extinguishers, Fire Alarm System and Backflow Preventors. We have added annual fire inspections by local Fire Dept.
- Boiler Inspections and Servicing  
As recommend by Alberta Infrastructure, all heating boilers has been inspected and serviced for proper operation by a qualified Service Company, TDHF has contracted Simpson Plumbing of Lethbridge.

### **Pioneer Place - 30 suites (1989)**

The building and its components are in good operating condition, with no problems with the structural or building envelope. Upgrading of finishes will be done when apartments become vacant. This year we had 6 move ins and 5 move outs.

- A new intercom system has been installed by Securcom.
- Camera system has been installed at the Manor.
- Heat sensors in attic needed to be replaced. (28)
- MUA unit put out for bid and replaced by Taber Temp Refrigeration & Heating.
- North wing and south wing have been re-painted.
- Carpet tile has been installed throughout Manor.
- Duct cleaning has been done to Make-up Air units.
- Common area has been repainted.
- Annual Life Safety Equipment inspections and re-certifications were completed Fire Extinguishers, Fire Alarm System and Backflow Preventors. We have added an annual inspection with the local Fire Dept.
- Boiler Inspections and Servicing  
As recommend by Alberta Infrastructure, all heating boilers have been inspected and serviced for proper operation by a qualified Service Company, TDHF has contracted Simpson Plumbing of Lethbridge.



**Harmony Home - 27 suites (1979– 3 story bldg.)**

Harmony Home is the oldest of the Taber Manors and has recently been completely painted on the inside common areas. Upgrading of finishes is done when apartments become available. We had 5 move ins and 5 move outs this year.

- A new Intercom system was installed.
- Camera system installed in common areas of the Manor.
- New LED lights installed in hallways and common area.
- A cell booster was installed for fire panel.
- New carpet tile has been installed in all common areas and hallways.
- Roof over common area has been replaced.
- Annual Life Safety Equipment inspections and re-certifications were completed Fire Extinguishers, Elevator, Fire Alarm System, sprinkler, and backflow preventers. We have added a Fire Inspection by local Fire Dept.
- Boiler Inspections and Servicing  
As recommend by Alberta Infrastructure, all heating boilers have been inspected and serviced for proper operation by a qualified Service Company, TDHF has contracted Simpson Plumbing of Lethbridge.

**Bountiful Manor – 6 suites (Barnwell 1980's and 1995)**

The building and its components are in good operating condition, the number of suites have been upgraded since 2000. Upgrading of suite interiors and finishes with flooring and paint is ongoing. This year we had 3 move ins and 3 move outs in the Manor.

- Bountiful Manor has no common area or corridors; there is no Life Safety Equipment or inspections required.
- We contracted a Maintenance person to mow lawns and shovel snow at the Manor.
- All units had tubs removed and replaced with walk in showers. All new toilets installed in units.
- Some broken trusses reinforced.
- Hailstorm broke a few windows.

**Sunshine Manor – 4 units (Grassy Lake 1993)**

The building and its components are in good operating condition. A new caretaker was hired at the Manor in 2017. We had 1 move ins and 1 move out at the Manor.

- Fire inspection completed by M.D. Fire Dept.
- The common area has been re-painted since last report.
- A new A/C unit for common area was installed.
- Fire alarm has been upgraded to an addressable system.
- All units had tubs removed and walk in showers installed. New toilets also installed.
- Annual Life Safety Equipment inspections and re-certifications were completed Fire Extinguishers and Fire Alarm System.
- WE have added a Fire Inspection by local Fire Dept.

**Prairie Rose Manor – 12 units (Vauxhall 1980's and 1994)**

The building and its components are in good operating condition, with installation of common area and corridor flooring. Upgrading of finishes will be done as suites become vacant. This year we had 2 move-in and 2 move-outs.

- New intercom system was installed.
- The Manor was re-shingled and new eaves troughing since last report.
- 34 Tele-posts were added in the crawl space at the Manor.
- LED lights were installed in the hallway and common area.
- A new condensate pump has been installed.
- Fire alarm upgrade has been completed.
- Common area has been re-painted.
- Annual Life Safety Equipment inspections and re-certifications were completed Fire Extinguishers and Fire Alarm System. The Fire Alarm system is scheduled to be upgraded by the provincial government. We have added a Fire Inspection by Local Fire Dept.

**Community Housing- Phase One - Taber – Ten duplexes - 20 units (1970)**

This housing project has had some considerable work and costs over the years with a higher turn over of tenants than the other phases normally. Condition of these units can vary but in general the building and its components are in good condition, with no major structural or building envelope deficiencies. Work is on-going when apartments become available.

- We had 10 move ins and 11 move outs.
- We had a driveway poured at unit #5112 since last report.
- Replaced some furnaces and Hot water tanks.

**Community Housing – Phase Two - Taber - 3 duplexes - 6 units – (1980's)**

The building and its components are in good condition, with no problems with the structural or building envelope. Upgrading of finishes is ongoing and done when available. Typically, this phase has the lowest turnover of tenants.

- We had 1 move ins and 1 move outs.
- Removed some trees for safety reasons.
- Replaced eve troughs on all units.

**Community Housing - Phase Three -Taber– 4-unit four-plex – (1989)**

The building and its components are in good condition, no problems with the structural or building envelope. Upgrading of interior finishes is ongoing. Hot water tanks and furnace replacement as needed.

- We had 2 move ins and 2 move outs.
- Furnaces replaced in all 4 units.

**Taber Special Needs - Phase Four – 4-bedroom house – (1990)**

The building and its components are in good condition, no problems with the structural or building envelope.

- Water leak reported under driveway, new driveway poured since last report.

**R&N Housing– Vauxhall – (2) - 3 - bedroom houses - 1992**

Both units are in good condition. Repairs are done as needed.

- We had 0 move outs and 0 move-ins

**R&N Housing – Barnwell – (1) – 2 + 1 - bedroom house – 1990**

The house is in good repair.

- The condition of the unit is good with newer carpets and paint.
- We had 0 move-in and 0 move-out

## **General**

Maintenance have kept busy this year with 51 new move ins and 55 move outs with 10 in house transfers.

Since last report:

- We hired a new Maintenance Technician for Maintenance Department.
- Corey and Tim attended BC Housing conference.
- Corey took course on Operation & Maintenance Plan Development.
- Attended Mental Health First Aid with Carrie and Tim.
- Snow removal at Lodge and Taber manors is contracted by RCB Excavating.

End of Report