

# Monthly Bulletin

## November 2023



### **NEWS, INITIATIVES, AND EVENTS**

#### **Open Houses at our Seniors Lodges!**

We held a successful Open House in Banff on November 4. We estimate that around a third of our target audience in Banff (those interested in, or appropriate for lodge living) attended and received the information they were looking for. If you missed it, don't worry, you can contact us at (403) 678-5922 or wait for our next event in the new year.

We had planned to hold an Open House in Canmore on November 25, but a small Covid -19 outbreak has interfered so we will rebook it in the next couple of months. Please stay tuned for more information.

You or someone you care about can age in comfort and dignity in the community at our affordable, and caring seniors' lodges. Our lodges serve independent seniors, where we do the cooking and cleaning, allowing our residents to focus on living well. Residents can arrange to receive Home Care services in the lodges, but otherwise we do not offer healthcare programming except in our Designated Supportive Living wing in Canmore.

#### **Designated Supportive Living (DSL)**

##### **Operations**

The new program delivers public DSL care to the region and helps keep seniors close to their loved ones and supports in the community longer. The first floor, which will be operated as a secure dementia wing, has yet to open pending hiring. We are working with SE Health on recruitment strategies, including a collaboration on employee housing.



#### **2023 Client Satisfaction Survey**

The results are in, and they show that overall client satisfaction remained stable at 96% over the past year. Approximately half of our residents from our lodges, independent seniors' apartments and family housing completed the anonymous surveys and 97% of them said they would recommend BVRH to others. We scored 100% satisfaction in staff friendliness and respectfulness! One of our favourite quotes came from a resident of our independent seniors' apartments: "I just want to say thank you to all the staff for the good job you do to make our living enjoyable"!

#### **2023 Employee Satisfaction Survey**

The results are in, and they show that overall employee satisfaction remained stable at 92% over the past year. Approximately three-quarters of our employees from all departments and facilities completed the anonymous surveys and 94% of them said they would recommend friends to work with BVRH. We scored 95% satisfaction in compensation. One of our favourite comments said, "One of the best places to work in the Bow Valley"!

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**PROGRAM OCCUPANCY RATES**

<b>Bow River Lodge - NSL</b>	93%
<b>Bow River Lodge – DSL</b>	50%
<b>Cascade House</b>	74%
<b>Bow River Homes</b>	100%
<b>Mount Edith House</b>	100%
<b>Community Housing</b>	100%
<b>Rent Supplement</b>	100%

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**SPECIAL PROJECTS****This is Home (Phase 3+)**

Considering stubborn uncertainty in the interest rate markets, rising construction costs and challenges aligning GOA and CMHC funding, we will submit our project proposal to Alberta Seniors, Community, and Social Supports in 2024. This will allow us to develop greater certainty toward future capital and operational sustainability.

These projects, if approved, will refresh much of our Community and Seniors' Independent Housing stock while adding different types and affordability levels of housing to the region in Canmore and perhaps elsewhere. We hope that the GOA will appreciate and be able to approve the opportunity here and that we will be able to collaborate with them, the Town of Canmore, and ideally other Housing Agencies to address some of the housing crisis in the Bow Valley.



# **BOW VALLEY REGIONAL HOUSING**

Alberta's HMBs were created by the Government of Alberta (GOA) to operate and administer provincially-owned social housing facilities and programming. The Province holds an extensive portfolio of these facilities through the Alberta Social Housing Corporation (ASHC), serving many needy and vulnerable Albertans. Each HMB is a not-for-profit self-governing corporation under the Alberta Housing Act that manages ASHC assets in their respective region. HMBs may operate various housing programs and own facilities. HMBs function as property managers for the Province, often working to address relevant housing needs in their region.

Every municipality in Alberta is a contributing member of their regional HMB and, as such, must have at least one appointee serving on the governing board. HMB board members are responsible for acting in the best interests of the body and the entire region.

HMB operational funding sources can vary. Tenants pay accommodation fees, which are usually subject to affordability limits. These limits typically lead to operating deficits by constraining the ability to collect fees sufficient to cover operations costs fully. Provincial grants and municipal requisitions subsidize seniors' lodge deficits, whereas the Province alone funds deficits in independent seniors and community housing programs.

As the HMB for the Bow Valley region, BVRH is responsible for social housing and affordable supportive living accommodation for seniors throughout Kananaskis Country, the Bow Corridor, the MD of Bighorn, and all of Banff National Park. The region covers an area of 13,500 square kilometers that has two towns and seven hamlets that contain approximately 28,000 people. Our five contributing municipalities are Kananaskis ID, MD of Bighorn, Banff, Canmore, and Improvement District No9. Residents of the region can access our programs, subject to eligibility requirements.

We are an independent body that collaborates with two provincial ministries, five municipal governments, numerous agencies in our region, and provincial organizations to provide and promote safe and appropriate housing. Please see [www.bvrh.ca](http://www.bvrh.ca) for contact information.

## **OUR MISSION STATEMENT**

Bow Valley Regional Housing provides accommodation services, including seniors' supportive living for Bow Valley region residents who struggle to secure and maintain income-appropriate housing.

We provide housing-related programs to approximately 400 residents in the Bow Valley region, delivered through our four programs. These programs are housed across seven properties in Banff and Canmore that contain thirty-four separate buildings, twenty of which are stand-alone houses.

Our projects include the following:

- Seniors' lodges in Canmore and Banff provide room and board to the 150 residents.
  - The DSL wing at Bow River Lodge in Canmore delivers designated supportive living to the region through sixty 24-hour care suites that provide appropriate care and accommodation to our vulnerable seniors.
- Seniors' self-contained independent housing buildings in Canmore and Banff that include a total of 62 one-bedroom apartments.
- Family housing residences in Canmore include 38 townhouses and 20 houses.

- Rent Supplement Programs currently provide financial assistance to approximately 60 households in the Bow Valley.
- Planning is underway to convert a 15-suite lodge wing into housing.
- Planning is underway for re-profiling a part of the Bow River Lodge site to increase the number of seniors' self-contained suites while adding other affordable housing options.

## OUR VISION STATEMENT

Bow Valley Regional Housing collaborates with relevant agencies, ensuring that suitable programming mitigates the housing needs of our client base.

- We make decisions and recommendations using relevant and valid community trends and housing needs data.
- We obtain funding to develop infrastructure that meets identified needs in social and supportive income-appropriate housing programs.
- We embrace principles that incorporate innovation, service excellence, best practices, and energy efficiency.
- We attract, retain, and support highly qualified and caring staff.

The BVRH team includes approximately fifty employees based at Bow River Seniors Lodge in Canmore and Cascade House in Banff. Our Central Administration and Maintenance Teams are based in Canmore and serve all our projects. We have dedicated Housekeeping and Food Services Teams at both lodges.

## OUR VALUES



More information is available on our website at [www.bvrh.ca](http://www.bvrh.ca)