



MCF Housing for Seniors

Senior's Scene

Winter 2007/08

Metropolitan Calgary Foundation

Issue Thirteen

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Willow Park Wines and Spirits 14th Charity Auction Gala

On Saturday, November 17th, Willow Park Wines and Spirits held its 14th Charity Wine Auction in support of the Vintage Fund, a fund begun by WPW&S and administered through the Calgary Foundation. WPW&S has committed to helping MCF raise \$10 million for a new low to middle income seniors apartment building proposed for the Bow Valley site in the near north east just off Memorial Drive. The Charity Wine Auction is the culmination of a week of events. This year, the live auction raised approximately \$146,000 for the Vintage Fund. Rosemary Crawford and Ron Middleton, MCF Board members were on hand with Scott Henuset, MC to get the live auction under way.



Don Campbell's Retirement

Far left: Don Campbell, Jim Petty, Rosemary Crawford and Ron Middleton celebrate Don's retirement from the Board of Directors.



Metropolitan Calgary Foundation since 1962

Executive Director's Message

Seasons Greetings!

This fall has quickly turned to winter and activities at MCF has continued at a expeditious pace. The Foundation is pleased to announce the new Board Executive for 2007-2008: Dr. Judy Birdsell - Chairperson, Ernie Hawrylyshen – Vice Chairperson and Ron Middleton – Treasurer. The Foundation also welcomes new Board members Sam Goresht and James Hubbard. Many Board members attended the wonderful Christmas parties held in MCF's supportive housing facilities. The parties were an incredible success and we extend our appreciation to our staff in making the Christmas Season so memorable.

The Foundation recently honoured Donald Campbell, who retired from the Board after serving eleven years with MCF including five years as Chairman. In addition a number of long service employees retired this fall including Joyce Pedersen after 33 years of service. MCF had the pleasure of honouring another colourful centenarian this year - Mrs. Alice McGowan who brings our total centenarians to five.

A special congratulation is extended to Leanne Triplett who was promoted to Manager Lodge Operations; Kathy Eyre and Kelly Broszat who have been appointed as Facility Managers at the Aspen Lodge and the Westview respectively; and Kari Garlock and Linda Profeta have recently been permanently appointed as Facility Managers. The Foundation supports the growth and development of our staff as shown in these successful appointments.

MCF Administration is Moving

After eleven years in the same location MCF is moving. MCF administration is in negotiations for spacious offices in an easy to access location with ample free guest parking, accessibility and great views. Administration is expecting to have the lease finalized by December 25, just in time for a corporate Christmas present! That is the good news. The not so good news is that the new facility will not be available until March 1st, 2008.

Not to worry; MCF administration and lodge staff have become very creative in seeking short term solutions. For January and February, Resident Services, Finance, Payroll and Reception will be working out of Spruce Lodge; 1055 Bow Valley Drive NE. Human Resources will be using a current Human Resource office located at Aspen Lodge, 1171 Bow Valley Lane

Sunset Memorial & Stone recently celebrated its 15th year in business with a wonderful celebration and took the opportunity to give back to the community.

Owner Bob Cardell commissioned artist Odie Hansen to create four marble sculptures honouring the occasion that were donated to local note worthy charities including MCF. MCF is truly honoured to be recognized by a company that provides lasting memories. The beautiful white marble bear is currently on display at the Westview and will make its permanent home at the new Bow Valley Supportive Living Apartment in 2010. Speaking of the Apartment, the project will really break ground in 2008 as the building construction starts in the spring and tenants participate in the interior design.

As 2008 approaches it promises to be a busy year as the Board of Directors have recently approved a new governance manual and the 2008-2013 Strategic Plan. Plans in early 2008 include the development of the 2008-2011 Business Plan and the relocation of the administration offices temporarily to Spruce Lodge and then to a new office in April. Best wishes for a successful 2008!



Lauren Ingalls, Executive Director

NE. Managers including the Executive Director, Human Resource Manager, Operations Manager, Maintenance Manager, Resident Services Manager, Controller and Public Relations Manager will be working part time out their homes and part time at a lodge location. All mail can now be sent to PO 31081, Bridgeland RPO, Calgary, AB T2E 9A3.

To reach a Manager by phone call their current direct line number and leave a voice mail message. All Managers will be accessible through email. MCF reception will be housed at Spruce Lodge and the Foundation will be retaining its current phone number.

MCF will be hosting an "office warming" party in late March or early April to officially open the new space.



MCF Resident Survey

The Metropolitan Calgary Foundation conducts resident audits every three years as part of the preparation for developing its business plan. The results of the audit are used to determine the level of resident satisfaction with various aspects of the Foundations management. The completed resident audit results are presented to the Foundation Board of Directors in a formal report

The questions are formulated to elicit information about several key areas in the Foundation including food services, housekeeping, recreation and maintenance. MCF also tries to gauge the level of satisfaction with staff and other resident interaction. Participation is voluntary, anonymous and the return rate on surveys was 61% which is statistically high enough to ensure that the data is reliable.

MCF sets a benchmark of an eighty percent satisfaction rate. Any area that is under that mark is targeted as an area of improvement. Only one significant area, overall satisfaction

with food services at 78%, came in under the 80% mark.

Some highlights of the survey include; Accommodations: 93% or residents think the lodge is safe and secure, 97% are very satisfied with the accommodations; Staff: 94% of residents found the Facility Manager responsive and approachable and a resounding 97% of residents think MCF is an ethical organization; Activities: 74% of residents indicated that they do not participate in lodge activities due to health reasons while 82% were very satisfied with the activities in the lodge.

In this survey MCF also asked questions relating to how MCF is perceived by the families of residents. Of all the questions asked, “My family is happy that I am a resident of MCF” received the highest overall satisfaction rate at 98% while 95% of residents agreed that they liked living at their lodge and thought it was the best place for them to be.

Calgary Human Resources Marketplace Challenges

MCF is a large and diverse organization serving more than 1,400 senior citizens in 22 locations throughout Calgary. Like most organizations in Calgary, the Foundation is faced with operational and human resources challenges such as escalating good and services costs, labour shortages and the need to remain competitive in wages and benefits. Balancing the needs of residents and employees is a constant challenge especially in this competitive labour market.

How successful is the Foundation at this balancing act? The resident survey indicated how successful MCF is at meeting resident needs and some of the following statistics indicate how satisfied employees are in the Foundation.

MCF Employees demonstrate an outstanding commitment.

Close to 40% of MCF’s current staff between 5 and 30 years of service providing residents with quality service. Fifty-one percent of MCF employees have 1 to 4 years of experience, while only 12% have less than 1 year. In the workforce today, the average years of service for an employee in any industry is 4 years. The average years of

service for all employees at MCF is 8 years double the Calgary market rate.

Almost 20% of MCF employees are over fifty-five indicating that over the next two to ten years people will be retiring. It is only through succession planning, career/employee development and external recruitment that MCF can prepare to fill these positions. The Foundation is optimistic that some of MCF retired employees will even return to work in some capacity.

MCF prides itself on being an equal opportunity employer and 36% of our current workforce represents employees from diverse cultures and backgrounds – a fact that we all celebrate and support every day.

Human Resources closely monitors pay and benefits for all classifications of positions to ensure that our employees are well paid for the type of job they hold. By participating in and analyzing annual salary surveys and remaining current on compensation trends and MCF is able to ensure our rate of pay and benefits offered are either at par or above par with similar jobs in other organizations.

MCF is becoming a more flexible competitive employer that is seeking more inventive ways to achieve the twin goals of providing exceptional service to seniors and having a happy, committed work force.

Q & A

Question: This question comes from the Foundation's Resident Services Department as one of the most common questions that people ask when calling the Foundation

What is the difference between independent living, supported living, assisted living, designated assisted living and long term care?

Answer: First, it is important to understand the rules that the Metropolitan Calgary Foundation operates under. MCF is one of many management bodies formed by the provincial government that are charged with operating seniors housing on behalf of the province of Alberta and the municipality. The Foundation is responsible to and has its budget approved by the Minister of Alberta Seniors and Community Supports. The legislation that governs the Foundation is the Alberta Housing Act.

MCF belongs to a provincial association of senior's housing providers called The Alberta Senior Citizen's Housing Association and this organization and Alberta Seniors have developed definitions for each of the different housing categories.

These are the definitions that MCF uses. The definitions are based on providing the accommodations and services based on a senior's abilities.

Independent living is defined as providing an apartment or townhouse style unit to a senior who can manage their daily tasks and live independently without risk to themselves or others but could need some help from community services such as home care. The Management body is essentially a property manager.

A supported living unit is, in Calgary, a lodge which is a senior's congregate living residence for independent seniors who may require community supports such as home care. The lodge provides all meals, housekeeping, 24 hour non medical staff and a planned recreation program. The housing provider does not provide any health or nursing care. These units can be also be managed by private for profit housing operators.

Assisted living is a combination of housing and services in a residential usually congregate setting. Generally, assisted living residents have more health care needs than those living in a supported living lodge. In some rural locations, a lodge may be referred to as an assisted living facility and so may small care homes. The housing provider does provide some health care staff. These units are usually managed by private for profit housing operators.

Designated assisted living is a contract between a regional health authority and a housing operator for a certain number of spaces in the housing operator's building that may include contracted services for people who require more care than what is provided by home care but less than 24 hour professional nursing services. The Health Region provides the medical care. These units can be in a private for profit housing operator's building but they are subsidized by and admissions are controlled through the Health region, not the building operator.

Long term care is a congregate living setting for seniors who require 24 hour professional nursing services. These units are managed by the Health region.

If it sounds confusing try to remember that the type of housing will be defined by the needs of the senior. The higher the need, the more health care services.

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