



North Peace Housing Foundation

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North Peace Housing Foundation Board Meeting Synopsis – April 1, 2020

Resident and Tenant Levels:

As of February 2020, we had a total of 198 lodge residents, up 1 from the month of January. Our lodge unit occupancy at the end of February was 88% of the 224 lodge units occupied.

We had 118 occupied senior apartment suites at the end of February, down 1 from the month of January. Our occupancy rate at the end of February was 91%.

Garden Court Seniors Apartments continued to have 58 out of 63 units occupied at the end of February; our occupancy rate was 92%. We had 6 out of the 8 trailers in Cadotte occupied at the end of January.

The Family Housing program had 91 of the 123 units occupied, up 3 from the month of January, and 24 of the 40 R&N units occupied, with an overall occupancy of 71%.

We continued to have 39 Rent Supplement recipients in the month of February. No new applications for rent supplements are being accepted at this time while the existing programs are being reviewed for consistency of benefits and to ensure households that need assistance most are prioritized.

Meeting Notes:

The MNP Audit was accepted as presented and Administration was directed to have the final documents signed and forwarded to the Province.

Many other items were discussed at the meeting, though there were no specific directives at this time: Setting up a meeting video conference process for future meetings, communications procedures for responding to outside inquiries, day care for essential services, our Housing disposition strategy, and provincial negotiations around Doctor's contracts - it was suggested that this may be better handled by municipalities than the NPHF.

Administration:

Our new normal, if you can even venture to call it that, is COVID-19. This has had an enormous impact on the daily operations of the Foundation. Staffing shortages at the Harvest and Homesteader Lodges have resulted in pulling resources from Central Office, combined with self-isolation due to travel and household illness, or childcare issues, has led to working remotely from home where appropriate and limited numbers physically at the office. With that said, I am impressed daily with how everyone has come together as a team to get the work done. The technological changes that we have made over the last year prepared us to deal with a situation where remote access is required to fulfill daily work obligations.

Most transactions that have anything to do with items coming in or out of Central Office are done using a drop box. Once items enter our office space they are disinfected and distributed accordingly. We have set up alternate

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methods of rent collection and have asked that tenants not come to the office; if they do, we do what we can through the door, not allowing people to enter the workspace. We have been reaching out to our Family Housing and Rent Supplement tenants to discuss rent payment options and any difficulties that they may be experiencing with regards to income. We are guiding them to the provincial and federal supports that are now being made available to them with hopes that they will find some financial relief.

We have all been consumed by the daily COVID-19 updates and flood of information. Once the information filters down, the day is spent developing communications, having Teams calls with Management and Staff, and teleconference calls with the province, other housing providers, and Alberta Health Services (Home Care and Public Health). Speaking to other housing providers has proven invaluable, as we are all experiencing similar

difficulties and there has been great insight and creative solutions shared. The information and support that North Peace Housing has received from our local Public Health Inspectors and the North Zone Home Care Regional Manager has been phenomenal. We are in regular communication trying our very best to ensure that our most vulnerable population and staff are safe and protected from the ongoing pandemic. I take their recommendations seriously and implement as required.

I would like to take a moment to highlight the efforts of our frontline Staff in our Lodges, who have been giving 110% to ensure that the residents they care for are protected. It is easy to give the directive for a new protocol to be implemented, but that one protocol could potentially disrupt their entire work schedule. To give one example, the separate meal settings combined with social distancing at Heritage Tower. It doesn't sound that complicated, but consider not only the change to the seniors schedule, but the fact that the entire work schedule gets disrupted because the length of time it takes to get through one full meal; the disinfecting that needs to happen to each table, chair, tray and trolley between the settings alone extends each meal. Consider now that this must happen 3 times a day. To help ease the burden, we are bringing in additional staff to assist with the meal service and disinfect throughout the day where appropriate. This is just one example of the impact that the ever-changing protocols and infection control have had on the Management and Staff of our facilities.

Our Maintenance staff are trying as best they can to continue to take care of emergent work orders without coming into contact with our seniors or Family Housing tenants. For the most part, and whenever possible, they are working independently and focusing much of their efforts on unit renovations, while the general nonemergent work orders are being put on hold. This will result in a backlog of work orders once things get back to normal, but we need to take all necessary measures to keep not only our clients, but our staff safe and healthy.

As per provincial directive, North Peace Housing is now screening each employee before each shift; the screening includes a questionnaire and temperature check. Currently, the Managers are calling the employees before their shift to deliver the questionnaire. If they answer no to all questions, the employee is cleared to go to the facility. Once they arrive at the facility, their temperature will be taken by the staff member on shift to ensure that they are not symptomatic (we are waiting for thermometers to arrive, as there is currently a shortage across the province). They will be allowed to start their shift only if they have a reading within the normal range.

This same process will be followed by Central Office staff, Management and Maintenance. We remain hopeful that with the proper procedures in place, we can limit the impact that the virus will have across the Foundation.