

Communications & IT Report for October 2019

IT Information:

New iPhones have been configured and provided to all Managers and maintenance staff. The previous units were outdated and, in many cases, had failing batteries. This was done in conjunction with the overall Telus package negotiated by Costek with Telus. The process involved working with each user and ensuring that all needed information was transferred and that all Apps are working as expected.

Harvest Lodge has had its Internet infrastructure upgraded from <20Mbps to over >75Mbps bandwidth. At Heritage Towers, Optik Internet is being installed in the main offices and in the staff area which will greatly improve bandwidth and allow us to resolve remaining wireless coverage issues. We are scheduled to do a similar update in Manning in Mid November. This is also done in conjunction with the overall Telus package negotiated by Costek with Telus.

General:

Daily backups of the Director's PCs and notebooks are occurring nightly to the repurposed Datto unit and the second Datto unit is now backing up these units to the cloud twice daily.

Office 365 Backup (Backupify) is configured and functioning properly. All of our OneDrive, Exchange, and SharePoint data, for all of our Office 365 users, is backed up on a Canadian server in Toronto.

Communication Information:

Prepared two documents for handing out at meetings. The first is called "NPHF Basics" and is for general distribution to answer the question "What are you and what do you do?" The second is a more detailed report intended for presentation to regional councils etc. Samples attached.

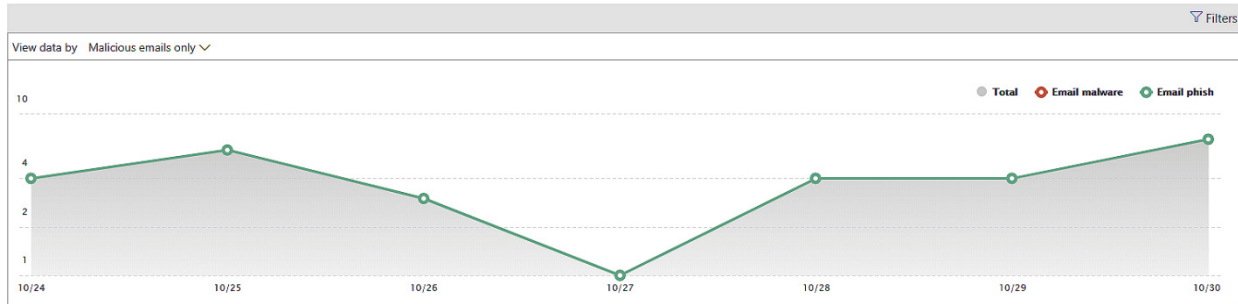
Took 360 photos of Del-Air Lodge in preparation of updating their webpage.

I Emceed the Senior's Fair put on by Amina Usman, Seniors Service Coordinator for the Town of Peace River. Peggy Genge and I also staffed a table at the Fair where we, mostly Peggy, handed out our information and talked to numerous seniors about the services that we offer. Over 200 Seniors attended with 16 vendor display tables.

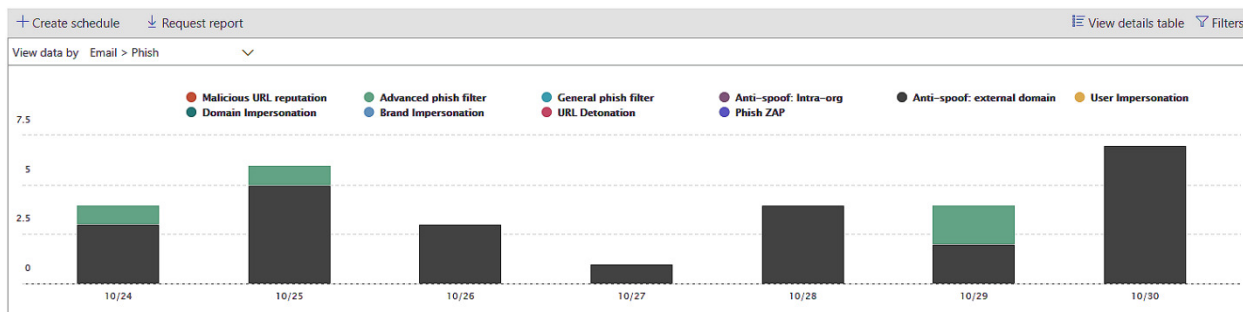
For your information:

For general information, I am including in this report a sample of the protections that are in place and a sample of one week's results. "Phishing" is the most popular vector for Ransomware attacks.

The first image shows one week of "Phishing" emails that are intercepted by the Office 365 infrastructure. Last month there were 32 fishing emails intercepted as follows: tammy.menssa@nphf.ca (9), linda.landaker@nphf.ca (7), clayton.bober@nphf.ca (6), adminfinance@nphf.ca (4), lynette.schultz@nphf.ca (4), ashli.champeau@nphf.ca (2), rhonda.massier@nphf.ca (2), sharon.henitiuk@nphf.ca (2), zbigniew.golec@nphf.ca (2) and christine.simser@nphf.ca (1).



The next image shows the same weeks activity. Note the black “Anti-Spoof: External Domains.” Microsoft’s anti-spoof technology specifically examines forgery in the ‘From: header’. Attackers sometimes spoof external domain names and send emails as that spoofed domain to an organization.



This last image shows a report from Kaspersky Endpoint regarding one incident over two days. All threats have been addressed. The attempted infection was successfully stopped by Kaspersky. This was also the result of an email-based attack.

Name	Scope	Group	Tag	Type
Search Systems	All Scopes	All Groups	All Tags	All Types

Event Status	Start Date	End Date
All Statuses	10/1/19	10/31/19

Status	Date	System	Threat Name
Active Threat	Oct 22, 2019 8:48:06 AM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	HEUR:Exploit.Script.Generic
Active Threat	Oct 22, 2019 8:48:05 AM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	HEUR:Exploit.Script.Generic
Active Threat	Oct 22, 2019 8:48:05 AM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	HEUR:Exploit.Script.Generic
Deleted	Oct 21, 2019 7:02:35 PM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	
Deleted	Oct 21, 2019 7:02:42 PM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	
Deleted	Oct 21, 2019 7:02:21 PM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	
Quarantined	Oct 21, 2019 7:02:35 PM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	HEUR:Exploit.Script.Generic
Quarantined	Oct 21, 2019 7:02:42 PM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	HEUR:Exploit.Script.Generic
Active Threat	Oct 21, 2019 7:02:21 PM	DESKTOP-QTV4A90 - Linda Landaker Windows 10 Pro	HEUR:Exploit.Script.Generic

Respectfully Submitted,

Don

Don Good

Director of IT, Communications and Stakeholder Relations



Quick Facts!

The North Peace Housing Foundation (NPHF) is a management body established by Ministerial Order under the Alberta Housing Act to provide adequate and suitable housing in a variety of housing types that are accessible to low-income households in need.

Our Five Core Business Portfolios:

Senior Citizens' Lodge Program

- Basic room and board accommodation, supplemented with housekeeping, laundry and recreation services. Both single and double occupancy rooms are available. Single rooms vary in size from 205 sq. ft. to 510 sq. ft. Rates vary in accordance with room sizes and income.

Seniors Self-Contained Apartment Program

- One bedroom apartments, specifically designed for seniors. Rental rates based on 30% of household income, reviewed annually.

Family Housing

- Detached or semi-detached residential dwellings ranging from 2 to 5 bedrooms, with rental rates based on 30% of household income, reviewed annually.

Affordable Housing Programs

- Rental rates are set by the Housing Management Body in accordance with program guidelines but will be at minimum 10% below the market rate for the area in which the housing units are held, reviewed annually.

Rent Supplement Housing Programs

- Rent subsidies provided to low-income households renting in the private market. Rental subsidies are based on 30% of household income, reviewed annually. Maximum subsidies may apply.

PARTICIPATING MUNICIPALITIES:

Clears Hills County
Town of Grimshaw
County of Northern Lights
Town of Manning
Northern Sunrise County
Town of Peace River
M.D. of Fairview #136
Village of Berwyn
M.D. of Peace #135
Village of Hines Creek
Town of Fairview
Village of Nampa

The North Peace Housing Foundation is working on the redevelopment of their senior supportive housing portfolio to accommodate seniors with higher care needs, allowing the Foundation to serve a larger segment of the senior population. As part of this redevelopment, the Foundation will continue to optimize the use of assets to serve the changing needs of the seniors and design and redesign facilities to match expectations.

Manning: The North Peace Housing Foundation will support and promote the redevelopment of the Del-Air Lodge property to create a rural designated assisted living facility in Manning and will work with Alberta Health Services to bring higher care services to the seniors that live in the area.

Fairview: The North Peace Housing Foundation is proposing to construct a 35-suite addition onto the Harvest Lodge in Fairview and partner with Alberta Health Services to bring higher care services to the seniors that live in the region.

Improving Stakeholder Communication and Engagement: The North Peace Housing Foundation commits to engaging our stakeholders, and improving the communication of strategies, research and data supporting our vision and goals. The Foundation will consistently provide status updates on the main initiatives within our Business Plan. Our plan is available to the public at: <https://www.nphf.ca/business-plan.html>.

Community Housing Program

The Community Housing Program is designed to provide affordable rental accommodation to low and moderate-income families and others who are unable to obtain adequate and affordable housing in the region's private sector market.

We have a range of units and programs to fit our family housing clientele. To start the process, fill out the application which you can download at : <https://www.nphf.ca/nphf-application-form.html> and bring it to our office at 6780 - 103rd Ave., Peace River, AB, T8S 0B6.

Rent Supplement Programs

Private Landlord Rent Supplement—Local housing management bodies pay private landlords a rent supplement to subsidize the difference between a negotiated market rent and 30 percent of a household's adjusted income.

Direct-to-Tenant Rent Supplement—A subsidy is paid directly to an eligible tenant to assist with rental costs, and is delivered by local housing management bodies. The subsidy is based on the difference between 30 percent of a household's income and an agreed upon market rent, to a maximum subsidy established by the housing management body. (The current maximum subsidy provided by North Peace Housing Foundation is \$400.00 per month)

Applicants wishing to apply for Rent Supplement may be directed to other options/programs as determined by the North Peace Housing Foundation.

Projects / Developments

Westview Development Area: In 2014, North Peace Housing completed the development of the first phase of the project, Garden Court Seniors Affordable Apartments. The 63-unit apartment building, with one and two bedroom units for low to moderate income seniors aged 55+, is made up of 53 affordable units and 10 market units, based on the Foundation's goal of introducing a mixed income model to create sustainability within the portfolio.

Spruce Court Redevelopment: Built in the 1960s, Spruce Court presently consists of 15 duplexes. While the location is conveniently located close to schools, recreation facilities and outdoor playground areas, the Foundation is working to provide housing for more families and improve the amenities available. Existing units will be replaced with new appropriately designed energy efficient residences, creating a safe, comfortable and inclusive community.

Condominium Focus Group/Community Consultation: Phase two of the project includes a 12-unit condominium development for seniors on the site. The community input and consultation phase, beginning with the selection of a focus group to be involved with the Foundation to ensure the product we develop meets the expectations of the seniors, will commence in the fall of 2019 and will see the condominium project move to the planning phase upon completion of this process.

We are planning to hold meetings later this fall with people interested in being involved in the Condominium Focus Group. If you wish to participate, please contact us at 780-624-2055.

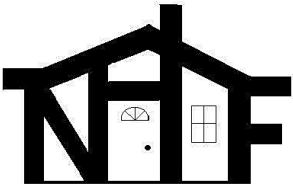
Sustainable Remote Housing Initiative

Hamlet of Cadotte Lake: Eight single family residential 3 bedroom dwellings (mobile homes). Rental rates are based on 20% of household income, reviewed annually with all associated costs (heating fuel, water and sewer, electricity, insurance and taxes) being paid by the tenant. The units are intended, through a modified rent to own process, for sale to the tenants.

North Peace Housing Foundation

6780—103 Ave., Peace River, Alberta — Phone: 780-624-2055 — Email: general.inquiries@nphf.ca

www.nphf.ca



North Peace Housing Foundation

6780 – 103 Ave., Peace River, AB, T8S 0B6

Tel: (780) 624-2055 Fax: (780) 624-2065

Email: tammy.menssa@nphf.ca

An Introduction to North Peace Housing

History of the North Peace Housing Foundation

On April 11, 1960, through the signature of the lieutenant governor in council, the North Peace Foundation was born. A provincial government initiative to construct fifty retirement homes for seniors brought the first lodge to this area in Berwyn. Through an agreement of twelve municipalities, the Foundation was established to oversee the operation of the Lodge and to help provide for any funding shortfalls.

Over time the Foundation entered new service areas as lodges were constructed in Manning in 1976, Hines Creek in 1983 and Peace River in 1985. The ten-year period, between 1975 and 1985, was a time of expansion for the Foundation, as the organization also oversaw the construction and management of new apartment buildings for seniors. A total of 133 seniors apartment units were constructed and managed by the Foundation in five communities.

In 1994, the Foundation was asked to lead a project to consolidate housing agencies in the north peace. As a result, the Foundation now manages programs that include housing for low-income families. This change in mandate also brought a change in our name and in 1995 the Minister of Municipal Affairs signed a Ministerial Order establishing the North Peace Housing Foundation as a management body.

Operating under the Alberta Housing Act, and its referenced regulations, the North Peace Housing Foundation operates four (4) Senior Citizens' Lodges and by Agreement with the Province of Alberta (Alberta Seniors & Housing), manages eleven Seniors' Self-Contained Apartment projects.

This is in addition to managing a sixty-three-unit Affordable Housing project plus the region's Community Housing, Rural and Native Housing, Sustainable Remote Housing, Private Landlord Rent Supplement and Direct to Tenant Rent Supplement programs.

The Board of Directors

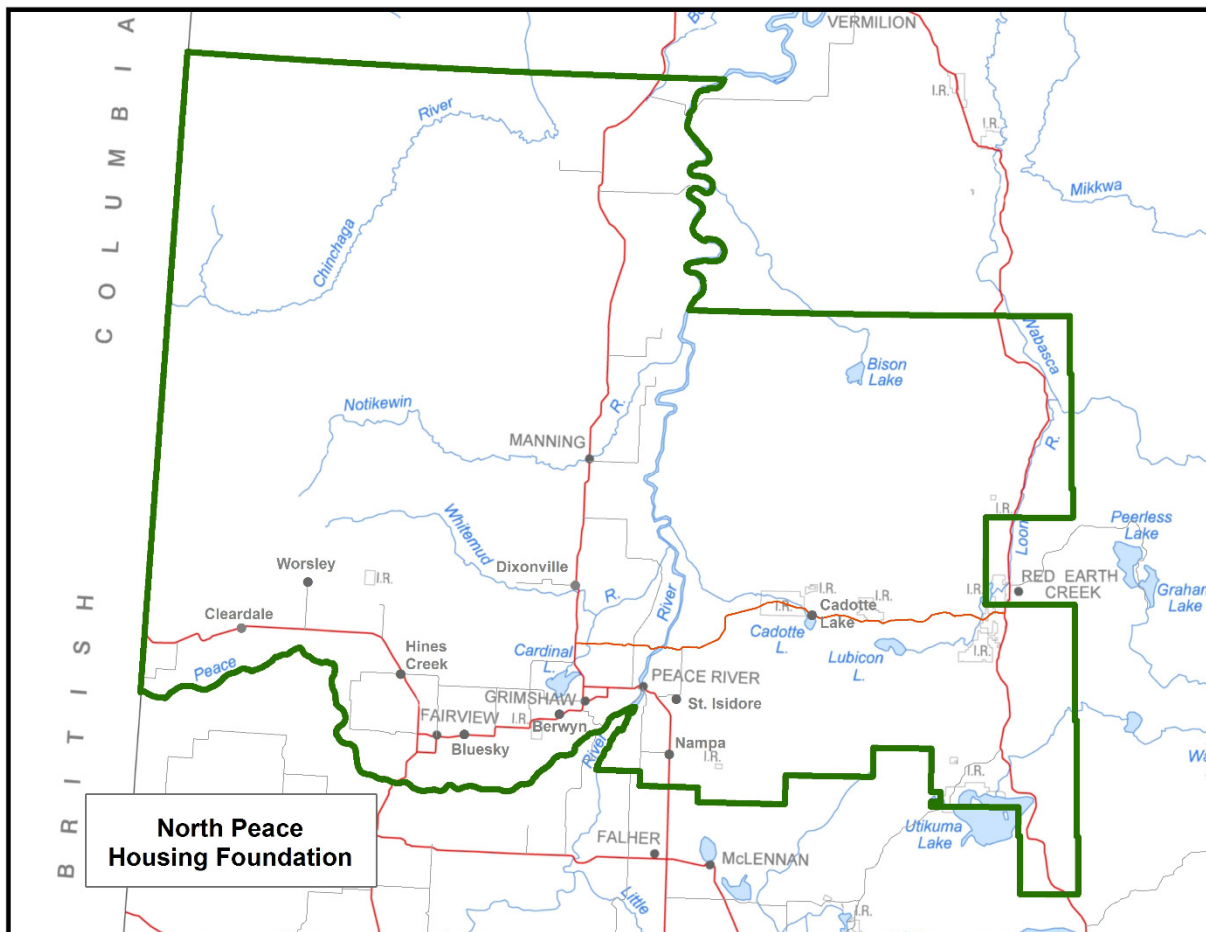
The North Peace Housing Foundation Board of Directors is the governing body of the Foundation. It is comprised of twelve (12) Directors each appointed by the respective council of a participating municipality.



PARTICIPATING MUNICIPALITIES

Clears Hills County
County of Northern Lights
Northern Sunrise County
M.D. of Fairview #136
M.D. of Peace #135
Town of Fairview

Town of Grimshaw
Town of Manning
Town of Peace River
Village of Berwyn
Village of Hines Creek
Village of Nampa



The Board of Directors is charged with the responsibility to ensure the efficient and effective management of the Management Body and the housing properties within their area of responsibility. They are to provide the Province with enough documentation to support that they are, in fact, managing in an appropriate manner. Part of that documentation is presentation of a three-year business plans which outline the short and long term building maintenance plans, the projected revenue and expenditures and an estimate of any capital expenditures.



Funding

Senior’s Housing: We receive funding from three sources: rents and service charges from our tenants – approximately 3.5 Million dollars; the Provincial Government Lodge Assistance Program (LAP) grant – approximately \$815,000.00; and requisitions collected on our behalf by municipalities throughout our region in a manner similar to the Alberta Education Property Tax – approximately 2.75 Million dollars.

We greatly appreciate the municipalities role in collecting these funds on our behalf. These are collected in accordance with Ministerial Order H:062/95 and The Management Body Operation and Administration Regulation.

The 2019 requisition amounts can be seen below.

NORTH PEACE HOUSING FOUNDATION						
2019 REQUISITIONS BASED ON 2019 EQUALIZED ASSESSMENTS						
BASED ON MILL RATE OF	0.4354813					
	2018	2019	PERCENTAGE	2018	2019	\$300,000.00
	EQUALIZED	EQUALIZED	OF TOTAL	TOTAL	TOTAL	PROPERTY
MUNICIPALITY	ASSESSMENT	ASSESSMENT	REQUISITION	REQUISITION	REQUISITION	PAYS
VILLAGE OF HINES CREEK	19,836,523	20,081,694	0.314802%	\$ 8,599.99	\$ 8,745.20	\$ 130.64
VILLAGE OF BERWYN	37,290,722	34,777,997	0.545182%	\$ 16,167.14	\$ 15,145.17	\$ 130.64
VILLAGE OF NAMPA	49,742,633	50,946,766	0.798645%	\$ 21,565.58	\$ 22,186.36	\$ 130.64
TOWN OF MANNING	119,633,065	117,170,672	1.836776%	\$ 51,866.10	\$ 51,025.64	\$ 130.64
TOWN OF GRIMSHAW	277,631,871	274,868,405	4.308857%	\$ 120,365.40	\$ 119,700.05	\$ 130.64
M.D. OF PEACE #135	289,155,828	285,213,749	4.471032%	\$ 125,361.53	\$ 124,205.26	\$ 130.64
TOWN OF FAIRVIEW	303,117,179	301,314,089	4.723422%	\$ 131,414.38	\$ 131,216.66	\$ 130.64
M.D. OF FAIRVIEW #136	345,706,942	344,387,984	5.398651%	\$ 149,878.88	\$ 149,974.53	\$ 130.64
TOWN OF PEACE RIVER	975,850,968	974,368,978	15.274280%	\$ 423,073.51	\$ 424,319.49	\$ 130.64
CLEAR HILLS COUNTY	1,057,989,674	1,102,629,259	17.284897%	\$ 458,684.19	\$ 480,174.44	\$ 130.64
COUNTY OF NORTHERN LIGHTS	1,341,446,030	1,335,035,160	20.928109%	\$ 581,574.75	\$ 581,382.87	\$ 130.64
NORTHERN SUNRISE COUNTY*	1,285,797,134	1,538,353,784	24.115347%	\$ 557,448.55	\$ 669,924.33	\$ 130.64
TOTAL	6,103,198,569	6,379,148,537	100.000000%	\$ 2,646,000.00	\$ 2,778,000.00	\$ 130.64

*Northern Sunrise County Total Equalized Assessment for 2019 was \$ 2,197,648,263. North Peace Housing Foundation applies 70% of that total.

Self-Contained and Community Housing: approximately 2.3 Million dollars from rent and service charges and \$625,000 from Provincial grants.

Affordable Housing: Self sustained from Rent and Service charges.



OPERATIONS - In Housing Units

SENIORS' SUPPORTIVE LIVING ACCOMODATION

Del-Air Lodge	Manning	51 Units
Homesteader Lodge	Hines Creek	27 Units
Heritage Tower Lodge	Peace River	80 Units
Harvest Lodge	Fairview	<u>66 Units</u>
Total Lodge Units		224 Units Total

SENIORS' SELF CONTAINED

<i>Autumn Villa</i>	Berwyn	8 Units
Legion Court	Grimshaw	16 Units
Legion Place	Grimshaw	8 Units
Garrison Manor	Fairview	46 Units
Pioneer Village	Worsley	4 Units
Greene Valley Manor	Peace River	20 Units
Manning Seniors Apartments	Manning	16 Units
Nampa Legion Manor I, II, III	Nampa	<u>12 Units</u>
Total Seniors Apartment Units		130 Units Total

COMMUNITY, RURAL & NATIVE HOUSING PROGRAMS

Community Housing	Grimshaw	21 Units
Community Housing	Manning	21 Units
Community Housing	Peace River	81 Units
Rural and Native Housing	Grimshaw/Dixonville/Berwyn	20 Units
Rural and Native Housing	Fairview/Bluesky	11 Units
Rural and Native Housing	Hines Creek	1 Unit
Rural and Native Housing	Manning	3 Units
Rural and Native Housing	Nampa	3 Units
Rural and Native Housing	St. Isidore	<u>2 Units</u>
Total Family Housing Units		163 Units Total

AFFORDABLE HOUSING PROGRAM

Sustainable Remote Housing	Cadotte Lake	8 Units
Garden Court	Peace River	<u>63 Units</u>
Total Affordable Housing Units		71 Units Total

RENT SUPPLEMENT PROGRAM

Private Landlord Rent Supplement		
Direct to Tenant Rent Supplement		
Total Rent Supplement		Budget Based



Applicants wishing to apply for the listed Housing Programs and Initiatives may be directed to other options/programs as determined by the North Peace Housing Foundation.

A Senior's Lodge is a supportive housing facility, providing accommodation to the seniors of Alberta. Caring and competent personnel, who are responsible for providing Housekeeping, Meal Services and Recreational programs to the residents, staff the lodges operated by North Peace Housing Foundation. Foundation lodges in conjunction with other public services agencies, offer the daily aids to living required by residents. Lodges are not health care centres, therefore residents are responsible for arranging their own medical and nursing needs.

A Senior Self-Contained Apartment is an apartment complex providing social housing to independent seniors of Alberta. North Peace Housing Foundation provides property management services, including maintenance and janitorial services to its self-contained complexes.

The Community Housing Program is designed to provide affordable rental accommodation to low and moderate-income families, senior citizens, the physically challenged and others who are unable to obtain adequate and affordable housing in the region's private sector market. Housing units under the program may be federally, provincially or municipally owned.

The Sustainable Remote Housing Initiative is Eight single family residential 3-bedroom dwellings (mobile homes). Rental rates are based on 20% of household income, reviewed annually with all associated costs (heating fuel, water and sewer, electricity, insurance and taxes) being paid by the tenant. The units were originally intended, through a modified rent to own process, for sale to the tenants.

The Affordable Housing Program is designed to assist households in core housing needs with a minimum rent reduction of 10% below market rates. The province assists the approved proponents with a capital development grant upon receiving a 20-year commitment to meet program stipulations with regards to affordable rental rates.

The Private Landlord Rent Supplement Program is aimed at communities that need affordable housing for low and modest income households and individuals, and that have private sector accommodation available. Participating landlords receive through the Province of Alberta, a supplement which covers the difference between the negotiated market rents and the tenants' rent which is determined by their ability to pay.

The Direct to Tenant Rent Supplement Program is aimed at communities that need affordable housing for low and modest income households and individuals, and that have private sector accommodation available. The management body screens and reviews applications and presents them for consideration by the province. If approved, the applicant may receive assistance which covers the difference between the negotiated market rents and the tenants' rent which is determined by their ability to pay up to a predetermined maximum.



Summary

All told, the Foundation is proud to serve just under 800 Albertans with our programs and services while directly managing nearly 600 housing units throughout our region.

We could, of course, not do this without the dedication of our almost 100 employees, some of whom have been with us for quite a while. Over 30% of our staff have been here for over 5 years and we just had one staff member achieve 40 years of service.

We also extend our thanks to the many agencies we work with including Alberta Health Services & Homecare, the RCMP, Alberta Supports, FCSS plus numerous volunteers that offer their support to our endeavours.