MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD CHAIR
RAYMOND SWONEK & SHARON PATRIQUIN

It brings us great pleasure to present the GEF Seniors Housing Report to the Community for 2013. Throughout the report we highlight our successes and our strong connection to the community.

We successfully added four buildings to the GEF family this past year. We were able to eliminate the vacancy in three buildings and significantly reduce the vacancy in the fourth. The residents are very pleased with the improvements we have implemented in the short time managing these buildings.

We are excited about the new partnerships in 2013 that provide more services to our seniors and will enhance our seniors quality of life.

We are continuing to build for the future as our Ottewell Terrace seniors apartment came out of the ground. This innovative seniors housing project includes a daycare for 70 children aged one year to six years and will open in 2015.

We are again proud to be one of the 50 Best Small and Medium Employers in Canada. Most importantly, we thank our dedicated and professional staff for the great service they provide to the seniors we serve. We also appreciate the tremendous contribution of the many volunteers that work with our residents.

We are energized by the opportunities ahead and we look forward to seeing our ambitions realized as GEF continues to be a leading provider of seniors housing and services in Alberta.

We invite you to explore GEF Seniors Housing accomplishments over the past year in our 2013 Report to the Community.

Everything we do is guided by our Vision, Mission & Values:

Vision  Positively influencing seniors’ quality of life.

Mission  Leaders in friendly, affordable, secure housing and services for seniors.

Values

Respect  We show empathy, appreciation and regard for the dignity, uniqueness and worth of everyone.

Integrity  We aspire to the highest standard of ethical and professional conduct.

Life Enrichment  We actively engage the mind, body and spirit to promote well being.

Accountability  We have high standards and we are responsible for the results achieved.

GEF is governed by a nine member Board of Directors who are appointed by Edmonton City Council.
Community Partnerships
As an integral member of the community, GEF works to build and develop community partnerships with service providers and agencies that enhance GEF residents’ quality of life.

Pharmacare is providing tuck shop services to residents at Kiwanis Place where residents can purchase over-the-counter medications and confectionary items. Profits from the tuck shop are being directed to the Kiwanis recreation program.

Imagine Health converted an empty suite at Strathcona Place to a primary care clinic. Services include pharmacy, physiotherapy, massage therapy, occupational therapy and medical appointments with physicians and nurses. The clinic is currently open one day each week.

Resident Satisfaction Survey
Resident satisfaction remains high among our residents. The results of our annual survey showed 84% of the seniors self-contained tenants and 89% of the lodge residents were very happy living in our buildings and enjoyed the services we provided. The survey is a great tool to show us where we are excelling, as well as offer suggestions on how we can continue to enhance and expand our services.

New Service Providers
Offering in-house services is very beneficial for our residents, particularly for those who use mobility aids or no longer drive. New service providers included foot care, orthotics, chiropractic treatments, yoga instruction, massage therapy and dental hygiene, in addition to a wide range of services currently offered at the sites.

Clean Air Initiative
Alberta Municipal Affairs approved our proposal to allow all self-contained buildings to become non-smoking through our Clean Air Initiative. Currently more than 83% of our residents are non-smokers. Our plan will take effect in the spring/summer of 2014.

New Buildings
In 2013, GEF acquired management responsibilities for four buildings adding 466 suites. The new buildings are Strathcona Place, Knox-Met Manor, Trinity Hall and St. Josaphat’s.

Even with the increase in number of units, we still saw our wait list rise to over 700 people; the need to build more housing remains strong.

Ottewell Terrace is not yet built and will be ready for tenants in 2015, but there were more than enough applicants to fill the apartment and we are now adding names to our waiting list.

Housekeeping
We piloted the delivery of affordable, light housekeeping services in our seniors self-contained buildings. There was significant interest from the tenants, which allowed the project to move quickly out of the pilot status and into a regular service being offered at some other locations.

Emergency Preparedness
As a result of our response during the tragic fire at Canora Gardens in 2012, GEF was invited to offer emergency preparedness presentations to senior leaders in Edmonton, Lethbridge, Calgary and Jasper.
Volunteers
April is volunteer month and GEF takes this opportunity to thank and recognize its volunteers with celebrations at every site throughout the month. This year, the number of volunteer hours exceeded 52,200. The Volunteer Manual and Program Guide were also given an update to reflect some new policies.

Transitions
GEF manages Ottewell Manor, a housing facility offering lodge-level care for 38 people, ages 55 to 65, who have addiction and/or mental health issues.

We were really excited about our housing model moving one step toward independent living for those who are able to manage. Two of our Ottewell Manor tenants were successfully transitioned to the subsidized apartment program at another GEF location. The Ottewell Manor care team kept the support network in place and continues to monitor these individuals ensuring they receive the assistance they require.

Home Care Provider
With the Alberta Health Services consolidation of home care providers to standardize care and reduce costs, CBI Home Health was chosen to be responsible for services at most GEF buildings. GEF was already acquainted with CBI and we continue to work closely with them to ensure all residents receive the level of care they expect and rely on.

Student Housing Initiative
Seniors in the twenty-first century are very different than the seniors we served thirty years ago. Our seniors are demanding more from us and they want more space in their suites. Strathcona place had a number of vacancies when we assumed management of the building last year. We found that the seniors prefer one bedroom suites and are not interested in the bachelor suites available in the building. We took initiative to find new tenants through student housing.

Vacancies of bachelor suites at Strathcona Place, a 224 unit apartment building, allowed us to provide unique opportunities for students at the University of Alberta to rent in the building. After consultations with the tenants, 19 units were offered and students moved in during the last week of August.

This venture will generate annual revenues of more than $100,000 for the government’s self-contained rental portfolio.

GEF is the second seniors’ organization in Alberta to try this initiative that mixes generations. As a result of the success, GEF will be expanding the number of bachelor suites made available to students in the coming year, providing some students with a more affordable option while investing in their education.

Technology Upgrades
GEF helped facilitate the switch to digital television cable boxes in all of our suites by assisting the seniors with operating the new television controls.

Our buildings were also eligible for the Shaw Go WiFi upgrade, so now all of our locations have WiFi hotspots that Shaw customers can use.

As for myself I feel words cannot explain all the good and thoughtfulness shown to everyone here, I think you all do a great job and thank you!

Comment from GEF Resident Satisfaction Survey

"
Participation on External Committees
To stay informed about the current issues facing seniors today, we participate in a number of committees external to the Foundation. Some of these committees attended by management include:

- Seniors Housing Forum
- Elder Abuse Consultation Team
- Caregivers Team
- Hoarding Coalition Team

Promote a Participatory Work Environment
We believe it is so important to keep all staff informed about what’s happening within the Foundation. As well, it’s important to receive feedback from our employees; so we encourage management to listen to and incorporate staff ideas to make our organization even better.

Best Small and Medium Employers in Canada survey results were presented to all employees by the Director of Human Resources and the Executive Director.

To have an opportunity to review issues, update goals and facilitate professional growth, the Director of Operations met with all twelve site managers periodically throughout the year. These meetings focused on performance management, health and safety, and partnerships. Site management goals were also established.

GEF pays a Dependability Performance Bonus (DPB) to non-management staff that arrive to work on time and work all scheduled shifts. DPB brochures were created to ensure a consistent approach was implemented for time management to allow for the fair allocation of the bonus as well as outline the enhancements made to the program.

To allow staff to become more connected with the Foundation, GEF rolled out computer access for all employees. This allows everyone to have an email account, access to the internet and to receive our employee newsletter.

Long Service Recognition
Recognizing our employees for their dedication to GEF is an annual event at the Foundation. Our Long Service Awards celebration took place on Friday, January 18 at Rosslyn Community Hall where we formally recognized 65 employees for service with GEF from 5 years up to 35 years of service.

Nominations
GEF received several nominations for our work in seniors housing.

Alberta Health Services (AHS) nominated us for a True Leadership Award for the Lieutenant Governor’s Circle on Mental Health and Addiction.

AHS again nominated us for a Recognizing Outstanding Organizations and People in Housing (ROOPH) Award, organized by Homeward Trust, for our Ottewell Manor Project.

GEF was nominated for a Laurel Award, presented by the law firm of Duncan Craig, which recognizes the innovation, creativity and significant contributions of a not-for-profit organization.

This is truly rewarding for our organization to be recognized by so many influential groups within our community.

Health and Safety Audit
Year after year, GEF shows very high results in our health and safety program and often exceeds the standards that are in place. Our annual Health and Safety audit took place in September and we passed with a score of 98%!!
**Trailblazer Program**

Peer to peer recognition really helps build a team environment and is one feature that makes GEF a great place to work. The Staff Morale Committee implemented a new staff recognition program in November called the GEF Trailblazer which replaced the current You Deserve a Break program.

- Allows peers to recognize each other in terms of the GEF values of respect, accountability, integrity and life enrichment.
- Monthly recipients receive a $50 gift card of their choice.

**Staff Training and Development**

We strive to provide our staff with ongoing training and development to help deliver a high level of customer service to our residents. This inspired the creation and delivery of a Customer Service Training workshop which all GEF staff attended. Training for the more than 450 employees occurred from September to December 2013.

As we looked toward the future, we developed a strategy for succession planning by identifying and developing employees for leadership positions and performance management training. To help us with this goal, we purchased emPerform, a performance management tool which will be gradually rolled out to all our sites in 2014.

The human resources team participated in eleven job fairs in Edmonton in 2013 and staff turnover for full-time and regular part-time employees decreased by 5%. Applications for employment kept coming in with 2,160 received by the end of 2013.

**Staff Appreciation**

Annual Staff Appreciation Day events were held at all sites in February. Employees received a branded GEF golf shirt. Residents love taking the time on this day to make a special presentation to thank staff and show their appreciation for everything they do.

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**Facilities and Technology**

**Environmental Stewardship**

GEF was named to the Green 30 list once again. This list identifies thirty organizations in Canada that have incorporated environmental stewardship into their business model and corporate culture.

- We strive to implement cost effective environmental solutions through the use of environmentally conscious building materials, energy saving utility equipment and fixtures.
- Upgrades of mobile devices for maintenance technicians greatly reduced paper and a paperless rent review process was implemented.
- Greater paper reductions will be realized over the next year as we implement more paperless documentation to the new mobile devices.

**Canora Gardens Rebuild**

We continue to work with Alberta Municipal Affairs to rebuild Canora Gardens, the apartment building damaged by fire on July 31, 2012. Structural repairs needed to stabilize the building were completed and we are now working with an architect to review the required code upgrades, as well as exploring design and refurbishment considerations.

**Ottewell Terrace**

The site of the future Ottewell Terrace was a hive of activity throughout 2013. All suites have been reserved for future tenants and we are accepting applications for the waitlist.
**Fundraising Events**

Our fundraising efforts, along with general donations, brought in $462,079 for the building fund. Fundraising events held in 2013 included:

Inaugural Gray for a Day event on June 5 during Seniors Week. Approximately 135 individuals sprayed their hair gray and participated in the event at Churchill Square during the noon hour.

The Laughing out Loud Comedy Night with Buyer’s Choice Raffle was our second event held during Seniors Week. One hundred eight-five people enjoyed and evening of laughter at the Oasis Centre in west Edmonton.

Nearly 250 guests gathered at the Fantasyland Hotel on October 9 for GEF’s sixth annual Building for Life Breakfast Fundraiser. The time of year for the Breakfast is changing so we’re taking a break in 2014 and the event will return in spring 2015.

**Community Events**

As the largest provider of subsidized seniors housing in Edmonton, it remains important to let the public know what we have to offer them when they retire. To enhance awareness, we participated in several community events:

For the second year in a row, GEF was one of the non-profit organizations accepted for the K-Days Parade. Several staff and their family members walked with banners, rode in the float vehicle and dressed as our mascots, Harold and Mildred.

We also had booths at the Home and Garden Show, Greater Edmonton Teachers Tradeshow, North Central Teachers Tradeshow and at the Seniors Housing Forum.

**Social Media & Newsletter**

This year, we increased our involvement in social media to engage the community. We have a presence on Facebook, Twitter, LinkedIn and YouTube and people are liking our posts, retweeting and viewing and commenting on content.

Our Community Connections newsletter has over 800 email subscribers and we still send out 200 printed newsletters to those who do not have email access.

“I find the Imagine Health Clinic very handy to have in the building. I can go to see the doctor upstairs without having to trouble myself with finding transport and going out in the cold weather. When I have to go to a specialist at their clinic, they come and pick me up and bring me back home. They phone one day ahead to make sure I am able to go on that day. Great service!!!

Henry, GEF Apartment Tenant"
# GREATER EDMONTON FOUNDATION

## Summary Statement of Financial Position

December 31, 2013  
(in thousands)

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<thead>
<tr>
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<th>2013</th>
<th>2012</th>
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<tr>
<td><strong>ASSETS</strong></td>
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<td>Current Assets</td>
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<td>Long-term investments</td>
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<td>2,020</td>
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<td>Property and equipment</td>
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<td><strong>Total long-term assets</strong></td>
<td><strong>48,429</strong></td>
<td><strong>44,652</strong></td>
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<td><strong>TOTAL ASSETS</strong></td>
<td><strong>$60,782</strong></td>
<td><strong>$53,755</strong></td>
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<tr>
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<tbody>
<tr>
<td><strong>LIABILITIES AND NET ASSETS</strong></td>
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<tr>
<td>Current Liabilities</td>
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<tr>
<td>Accounts payable and other current liabilities</td>
<td>$5,612</td>
<td>$4,852</td>
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<td>Current portion of mortgages payable</td>
<td>400</td>
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<td><strong>Total current liabilities</strong></td>
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<td>Mortgages payable</td>
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<td><strong>TOTAL LIABILITIES</strong></td>
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<td><strong>$12,144</strong></td>
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<table>
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<tr>
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<tbody>
<tr>
<td>Net Assets</td>
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<tr>
<td>Invested in property and equipment</td>
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<td>Externally restricted</td>
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<td>23,870</td>
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<td>Property &amp; Equipment</td>
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<td>Debt retirement</td>
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<td>General</td>
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<td>Maintenance</td>
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<td>Restricted operating</td>
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<td>108</td>
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<tr>
<td>Unrestricted</td>
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<td>209</td>
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<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td><strong>48,256</strong></td>
<td><strong>41,611</strong></td>
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<tr>
<td></td>
<td><strong>$60,782</strong></td>
<td><strong>$53,755</strong></td>
</tr>
</tbody>
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2013 LODGE OPERATING REVENUE DISTRIBUTION

In thousands

- Rent $14,632 (57%)
- Province of Alberta $3,964 (16%)
- City of Edmonton $3,700 (14%)
- Other Revenues $3,435 (13%)

2013 LODGE OPERATING EXPENSE DISTRIBUTION

In thousands

- Personnel $14,815 (67%)
- Operating $3,873 (17%)
- Utilities/Taxes $2,245 (10%)
- Maintenance $1,389 (6%)
Thank you for your support of the Building for Life Fund. Your donation allows us to build much needed affordable housing for seniors.

Abdulali Remtulla
Aida Garma
Alan Mabee
All Reach Glass Service Ltd.
All Weather Windows Ltd.
Allan Aubry
Amanda Ritchie
Ambereen Weerahandi
Amy Bonner
Ana Germino
Andrew Fuller
Andrew Liu
Andy Jones
Arlene Mazoleski
Armin Preiksaitis
Arnold & Donna Lindgren
Arrow Engineering Inc.
Associated Communications
Audra Bell
Avalon Thorne
Barb Panich
Barb, Lyle & Katie Massie
Barry Hull
Ben Horne
Bernadette Bolton
Best Plumbing & Heating
Betty Blier
Betty Caine
Bev Giles
Bhanji Group
Bob Lundell
Bonnie Hooper
Brad Metke
Braeann Kieser
Braidon Reid
Brent Magnan
Byron Wakeling
Candy Williams
Canessco
Canwest Elevator & Lifts
Carol Quilala
Carol May
Carrie Smiley
Cathy Arams
Cathy Gosse
Chelsea Mowat
Chris Gibson
Chris Humphries
Christina Lucente
Colleen Kohlman
Complete Purchasing Services
Connie Robinson
Coral Jamison
Daisha Weber
Dale Mulek
Dan Posa
Darren Alexander
Daryll Dreger
Daryll Flory
David Hancock
David Wiens
David Lust
Deb Payne
Deborah Shepherd
Denise England
Dennis Magnusson
Derrick Vandenberg
Deslaurier Builders Inc
Don Mayne
Don & Maralyn Mitchell
Donald Bourne
Donald Wheaton
Donalda Farwell
Doreen Kinney
Doug Kitlar
Doug Mills
DynalifeDx
Ecopest Inc.
Ed Campion
Edmonton Apartment Assoc.
Eileen Harrigan
Elaine Adkin
Elite Electric Co. Ltd.
Elizabeth Carmichael
Elizabeth Garlick
Ernie Kline
Executec Business Centre
Farzina Tapadar
Federal Environmental
Gail Gravelines
George McConnechy
Get Balanced
Glenna Russell
Good Samaritan Telecare
Gordon Deeks
Gordon Neis
Greg Dewling
Greg Carmichael
Heinz Kleist
Hilary Webb
Houssam Hachem
Hugouette Bouffard
Innerspaces Business Furnishings
Irene Martin
Irene Yan
Jack Little
Jaclyn England
Jacqueline Young
James Ellis
James Yaskovich
Jan Hrasko
Jane Schreiber
Janet Mosier
Janine England
Janine Fehr
Jason Dewling
Jason Soklofske
Jay Freeman
Jeff Du Manoir
Jennifer Dares
Jenny Didur
Joan Baker
JoAnne Putko
John Ward
John England
Jolene McLaughlin
Jonathan Caine
Jonathon Vida
Jordan Lee
Jorge Furtado
Joseph Filiplic
June Clark
Kara Afaganis
Karen Albard
Karen Grover
Kate Gibson
Katelyn Adkin
Kathleen Main
Keith Buchanan
Kelly Campbell
Ken Cantor
Kim Krupa
Korene Kavalik
Kristina Grover
Lacey Strei
Larimar Technology Inc.
Laura Murray
Laverne Getschel
Lawrence Bazin
Leanne Reeb
Leona Ferguson
Les Creasy
Leslie Holland
Liana Urichuk
Linda Ruggles
Linda Nordstrom
Lindsay Abrams
Lisa Holan
Lisa Kutzner
Lisa Connors
Lise Boucher
Lloyd Ropchan
Lolita Aranazo
Loretta Bertol-Renouf
Louise Nieder-Heitmann
Lynn Jackson
Madeline Harland
Manak Dhillon
Marie Cenkner
Marlyn Scheie
Marion Perrin
Marjorie Benicz
Mark Snaterse
Mark Wiens
Mark & Candace McDougall
Martha Macuana
Mary Toma
Mary Hillman
Maxwell Vunda
McLean Young Construction
Megan Adkin
Michelle Grover
Michelle Spring
Mike Masley
Mike Sherman
Mildred Stedel
Montpellier & Associates
Nakamun Group Employee Benefits
OUR LOCATIONS

This symbol * indicates a combined site with both a lodge and an apartment on the same property.

The number of apartment suites or lodge rooms is listed in brackets after the building name.

Seniors Self-Contained
Central Edmonton
Cathedral Close (131)
10039-103 St
Edmonton, AB T5J 3G4
Phone: 780-428-1027

Groat House (51)
12627 Stony Plain Rd
Edmonton, AB T5N 3Z4
Phone: 780-455-9374

Cathedral Close (131)
10039-103 St
Edmonton, AB T5J 3G4
Phone: 780-428-1027

Kiwanis Place* (121)
10330–120 St
Edmonton, AB T5K 2A6
Phone: 780-488-4205

Northwest Edmonton
Britannia Gardens (65)
10142–157 St
Edmonton, AB T5P 2T8
Phone: 780-489-4698

Canora Gardens (98)
CLOSED FOR RENOVATIONS
10160–151 St
Edmonton, AB T5P 4N2
Phone: 780-483-1715

Mountwood (51)
11512–128 St
Edmonton, AB T5M 3Y5
Phone: 780-454-7168

Rosslyn Place* (50)
10819–134 Ave
Edmonton, AB T5E 1J9
Phone: 780-473-2915

Northeast Edmonton
Avenwood Corner (65)
11909–88 St
Edmonton, AB T5B 3S2
Phone: 780-479-2403

Barvinok (20)
3625–116 Ave
Edmonton, AB T5W 0W7
Phone: 780-479-4693

Buchanan Manor (23)
8804–121 Ave
Edmonton, AB T5B 0Z6
Phone: 780-479-2403

Southwest Edmonton
Father Hannas (43)
10809–70 Ave
Edmonton, AB T6H 4Y5
Phone: 780-433-5165

We have made every effort to ensure this list is accurate, however, if a name has been omitted or misspelled, please accept our apologies and let us know by calling 780-482-6561 so we can make the correction.

Nancy Simmonds
Nena Adarna
Nettie Marvin
Nigel Twogood
Nkululeko Mloyi
O Canada
Contractors
Oil City Electric Group
Paige Grover
Park Paving Ltd.
Patricia Olson
Patricia Hope
Patty Heath
Paul Brown
Paul Seal
Pearl Spencer
Peggy Gaine
Perry Zapernick
Pharmacare Specialty Pharmacy
Philippe Goh
Priority Mechanical
Prism Engineering
Quinn McLeod
Raymond Swonek
RBC
Read Jones
Christoffersen
Recruitment Partners
Rivera Partners Inc.
Richard Sobierajski
Rob Detombe
Rob Pasay
Robert Horton
Robert Dewling
Robert Martin
Roger Laing
Royal Park Realty Corp
Sahar Saloor
Salima Mawani
Sandra Briggs
Sandra Butters
Sandy Foy
Sarah McGregor
Saundra Kankindi
Scott Murchison
Scott Reeb
Scott Aylwin
Scott Builders Inc
Shane Erickson
Shannon Stilet
Sharon Patriquin
Sharron Windass
Shear-Flor Finishing
Sheila Pittman
Shelley Tobin
Shelterbelt Architecture
Starburst Creative
Stephanie Lynch
Steve Adams
Stilet Management Corporation
Stuart Olson Dominion
Construction
Sumeet Shinde
Susan Furtado-Loo
Susan Hagen
Suzanne Doucet
Suzie Moffitt
Sylvia Roschkov
Tammie Vicker
Telco Security Systems
Terri Watamanuk
The Studio Group
Marketing
Theresa Baier
Tom Collier
Tony Lovell
Tracy Fedorak
Tracy MacLeod
Tracy Grover
Travis Pipke
Trevor Verhelst
Tricia Bodnar
Unified Energy 8760 Ltd.
Urban Systems Ltd
Valerie Stals
Vicki Graham
Vince Anderson
Virginia Gonzales
Wayne Rowsell
Wayne Martin
Wayne Poon
Wesmec Sales
(Prairies) Ltd.
Whitson Contracting
William Milroy
William Caine
Williams Engineering Canada Inc.
Willis Groshong
Wolski Design Group
Ye Olde Plumber
Yvonne Whiting
Zahir Ramji

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10809–70 Ave
Edmonton, AB T6H 4Y5
Phone: 780-433-5165

2013 Report to the Community 11
Arriving home one afternoon recently, I had a message on my machine from a member of GEF thanking me for my building fund donation.

It was a wonderful surprise to receive a personal thank you. Kudos to GEF! The personal touch is really unique in these days and I truly appreciated it. Keep up the good work.

Laverne, GEF Donor