



GOLDEN HILLS LODGE • SENIORS MANORS • COMMUNITY HOUSING

KNEEHILLHOUSING

C O R P O R A T I O N



Annual Report

2019/20

Message from the CAO...

This past year was unprecedented. While filled with challenges and difficulties, the many positive moments and experiences outshone the negatives.

It taught us how to be more flexible and creative with how we deliver services to our residents in the lodge, and tenants in the community. It forced us to accept change and often embrace and implement multiple, rapid, operational changes in short periods of time. We witnessed our employees coming together as a strong team, and incredible individuals shining in their roles as they assisted in creative problem solving and enhancing the lives of those we serve. We learned what is important and to not sweat the small things at times. We have a level of safety and cleanliness that surpasses anything previously mandated which resulted in zero Covid-19 cases within our Lodge along with a decrease in the number of typical illnesses we would normally have each year.

We watched our residents support each other, and our team, with love, compassion, understanding and often determination. We received an outpouring of support and encouragement from resident's families and friends, and lodge supporters throughout the community. We are incredibly grateful to all.

While we have faced an unusually high number of vacancies over the past year, we hope through the delivery of outstanding services and exceptional safety standards, we can recover and return to our pre-pandemic levels shortly.

Thank you to the Kneehill Housing Corporation Staff, Board of Directors, our residents, our tenants, families, and community members. From the very beginning we have said we needed to work as a team and that we are all in this together. Thank you for the ongoing support and being "part of our team". Wishing you all health and happiness in this upcoming year.

Julie Miller
Chief Administrative Officer



Mission Statement
"To provide safe and affordable housing opportunities to seniors and families in our rural communities".

Board of Directors

Board Chair:

Flo Robinson – Linden
Bill Cunningham – Trochu
Glen Keiver – Kneehill County
Dennis Kuiken - Acme
Faye McGhee – Kneehill County
Bryan Peever – Carbon
Marilyn Sept –Three Hills
Vernon Wiebe – Three Hills



Leadership Team

Julie Miller
Chief Administrative Officer
Donna Lynn Ratzlaff
Housing Coordinator
Janice Chalmers
Lodge Manager
Heather Gillespie
Assistant Lodge Manager



SENIORS SELF CONTAINED

Three Hills	Robertson Manor	40
Three Hills	JCLong Memorial Court	8
Trochu	Trochu Valley Manor	28
Torrington	Torre Ville Manor	6
Linden	Lynn Haven Manor	12
Acme	Meadow Park Manor	12



COMMUNITY HOUSING

Three Hills 8



GOLDEN HILLS LODGE

Three Hills 84

Seniors self-contained

- ◆ Apartment style living for independent adults
- ◆ Rent is 30% of gross household income.

Community Housing

- ◆ Two or 3 bdrm units for families
- ◆ Rent is 30% of gross household income.

Golden Hills Lodge

- ◆ Independent adults
- ◆ Services include home-cooked meals, housekeeping activity program

For application forms and eligibility info, see our website:

www.kneehillhousing.com



"I absolutely love living at Golden Hills Lodge! I appreciate the friendliness of the people here. They knew my name when I got here!" Beth C.





GOLDEN HILLS Lodge

Mission Statement
 "Celebrating Seniors through outstanding services that promote independence and preserve dignity."



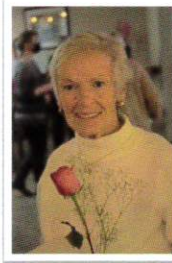
Residents at GHL engage with their community through the **ACTIVITIES PROGRAM** in spite of COVID-19 restrictions!

It has been a long winter of not seeing our mother. For her 102nd birthday, we prayed it would be nice enough for us to get together outside. God gave us an exceptionally warm day. Thank you to the Lodge staff, who moved the furniture to a sunny spot. We felt so blessed to have this time with Mom.
 Joyce



Dining Room became a fancy French Restaurant for an evening!

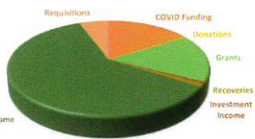
My parents have thrived in this well managed facility...They often mention enjoying the creative recreational activities and variety of healthy cuisine provided by dedicated staff...I am so grateful for the professional and thoughtful care they receive each day.
 David of Calgary



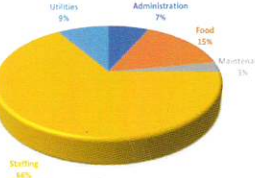
"At the Lodge, we're all in the same boat. There is friendly people, friendly surroundings, friendly atmosphere." Patsy W.



GOLDEN HILLS LODGE REVENUE 2020



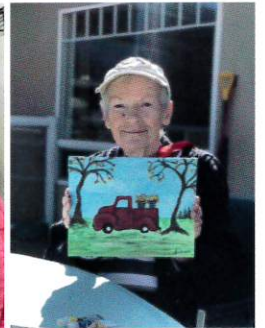
GOLDEN HILLS LODGE EXPENSES 2020



Betty said, " I like everything! The staff are so loving, kind, and mindful of the things we need. I also enjoy the wide variety of things to do inside the lodge! "



Anne P said, " I like all the meals that are provided and the large selection of books we can read from the library. "





www.kneehillhousing.com



GOLDEN HILLS
Lodge



Golden Hills Lodge
Robertson Manor
J.C. Long Memorial Court
Community Housing
Three Hills, AB

Trochu Valley Manor
Trochu, AB

Torre Ville Manor
Torrington, AB

Lynn Haven Manor
Linden, AB

Meadow Park Manor
Acme, AB