

Employee Bulletin

From the Desk of Lauren Ingalls, CAO

The days are getting lighter and spring is fast approaching. Great news stories continue with:

- ✓ Employee COVID-19 vaccinations will soon be rolled out to our staff;
- ✓ A new lodge menu is being implemented by the Food Service Committee targeted for Victoria Day Week – full of delicious new recipes and resident favourites. We will be using the Complete Purchasing Retirement menu;
- ✓ Resident surveys are circulating - we value the input from our residents, tenants and clients; and
- ✓ Eligible employees will receive the COVID-19 Critical Care benefit providing \$1,200 per employee on April 9th pay cheque.

I cannot thank each of you enough for your resilience as we surpass the one year milestone of COVID-19 precautions. Recently, Westwinds was developing videos for the lodge program and a promotion video on Foothills Region affordable housing needs. I heard two residents chat about how wonderful the lodge has been during COVID with Westwinds' safety and staff support, their enjoyment of the recreation activities and how they miss hugs from their family.

These two ladies just emphasized how each of us lives Westwinds values of respect, accountability, safety and service excellence. I encourage staff to continue to maintain a high standard of customer service with residents, their families and with your co-workers. We could all use words of appreciation. Maintaining respect of residents and co-workers creates an atmosphere of inclusion and transparency – each of us is just as important in our service delivery as the other. Safety remains paramount even though many residents and staff are vaccinated the risk for infection is still real. Finally, we are all accountable and it's important we wear our work hat and be accountable to our residents/tenants but also co-workers and Westwinds in treating each other with kindness, compassion, and adhering to Westwinds operating protocols. To that end, Westwinds is finalizing a new guide for responding to resident and employee concerns in the workplace. This resource will make it easier for staff to support residents and co-workers.

Stay tuned for a new strategic plan 2022-2026 as our board and management develop initiatives to guide the organization over the next five years.

Thank-you for the nominations for our Above & Beyond Recognition program – we had a record number of nominations last round! Nothing expresses kindness than recognizing a special individual at work.

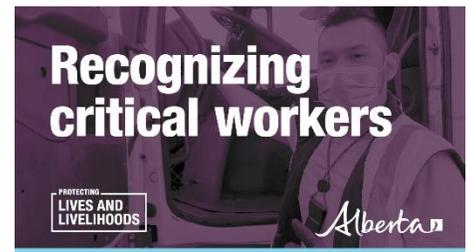
Westwinds is optimistically planning our long service recognition dinner for April 30th honoring Val Scott, Debbie Duffel and Hilda Watt. Please call Jennifer at 403.652.8600 if you are interested in purchasing tickets at \$40 each by April 13th. This event will go virtual if restrictions are not lifted.

Congratulations to High Country Lodge's Helene Walters, who retired in February 2021 after 16 years of service. In our COVID era, it's was a different retirement, as I presented Helene her plaque, flowers and retirement gift at her home. Helene indicates she plans to walk more, enjoy her kids, empty her house of all her son's belongings and travel.

I hope you are taking time to ensure your own personal wellness in our chaotic world. Please Be Kind, Be Patient, Be Courteous.

IN THIS ISSUE:

- Human Resources
- Health & Safety
- Calendar of Events
- Stay-cation Ideas
- COVID Vaccination
- Contest!

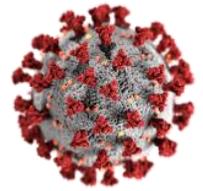


Everything COVID!

A Vaccination Story

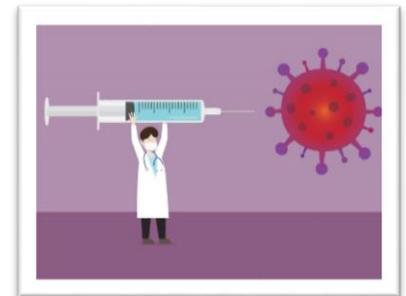
The thought of getting vaccinated gave me mixed emotions. I was excited and nervous. Excited to be protected and protect those around me. Nervous because of the unknown. We don't know a lot about the long term drawbacks. However, I felt the immediate benefits far outweighed what could or could not happen in the future. Protecting my family at home and my family at work was my top priority and the driving force to get vaccinated. I had no side effects except a sore arm. I am happy I received the vaccination and encourage others to consider getting vaccinated when it's your turn.

Barb Bell, Manager, Sandstone Lodge



COVID Rapid Response

Thank-you for your participation in the COVID-19 rapid response survey. We had mixed results to the proposed COVID Rapid Response testing with 52% of respondents indicating they did not want to participate in weekly testing. Although the survey results from 54 employees (total 107 employees) were close, management agrees with employees, that the focus needs to be encouraging vaccination, which has been made available since we released this survey. Most respondents indicated the COVID rapid testing was too evasive and the test effectiveness is marginal. As a result, Westwinds will not be proceeding with COVID Rapid Response testing at this time. Thank you for your valuable feedback. Westwinds received excellent comments on Westwinds COVID response with many participants indicating we are already doing a great job (14 responses)!



Post COVID Vaccination

Why bother getting vaccinated when nothing changes with COVID rules?

The vaccination will protect you, your household, your social network, our residents and co-workers. We are only as strong as the weakest link. While COVID incidences are decreasing, spread of the COVID-19 variant is very real. Our best protection is continued protocols and maximum participation in vaccination, it's the best way to keep us all safe – and hopefully regain the freedom we have sacrificed.

Will getting vaccinated impact my Sun Life benefits? There are no changes to claims policies because of COVID-19 or due to receiving the vaccine (or any viral illness and their related vaccines).

Our residents are mostly vaccinated with over 95% participation, hopefully our staff will be similar. What happens next?

We are expecting by the end of March a new Medical Officer of Health Order but with few changes to lodge operations. Westwinds hopes that visitation restrictions are relaxed but anticipate lodge and community protocols will remain relatively the same. The reason is new residents and staff are not vaccinated or awaiting vaccination, same with some existing residents and employees who are not eligible to be vaccinated or chosen not to participate.

The CAO anticipates, the easing of restrictions will be very gradual and occur over the course of the balance of the year with masking, sanitation and social distancing remaining in effect to some degree.

Our biggest challenge is maintaining our current diligence, when we know most of our residents and co-workers are protected, but remember we do not know how long the vaccine is effective and the vaccination participation of visitors, contractors and volunteers. The duration of COVID vaccine effectiveness is unknown with the typical influenza vaccine being effective for 4-6 months, so we may be right back at COVID booster shots in late summer and early fall.

Westwinds is planning in spring to allow residents to return to in suite visitation, in addition to maintaining common area visitation. We will share any relaxation in operating restrictions as it becomes available. Thank-you for keeping our workplace safe!

HEALTH & SAFETY

Avoiding Complacency Culture

By Paul Mahoney

How do we stop having a complacent culture? Site walk-arounds with people from the department and people from the outside walking together. Remember that those from the outside are not asking questions to catch people out—they are asking questions about situations that have potential to have been missed. Debriefs can help as well, where teams review the day's operations before they go home. Don't leave it until the next day, as things can be forgotten when people go home and think about other things. Debriefs make it easier to talk about action plans that can be drawn up to combat any issues.

The Four Bedrocks of Safety

A continuous focus on the bedrocks of modern safety policies will help avoid the complacent culture as well. When I say bedrocks (or the foundations), I'm talking about the leadership, culture, communication and behaviours of the organization that encourage safer workplaces. These four elements have proven to reduce workplace accidents and incidents since they were recognized in the early 2000s.

After an earthquake in 362 BC, a huge deep pit suddenly opened in the Roman Forum, and the Romans attempted to fill the bubbling hole, to no avail. Despondent, they consulted an augur who responded that the gods demanded the most precious possession of the country. The Romans doubted the warning and continued to throw in anything at hand, including jewellery, while they struggled to think of what was Rome's precious possession. A young soldier named Marcus Curtius reprimanded them and responded that arms and the courage of Romans were the nation's most precious possessions. Astride his horse, fully and methodically armed and decorated, Marcus Curtius rode and leapt into the bubbling evil chasm. Immediately, the deep evil pit closed over him, saving Rome. What has this story got to do with the individual avoiding the complacency culture? It illustrates the two rudiments that get anyone home each day: making the right decisions and having the courage to speak up and/or stop the job!

We make decisions every day, normally under no pressure or free will, as they are the right thing to do or they just need doing, like breathing. They are subconscious choices due to the environment around us. Now start adding pressure slowly and in the end the simplistic decisions to be made feel like life or death choices. This is where courage kicks in, as it takes a courageous person to stop, speak up or walk away from a task. Unfortunately, all too often because of the fog of complacency in the workplace, people get sucked into this spiralling mess that the job has got to be done because we cannot be seen as failures—whether it's the self, the team or the organization.

It is like the famous definition of insanity: *doing the same thing over and over again and expecting different results*. It worked last time and the time before and we know what we're doing because we're the best. Going back to Marcus Curtius and the Romans. The Romans knew that if you threw enough material in a hole it would finally fill up. But when it didn't fill up, they just kept going by throwing even more precious objects into the hole. It needed someone outside the crowd to ask the right question and answer it with a decision that was a courageous act. To break the spiral of complacency and avoid its culture, we rely on others to sort out issues, but actually it is us (the individual) that can stop the complacency culture from developing by being courageous to make the right decisions at the correct time.

REMINDER:

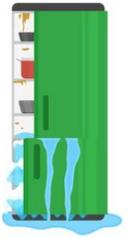
It's time to request your 2021 vacation!

All submissions are required prior to March 31, 2021 keeping in line with Westwinds 2 week max for July/August and over Christmas holidays

OUT WITH THE OLD!!

All employees are responsible for the safety of everyone. PLEASE dispose of and report any equipment that is broken, damaged or that are in need of repair. Dispose of all damaged or broken equipment and document accordingly:

- Use “Out of Order” process & submit a work order on Yardi/through the supplier for repair
- Do not store broken/un-repairable equipment
- Submit Near Miss Report for broken/damaged equipment that is still in use
- Submit Incident Report for injury due to using broken/damaged equipment



Events & Education Calendar

March	Musculoskeletal Training Month
April 7	First Aid Re-certification
April 30	Long Service Awards
May 3 – 7	NAOSH Week
June 8 – 10	Internal H & S Audit
June 18	Manual Materials Handling Course (New Hires)
June 29	Employee Professional Development Day

NAOSH
MAY 3 – 7, 2021



Safety and Health Week

Westwinds Communities will once again be participating in ‘NAOSH’ North American Occupational Safety & Health Week

NAOSH week has always been a fun, competitive and a great team building experience within our organization.

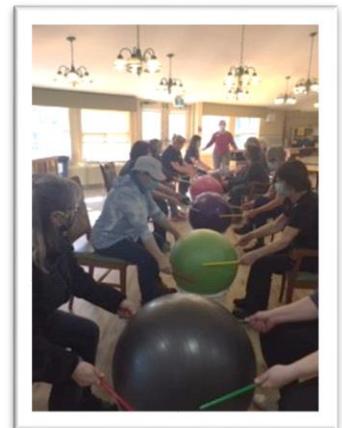
If you are interested in being a part of the NAOSH committee in developing the games & prizes for this year’s festivities - please speak with your Manager for details.

Around Westwinds

Have a newsletter suggestion – send it to hr@westwindscommunities.ca or share with your Program Manager.

Did You Know?

Westwinds has employees overseeing both the Corporate Health and Safety Committee and the Above and Beyond Committee.



HUMAN RESOURCES

Above & Beyond

Congratulations to our winter 2021 recipients:

Arlene Krentz, SSL
 Lee-Anne Murakami, MTM
 Ross Ferguson, Mntce
 Trevor Fish, Mntce
 Sara Hanson, SSL
 Aaron Morrow, MTM
 Chris Anderson, Mntce
 Carla Mason, SSL
 Kurtis Storoschuk, Mtnce
 Marty Keene, HCL
 Kelly Dinning, CTR
 Karen Reid, SSL

Barb Bell, SSL
 Rose Featherstone, MTM
 Stacey Perkins, SSL
 Lauren Ingalls, CAO
 Sue Holt, SSL
 Ashely Ryall, MTM
 Becca Greenland, SSL
 Hilda Wat, SSL
 Donna Sefton, HCL
 Darce Hunter, HCL
 Tina Moore, SSL
 Nina Scott, MTM

Cindy Baron, SSL
 Jeremy Smith, MTM
 Steve Pearce, SSL
 Sue Pickwell, MTM
 Terri Church, SPI
 All Departments, SSL
 Erik Tudor, MTM
 Wendy Vincent, CAO
 Michelle Adams, HCL
 Wendy France, HCL
 Reba Biebert, SSL

Wellness Tip



Westwinds encourages and supports our employees and their families by providing 24 hour access to programs and services to help navigate and resolve almost any issue that may arise. Through our EFAP we have access to nutrition and health coaches, financial and legal support, family and relationship counsellors just to name a few. These supports can be accessed

confidentially through their website at worklifehealth.com or via the My EAP app. Alternatively, through these same platforms, we also have access to articles, newsletters, videos and podcasts. Once you have logged in go to the home page and check out the Wellbeing calendar for additional tips they have to offer.

“Taking care of oneself is needed to build resilience and tend to all the other things in our lives. [Don't save the best for last: the importance of self-care!](#)” Westwinds has excellent extended health services for employees enrolled in our benefit program. Even better you can get reimbursed on line in 48 hours. Visit www.mysunlife.ca to access your account.

Specialist	Maximum per person per calendar year @ 100% unless noted below	Referral Required
Acupuncturist	\$750	No
Audiologist	\$750	No
Chiropractor	\$750	No
Dietician	\$750	No
Massage Therapist	\$750	No
Naturopath	\$750	No
Occupational Therapist	\$750	No
Osteopath	\$750	No
Physiotherapist	\$750	No
Podiatrist/Chiropodist	\$750	No
Psychologist/Social Worker	\$1,500	No
Psychotherapist/Clinical Counsellor	\$1,500	No
Speech Therapist	\$750	No

Staycation Ideas!

Grassi Lakes – Canmore/Kananaskis

This one-to-two-hour 4 km hike features an easy route which takes you up a gentle incline to the turquoise lake. Or take the more difficult trail through the dense forest which you can view waterfalls, shallow caves and people hanging off a rock-climbing wall. You'll be glad when you take the more difficult route as you get stunning views of Ha Ling Peak, Canmore and then the two stunning aquamarine lakes that greet you at the top. Watch out for chipmunks and squirrels, which target hikers' packs for easy pickings for food.



Johnston Canyon – Near Banff



Take the 1.2 km one way hike to the Lower Falls on the wide trails and narrow bridges with railings to arrive at a short tunnel which gives hikers a close vantage point of the waterfalls, though not a dry one. Continuing past another kilometer to the Upper Falls on catwalks and staircases that get hikers close to the limestone bedrock deep within Johnston Canyon to view the 30 metre high Upper Falls.

Lake Agnes Tea House – near Lake Louise

This 1 – 2 hour (one way) 3.5 km moderate hike quickly starts to climb uphill on switchbacks. There is not a lot to see on the first part of the hike as it works up through the trees. Once you get higher in elevation there are breaks where you get glimpses of the lake. Prior to reaching the teahouse there is a wooden gate, head past it to the left to tiny Mirror Lake. The tea house and Lake Agnes are not much further past Mirror Lake. The final ascent to the teahouse has two sets of steep wooden staircases. Before you head up the steps there is a waterfall you can stop at for some photos and a rest.



The Plain of Six Glaciers – Lake Louise



This full-day, moderate-effort hike pays off in a big way. From the Fairmont Chateau Lake Louise, follow the shore to the back of the valley. Have your camera ready to snap shots of hoary marmots and mountain goats. If the teahouse is open, snack on some homemade baked goodies and listen for thunderous avalanches rumbling down mountains. One more kilometre farther, at the lookout, you'll see glaciers and peaks galore.

Emoji's – How do you feel?

Have you noticed the workplace **emoji's** to use how you are feeling today. Pick one or more emoji's (including creating your own) to represent how you feel that day. It will help us rally around you, give you space or laugh with you.



Cotton Masks

We have cotton masks available for sale size small 3 for \$10. Please call 403.652.8600 ext. 0 to order and pay via e transfer to accounting@westwindscommunities.ca



From Sandstone's Kitchen – Easy COVID Dessert (adapted)

It's almost too good to eat! Ingredient Checklist:

- 1 (18.25 oz.) package chocolate cake mix
- 1 (16 oz.) container prepared chocolate frosting
- 1 (6 ounce) milk chocolate
- 1 (4.25 oz.) tube of white icing
- Red edible glitter / candy stars (confectionary sprinkles of your choice)

Recipe yields 36 servings

Instructions Checklist

1. Prepare the cake mix according to package directions using any of the recommended pan sizes. When cake is done, crumble while warm into a large bowl, and stir in the frosting until well blended.
2. Melt chocolate coating in a glass bowl in the microwave, or in a metal bowl over a pan of simmering water, stirring occasionally until smooth.
3. Use a melon baller or small scoop to form balls of the chocolate cake mixture. Dip the balls in chocolate using a fork or toothpicks/skewers to hold them. Place on waxed paper to set.
4. Decorate with dots of white icing and confectionary sprinkles.

Westwinds Communities 2021-2023 Business Plan

Westwinds Communities 2021-2023 Business Plan, while incorporating the priorities of the 2017-2021 Strategic Plan, recognizes the increasing pressures on all levels of government, growing demand for our services and the need to be sustainable, adaptable and agile in today's transforming society.

There's a critical need for affordable housing within the Foothills Region and innovative solutions are required to meet the demand. Together with our key stakeholders, Westwinds is targeting transformative change in aligning partnerships with all our future developments and new services. Westwinds will continue to enhance the visibility of housing as a basic need.

Key initiatives for 2021 include:

- ✓ COVID-19 response
- ✓ Workplace wellness
- ✓ High Country Lodge millwork and spa room renovation
- ✓ Complete provincial capital funding initiatives
- ✓ Formalize development of Okotoks affordable housing
- ✓ Increase Coal Trail Residences social housing to ten units.
- ✓ Conduct a feasibility analysis of affordable rental housing needs for one & two bedroom accommodation for Black Diamond and High River.
- ✓ Videos on Westwinds Communities supportive living program and demand for affordable housing
- ✓ Resident suite bathroom renovations Medicine Tree Manor and Sandstone Lodges
- ✓ Yardi Payscan continued implementation including maintenance system
- ✓ Forms review
- ✓ Communication plan initiatives
- ✓ Partnership policy
- ✓ Explore partnership options with municipalities
- ✓ CAO Employee Survey
- ✓ CAO office basement development

A copy of the business plan is posted at www.westwindscommunities.ca or in the staff room.

