



Westwinds
Communities



**Supportive Living
Resident Handbook
2021**

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WELCOME

On behalf of Westwinds Communities, we welcome you to your new home! We hope you will enjoy your stay with us and benefit from the freedom to live as you desire, to take pleasure in discovering new interests and time to engage in much loved pastimes.

Westwinds Communities is a provincially legislated not for profit housing organization and responsible for the provision of supportive living and social housing for low to middle income families and those with special needs.

Our commitment to you is a quality service environment where you are treated with dignity and respect. We hope you recognize and appreciate the value of regular communication with your Program Manager and lodge personnel to ensure a mutually supportive relationship.

MISSION STATEMENT

Westwinds Communities mission is to provide safe, high-quality affordable homes and services that strengthen our communities and enhance the well-being of the seniors, families and individuals who call them home.

VALUES

- ❖ **Respect** - we cultivate inclusive environments where every person is valued, personal choice is embraced, and independence is respected.
- ❖ **Accountability** - we are accountable to our clients, stakeholders, employees, and communities. Our commitment to excellence is reflected in every decision we make and how we manage our resources.
- ❖ **Service Excellence** - we are professional in all that we do and work hard to exceed expectations. We take time to do the little things that brighten peoples' days and are committed to improving the way community members live.
- ❖ **Safety** - we are committed to the safety of our clients, employees, and stakeholders. We follow protocols and take responsibility for ourselves and those around us.
- ❖ **Innovation** - we foster a culture of continuous improvement; developing creative solutions that deliver on our mission and meet the emerging needs of our communities.
- ❖ **Community** - we strive to build and sustain community in the places where we live, work, and grow. We are mindful of how our decisions affect our families, friends, neighbours and the Foothills Region.

RESIDENTS CODE OF CONDUCT

Living in a congregate setting has numerous advantages which you are about to experience, in addition Westwinds Communities has expectations about your conduct to ensure your quality of life and those of your neighbours are maintained. As a resident you are required to:

- Be able to look after your own personal care independently or with the help of Home Care, keep an acceptable level of personal cleanliness;
- Be able to interact socially with other residents;
- Independently or with the help of Home Care, manage personal medications;
- Wear appropriate clothing;
- Get from your room to the dining room for meals;
- Keep your room tidy and free of clutter;
- Live harmoniously with other residents and interact appropriately with staff;
- Not endanger other residents or yourself;
- Not engage in any form of harassment, abuse or endangerment towards other residents, guests, volunteers, contractors and staff members of Westwinds Communities;
- Pay your rent on time;
- Not perform illegal acts or conduct any kind of business in the lodge;
- Prevent damage to the lodge. Residents are liable for damages beyond normal wear and tear;
- Vacate premises at the end of the lease;
- Notify Westwinds Communities of any medical conditions that may impact employees;
- Notify Westwinds Communities of any safety concerns; and
- Comply with your residential lease provisions.

MOVING IN, WHAT TO BRING

Residents are welcome to bring in their own furniture, bedding (new or carbolized) and linens. Westwinds recommends that you bring a television, easy chair, telephone, flashlight, travel mug, first aid kit and personal items to decorate your room. We request that the quantity and size of furnishing in your room do not constitute a fire hazard or jeopardize your safety or that of our staff.

Information on utility connections is documented on page 17. Please remember to complete your address changes by calling the Federal Government at 1-800-277-9914 and Alberta Senior's Benefit at 1-800-642-3853.

Please note storage at the lodge is limited; we encourage Residents to leave unused or seasonal items with family or friends.

Pictures should be hung with removable hooks. Vinyl, removable, wall decorations are not permitted. Ceiling hooks, painting and wall paper are not permitted. If you choose to install shelf liners it must be non-adhesive. Cabinets, counters, doors, floor coverings, plumbing fixtures or appliances cannot be changed. Waterbeds, space heaters and window air conditioners are not permitted.

LIVING IN A SUPPORTIVE LIVING LODGE

Program Manager

The Program Manager is responsible for overseeing the lodge operations. Regular office hours are Monday–Friday from 8 am–4 pm, excluding holidays.

Staffing

The lodge is a non-medical facility that is operated and staffed 7 days a week 24 hours per day by Westwinds Communities employees.

Common Areas

All lodges have a common dining room, sitting rooms, lounges, hair salon, recreation room and laundry rooms. The Program Manager or designate will review the Community’s layout with you so you can become familiar with the lodge.

Safety and Security

Westwinds Communities takes all reasonable precautions for the safety and security of Residents. This includes 24 hour staffing, checking on residents when they do not come for expected meals and alarmed security doors.

To ensure your safety and security, all residents are accounted for daily. Westwinds Communities schedules these monitoring checks at the three meal times. You are encouraged to come and go from the lodge as you wish, but **must** sign out if you will not be present for meals. If you are not present for a meal, staff will call you by phone. Should you still not be able to be located your emergency contact or the police will be notified.

In the Lodge, video surveillance shall be used only to promote order, safety and security of Residents, employees and property. The system is designed and operated to minimize privacy intrusion. Residents are free to come and go as they wish, at any time, therefore Westwinds cannot guarantee individually monitored supervision.

Vacation Policy

Westwinds Communities' vacation policy for residents is limited to you being away from the lodge no more than 4 months within a calendar year.

Extended Absences

If you are leaving the lodge for an extended time (overnight or on vacation) you are requested to notify lodge staff and indicate when you are leaving and your expected date of return.

Room Access

Westwinds Communities staff reserves the right to enter any room at any time in the event of an emergency, including checking for residents missing at mealtimes. 24 hour notice will be given for visits to conduct maintenance such as smoke detector inspections. Requests for routine maintenance and housekeeping will constitute your authorization to enter your suite.

For safety and security please keep your room locked at all times. You are requested to not provide your keys/fob to anyone.

Should you be hospitalized and require some personal items a Westwinds Communities employee will accompany whomever you designate to the room to gather the necessary items. All items will be noted on a Removal of Items form. In the event of the death of a resident, only the Executor of the Will or named responsible party shall be given access to the room. Proof of Executor must be provided.

Maintenance

Please report any problems with the suite, including but not limited to plumbing, electricity, heating or lodge furnishings to reception. Maintenance service fees may apply in the event of suite damage caused by the resident or their guests.

Please contact your service provider with problems relating to telephone, internet and/or cable. Maintenance and lodge staff is not responsible to install or repair resident personal items, including bathroom aids and/or aids to daily living equipment.

Emergency Response System

Your room is equipped with an emergency response system. Your bed must be placed within reach of the emergency response system. Emergency response system cords must be left hanging freely for easy access if/when needed. A personal response pendant is also available for added security for a nominal monthly fee. A fee of \$300 applies if a pendant is lost.

Elevator Safety

Common elevator courtesy allows those already on the elevator to exit before others get on board. For your safety, take proper care when entering and exiting the elevator. For the elevator to continue to operate properly it is important that the doors not be held open for an extended time. Please note in a fire alarm situation the elevator will not operate, please follow fire procedures.

Emergency Response Procedures

1. Emergency procedures are posted on the back of your door in your room.
2. Please follow all fire/emergency drill procedures and staff member instructions.
3. All residents are expected to fully participate in all Fire/Emergency drill exercises.
4. Each resident is expected to have available at all times an operational flash light.

Please note that fire drills are conducted semi-monthly.

Power Outage: Remain calm, retrieve your emergency bag containing flashlight, hearing aids, medication and wallet; dress in layers (seasonal) and make your way to the gathering area/dining room as back-up power only lasts 30-45 minutes. Await instructions from Lodge staff member.

Flood, Natural Gas Outage, Evacuation and Other Non-Fire Alarm Situations: Remain calm, retrieve your emergency bag containing flashlight, cellphone and charger, hearing aids, medication and wallet; dress in layers (seasonal) and make your way to the gathering area/dining room. Await instructions from Lodge staff member.

Theft

Westwinds Communities will not be responsible for any resident's lost or stolen items. We do our utmost to provide a secure building but we encourage you to lock your room at all times. All Westwinds Communities staff and volunteers have completed a security clearance check.

Room & Mailbox Keys

Upon move in you are provided with keys to your room and mailbox. You are not permitted to copy any of these keys. Should your keys be lost, please report it to the lodge staff immediately. If the keys cannot be located new keys will be provided to you at a cost of \$50.00 plus any disbursements.

In the event of a Resident death the room locks will be changed.

Door Alarms

For the safety and protection of all lodge residents, the lodge activates the alarms on all main exit doors by 9 p.m. Please use front entry to enter and exit building in the evenings.

Personal Affairs

Westwinds Communities employees are prohibited from having any form of financial or non-financial involvement with Resident personal affairs (exception exists if relationship existed prior to admission) inclusive of selling to, buying or borrowing from, receiving tips, gratuities, gifts or other forms of financial or non-financial nature. Residents must make their own arrangements for personal errands, purchasing, financial management and non-financial affairs.

Illness and Treatment

Should you become ill and require bed rest, Westwinds will provide you tray service consisting of plenty of fluids and light foods to best support a return to health. After a maximum of three days you will be evaluated and if necessary, moved to an appropriate Health Care Centre or alternately, have personal care provided by family or Home Care until you recover. Family is requested to ensure personal laundry is attended to during illness. As weekend and evening staffing is minimal, your family may be asked to provide supplementary care. Westwinds does not provide medical treatment but will facilitate access to treatment.

Westwinds requests residents taking **cytotoxic medications** to advise the Program Manager to support their treatment plan and ensure all pre-cautions are in place to maintain wellness for all Westwinds personnel. Please provide any medical documentation.

Dress Code and Personal Hygiene

You are expected to dress in appropriate street clothes and maintain adequate personal hygiene. Clothing must be clean and in good repair. Housecoats, nightwear, dressing gowns and hair rollers are not acceptable in common areas. Westwinds encourages a scent free environment and request that all residents limit their use.

Residents are reminded to test all water temperatures with your elbow prior to personal bathing. Please report any extreme hot temperatures.

Guests

Your cooperation is appreciated in ensuring guests respect operational guidelines and their behavior must be such that they do not cause disruption to other residents and/or staff while in the lodge. It is expected that you will accompany your guests including children at all times. Guest visiting hours are from 7:00 am until 11:00 pm.

Pet Visitation Guidelines

Westwinds Communities supports visits from well behaved and fully vaccinated pets. Visiting pets must be accompanied at all times and be on a leash. Pets are not permitted in any areas where food is prepared or served. If you have a pet visiting, please ensure that others in the area are comfortable with the pet otherwise move to your room to continue your visit. Please consult with your Program Manager for concerns relating to pet designated suites. Please do not feed the wildlife including bird feeders.

Gift Policy

Westwinds Communities does not allow its staff or volunteers to accept gifts, money, favors or services as part of their employment or voluntary service; with the exception of Christmas when Westwinds permits a group collection for staff and volunteers.

Recreational Activities

Each lodge offers a variety of recreational activities. Standard activities focus on a combination of social, physical, spiritual, intellectual and community activities. A monthly activity calendar and newsletter is published by the Recreation Coordinator.

Recreational Equipment

Residents acknowledge that use of any recreational equipment is entirely at their own risk and waive all recourse against Westwinds Communities. Equipment is for resident use only and is not to be used by family members and visitors.

Other Services

A foot care specialist and other service providers may make regular visits to the lodge. Please consult the monthly calendar of events for further information.

Hair Salon

For your convenience your lodge is equipped with its own Hair Salon, which is operated by a licensed hairdresser. Appointments are made directly with the salon.

Appointments

Residents, their family or friends are responsible for making outside appointments/arrangements (e.g. doctor, dentist, taxi).

Tuck Shop

A tuck shop/vending machine offering a range of convenience products is operated at your lodges. Hours of operation vary at each community.

Transportation

Transportation options in your community may include:

Black Diamond	High River	Okotoks
Diamond Valley Taxi 403-650-2175	Handi-bus (must qualify for service) 403- 601-3472	Okotoks Transit 403-938-3966
Angle's Taxi 403-512-8773	Arrow Cab 403-652-8118	O.K. Taxi Services 403-938-3828
		Town Taxi 403-975-2233

Library

Lodge libraries consist of paperback and hard cover books supplemented with books from the Library's Outreach Program.

Resident Falls

If you fall, Westwinds staff will alert emergency medical services if you are unable to get up on your own. Please note Westwinds staff are unable to assist/lift you back onto your feet as they are not medical professionals.

Please do not lift fellow residents when they have fallen, but do alert staff.

Home Care Medical Services

Select medical services are available through Alberta Health Services Community Care. If you require Home Care service please call in High River - 403-943-1920, in Black Diamond - 403-933-6505 and in Okotoks - 403-995-2600.

Residents accessing Home Care medication assistance, should be aware the Lodge only accepts medication deliveries from Calgary Co-op Pharmacy, High River, for Medicine Tree Manor and Sandstone Lodge. We encourage you and or your responsible party to ensure appropriate drop off arrangements for your medication delivery and renewal. If there are concerns, please speak with your Home Care Case Manager.

Medication Assistance and First Aid

Westwinds Communities lodges are non-medical facilities; employees are not able to provide medication assistance (including assistance with oxygen) or first aid services. It is suggested that you keep a small first aid kit for your personal use. It is your responsibility to communicate with the Home Care team when requiring medication to be taken out on day trips/overnight stays with family.

Mail

Mail is delivered Monday through Friday in designated mailboxes in your lodge.

Residents & Family Council

Westwinds Communities supports residents' councils as a way to exchange information, and gather feedback and suggestions. Your attendance at the regular meetings is encouraged.

Suggestions & Feedback

Westwinds Communities welcomes your feedback. Feel free to share your concerns with the Program Manager and/or department supervisor, use our suggestion box, or email cadmin@westwindscommunities.ca.

MAKING YOUR SUITE A HOME

Westwinds can supply you with a single bed, night table, dresser, straight back chair, window coverings, bed and bathroom linens, and two rolls of toilet tissue per week. You may furnish your room with your own personal furniture provided:

- The amount and size of the furniture does not constitute a fire or safety hazard for yourself or housekeeping staff; Furniture is clean and in good repair and on gliders;
- The bed is on castors (wheels) and the mattress and box spring is professionally cleaned or new. This is vital in order to prevent the infestation of bed bugs; and
- Wall mounted flat screen TV's can only be installed in some communities. Check with your Program Manager prior to installation.

Due to the health and safety risk of the following items, Westwinds Communities **does not** allow halogen lamps; lit candles; area rugs; cooking appliances such as toasters, hot plates, water beds and microwaves (with the exception of Medicine Tree Manor suites which contain a kitchenette, cooking appliances are not permitted).

Equipment and Fixtures

All existing room fixtures and equipment must not be blocked by furniture. Housekeeping and maintenance personnel require access to your windows and the radiation heating. Do not locate heavy furniture in front of these areas. No changes or modifications to the suite can be made without approval from Westwinds in writing.

Electrical plug-ins in rooms are limited. Please use grounded power bars for all electrical extensions.

The lodge utilizes hot water heating to heat your suite, please do not open windows during the cold season as it may result in burst pipes.

Electrical Appliances

Westwinds Communities only permits accepted styles of humidifiers and air purifiers. Please see your Program Manager for approval prior to bringing these items into the lodge.

Small refrigerators are permitted in resident rooms in addition to coffee maker or kettle; induction hot plates with auto shut off, and electric blankets/mattress pads with auto shut off. All appliances must be in good working order. It is the responsibility of Residents/Family to keep appliances clean.

Wheelchairs, Walkers and Scooters

Residents who must use manual or motorized wheelchairs or compact indoor mobility aids for mobility full time **must** live in a designated barrier-free suite.

Wheelchairs, scooters, and walkers must be stored in your room or resident storage lockers. Mobility aids are not to be left unattended in the hallways.

Walkers with skis are not permitted, as they damage the flooring. Cleaning and maintenance of mobility aids is your responsibility.

Outdoor scooters are not permitted inside the Lodge and must be stored in the scooter storage provided by Westwinds or in a parking space. Monthly rental rates will apply. Residents are requested to limit and label personal items in scooter storage. Westwinds is not responsible for missing items.

Prior to using an electric wheelchair, you must provide documentation to the Program Manager of the need for an electric wheelchair, plus proof of training on its use. As well, Residents **must** carry current and appropriate insurance if renting or owning a motorized wheelchair or scooter and annually provide a copy of the policy to the Program Manager.

OUR WONDERFUL MEALS

Westwinds Communities Food Services staff prepare nutritious, home cooked meals served in the dining room. Low salt cooking methods are used and two menus are certified by a professional dietician. The lodge serves three meals per day as well as regular nutritious snacks. Westwinds provides an open breakfast, two entrée selections and a salad at the main meal and a full salad bar at the lighter meal. Food is provided for consumption within the dining room and coffee areas. You are requested to not accumulate food, dinnerware, or cutlery in your room. Please ensure cellphones remain on vibrate during meal times and to excuse yourself from the dining room to answer a call.

Special Diets

Please inform staff if you have any food allergies. Diabetic residents have many food options available to them and residents are successfully able to manage their diet within the range of items and alternatives offered. Some options are available for special diets.

Guest for Meals

For a nominal fee, and with advance notice of 2 hours, you may have a guest join you for a meal subject to availability. Please note that seasonal restrictions may apply. Residents may not exchange their meals (included in their rent) for guest meals.

Bagged Lunches

If you have a medical appointment or community volunteer commitment over a meal time you may request a bagged lunch to be prepared for you. Please allow 24 hours' notice for this service.

Holding of Meals

The lodge will hold meals for 30 minutes after the scheduled meal time for medical appointments only. Please notify staff if you will be arriving to the meal late because of a medical appointment.

Modified Eating Utensils

If you require personal or modified eating utensils you are responsible for providing them and replacing them if they get lost or broken. Westwinds Communities will be responsible for the cleaning of the utensils to comply with health and safety regulations. As a precaution, items should be labeled with a water resistant pen.

HOUSEKEEPING

Westwinds Communities is committed to a high level of cleanliness and sanitation in its Communities. Resident rooms are dusted, vacuumed and cleaned weekly in addition to linen change. For health and sanitation reasons Residents are also expected to maintain a clean suite.

Westwinds Communities requires you to leave your room during cleaning to ensure your safety. In order to assist housekeeping in the cleaning of your room, please clear dressers, desktops, window ledges and countertops of personal items (toiletries, ornaments, plants, etc.) as housekeeping staff will dust all furniture, but will not dust personal items as Westwinds Communities does not assume responsibility for breakage. Residents using incontinence products must place waste in a sealed plastic bag and empty their wastebaskets daily. Please do not place flushable wipes in the lavatory.

Recycling facilities exist on site and are external to the building, please exercise caution when recycling.

Towel and Bed Changing

Towels (facecloth, hand towel and bath towel) and bed linens are exchanged weekly at the same time your weekly room cleaning is done.

If you choose to supply your own bed linens you must provide two sets of sheets for housekeeping staff to make your bed. Residents using mattress pads to manage incontinence are required to clean and replace as necessary.

Westwinds Communities requests that personal bedding such as bedspreads and blankets be cleaned at least annually and more often if soiled.

Annual Cleaning

We strive to ensure a high level of cleanliness and consequently ensure your room has a thorough annual cleaning completed at least once a year including wall washing and carpet shampooing.

You are required with family assistance to box all personal belongings to assist housekeeping during the annual room cleaning. You will receive written notice outlining the details of the annual room clean one month prior to the scheduled clean. Service charges will apply if more frequent cleaning and shampooing of carpets is required.

Laundry Room

Shared laundry facilities are available for your personal use. Laundry times are established in co-operation with the Program Manager and the other residents.

It is important that you remain available to remove your items as soon as the wash/dry cycles are completed and tidy the room. You are responsible to supply your own detergent and fabric softener. All detergents and fabric softeners must be transported in spill proof containers. In order to prevent damage to flooring the use of bleach is strictly prohibited. Please use unscented products, as we are a scent free facility.

An iron and ironing board are available for your personal use.

Storage

Limited personal storage space may be available for you to use. Residents must supply a lock for the storage area. Please see your Program Manager to arrange.

TENANCY CONSIDERATIONS

Resident Conduct

Residents are expected to respect the rights, privileges and privacy of others. Proper manners and respect toward others is expected at all times. Abuse of any kind towards Residents or staff will not be tolerated. Rude, inappropriate or offensive behaviour or repeated violations of Westwinds regulations may result in tenancy termination. Sexual harassment or violence is not tolerated.

Some examples of behaviors which will not be tolerated include, but are not limited to:

- Verbal abuse or threats
- Written abuse or threats
- Insulting or offensive comments, actions
- Acts of intimidation or harassment
- Menacing or disruptive behaviours
- Physical action that may be intimidating to an individual, their family, friends or associates

Smoking

Smoking, cannabis and e-cigarettes, including for medicinal purposes, are not permitted in your suite. You are only permitted to smoke cigarette and e-cigarettes in designated areas outside of the building. Please note unsafe smoking practices

will jeopardize your tenancy. Please contact Westwinds for a designated area if you have a prescription to smoke medicinal marijuana.

Alcohol and Cannabis Consumption

All lodges are licensed for special events and alcohol purchased at these events must be consumed in the common area where they were purchased. Alcohol and cannabis edibles purchased offsite is permitted in moderation in your room. Should alcohol/cannabis use become a problem, you may be requested to find alternate accommodation. With advanced notification, a resident may bring a drink in an enclosed container to a meal or on a patio.

Prohibited Items

Possession of explosive devices, fire arms, ammunition, illegal drugs, and any other dangerous or illegal material is prohibited.

Insurance

Westwinds Communities highly recommends that each resident secure personal content insurance and general liability insurance, as Westwinds Communities does not provide personal coverage.

Rental Rates and Payments

Westwinds Communities reviews rental rates and supplementary charges annually. You will be given ninety (90) days written notice of any rent or service charge increases. Each senior lodge resident must be left with a minimum of \$322.00 per month after paying basic rent. Rent is calculated based on verified monthly income and rates are determined based on suite size; minimum and maximum rental rates apply. If you have any financial concerns please feel free to speak with the Program Manager.

As part of your annual rent review your income is verified annually. Residents are required to submit income verification annually to maintain tenancy.

Your rent is paid via pre-authorized debit by the fifth of the month. Westwinds Communities assesses a NSF fee of \$25 per transaction. Included in the cost of rent is: suite rental, basic room furnishings, heat, power, water and sewer, all meals and snacks, housekeeping, nonmedical monitoring and some recreational activities. Parking, emergency pendants/bracelets, telephone, cable, internet and personal expenses, are the responsibility of the resident. Late payment fees of \$10/day to a maximum of \$100 will apply for late non-payment. Westwinds annually provides a rental receipt detailing a breakdown in hospitality fees.

Transfers to Other Rooms or Communities

You are able to request a transfer to another suite within your Community. Unless a transfer to another room is part of the admission agreement, there is a \$250.00 administration charge. You are responsible for all fees as a result of the transfer including tenancy termination notice at your current location. Residents are responsible for moving all personal belongings. To transfer to another room you must inform your Program Manager of your desire to transfer

Residents who accept accommodation in a Lodge which was not their first choice will be required to reside at that Community for three months, following which, a one-time opportunity will be provided to transfer to the Community of original choice with no administration charge.

To transfer to another program a complete application must be completed.

Updating Personal Information

It is the resident's responsibility to notify the Program Manager of any changes in personal information including Executor and Responsible Party. Westwinds requires an annual update of personal information – thank-you for your assistance.

Re-Assessment of Eligibility

Westwinds Communities is responsible to ensure that you are not put at risk by living in accommodations that can no longer meet your personal care needs. Should your needs change, your eligibility to remain in the lodge may be re-assessed in conjunction with you, your family and medical professionals. As a result of re-assessment you may be encouraged to work with homecare and/or other supports to secure more appropriate accommodations. If you are assessed as requiring a higher level of care, Westwinds Communities policy is that you accept the first available bed offered to you by Alberta Health Services. Please note that Westwinds Communities does not provide medical treatment but facilitates access to medical services.

Move-In & Move-Out Inspections

Move-in and out inspections are conducted as part of your tenancy agreement. These inspections are completed prior to you moving personal belongings in and after personal belongings have been removed. You are responsible to maintain your room in good condition. You are financially responsible for any extraordinary wear and tear, damage resulting from your use and or abandoned goods. Upon completion of your move out inspection you will be provided with a statement of account. Residents are responsible for the payment of any suite damages and any outstanding rent at the conclusion of tenancy. Payments may be paid by cheque or money order.

Inspections are conducted during business hours Monday to Friday. Residents are only permitted to move belongings into and out of the building between 9 a.m. and 8 p.m.

Termination of Tenancy

Westwinds Communities requires completion of a Notice of Termination should you intend to move out. One (1) calendar month notice must be given by the first day of the month in which you plan to vacate. Please see your Program Manager to complete the Notice of Termination. If proper notice is not given, Westwinds Communities will charge rent up to the notification period as outlined in your tenancy agreement. Please note that the Supportive living program is not legislated by the Residential Tenancy Act.

Residents moving to a congregate higher level of care are assessed rent up until the move out of personal belongings. In the event of a Resident death, upon move out fifteen (15) days' notice is assessed in lieu of notice as per your tenancy agreement.

Westwinds Communities may terminate residency immediately or at a mutually agreed upon date for:

- Reasons of non-compliance with established rules and regulations;
- Lodge is no longer suitable for level of care required; and or
- Other reasons as directed by your Tenancy Agreement.

Concerns Management

All concerns and or grievances will be managed in an unbiased manner. Should disputes arise, where resolutions have been attempted and there is not resolution, then the Program Manager or their designate may attempt to provide advice, resolution and/or alternatively, refer the matter to Westwinds Communities Administration. Westwinds Communities receives all concerns from residents in a courteous and respectful manner, and strives to ensure fairness and accountability. Written comments/concerns/issues can be dropped off in the suggestion box located in the front common area at each Community.

Health and Safety Program

Westwinds Communities is committed to a Health and Safety Program, which protects employees, residents, volunteers, contractors, and its property. Westwinds Communities' Board, Management, and employees are responsible and accountable for a healthy and safe facility. Should you have any safety, security or maintenance issues in your site, please contact the Program Manager or designate.

UTILITIES & PARKING

Internet and telephone service is available through local suppliers and is your own responsibility to arrange from the following suppliers:

Eastlink Internet	1-888-345-1111	(Black Diamond only)
Shaw Cable & Internet	403-716-6000	
Telus Telephone & Internet	403-310-2255	

Parking

For a nominal monthly fee, a parking stall with or without electricity is available by consulting your Program Manager. Residents requesting a parking stall must hold a valid driver's licence with a properly licensed and insured vehicle that is currently being used by the resident.

Air Conditioning

Stand-alone air conditioning units are permitted in the building, specifications may apply. Please see the Program Manager to arrange approval. Seasonal monthly fees apply (June 1st to September 30th). The unit is to be installed/removed by the maintenance team, please contact reception to request installation/removal. Residents are responsible for the storage of the air conditioning unit.

LEGISLATION

Alberta Housing Act

The primary statute governing Westwinds Communities is the Alberta Housing Act. The purpose of this Act is "to enable the efficient provision of a basic level of housing accommodation for persons who because of financial, social, or other circumstances require assistance to obtain or maintain housing accommodation."

Protection of Persons in Care Act (PPCA)

The Act protects adults in care facilities from abuse so they may live with dignity and respect. The Protection of Persons in Care Act defines abuse as intentionally causing physical harm or emotional harm - such as threatening, humiliating, harassing or socially isolating a person in care; failing to provide adequate nutrition, adequate medical attention or other necessities of life, without valid consent; theft of money or other valuable possessions; administering or prescribing medication for an inappropriate purpose; and subjecting a person to unwanted sexual contact, activity or behaviour.

Under provincial legislation, all Albertans, must report abuse if they believe that a Resident receiving services has been abused. People who have been subjected to abuse may also report it. There are penalties for failing to report abuse and for knowingly making a false report. No one can take action against the person or family member of the person who was allegedly abused. To report abuse in a care facility or to obtain more information call 1-888-357-9339.

Domestic Violence

The Residential Tenancies - Safer Spaces for Victims of Domestic Violence applies in cases where if the tenancy continues, the tenant's safety is at risk. If this situation applies to you please see your Program Manager.

Freedom of Information & Protection of Privacy Act (FOIPP)

The Act compels Westwinds Communities to be accountable to the public by providing access to records and by protecting the personal privacy of individuals - including Staff and Residents. The Act allows the right of access to information as long as it is not personal in nature or compromises the organization's operations.

Supportive Living Accommodation Licensing Act

The *Supportive Living Accommodation Licensing Act* requires that supportive living settings are licensed if they provide accommodation and support services, and provide or arrange for services related to safety and security, and offer or arrange for at least one meal a day or housekeeping services.

Residents and Family Councils Act

The legislation encourages residents and their family to be aware of their right to establish a council. Councils provide an opportunity for residents and families to discuss matters with Westwinds including maintaining and enhancing residents' quality of life and requests, concerns and solutions.

ORGANIZATIONAL PROFILE

Westwinds Communities operates four Seniors Supportive Living Communities (Lodges), seven Seniors Independent Living (Self Contained) Apartments, Affordable Housing in Okotoks, High River and Black Diamond and the Region's Family Housing and Rent Supplement programs.

For more information on Westwinds Communities services please contact our Administration Offices at 403-652-8600 or visit our website at www.westwindscommunities.ca.

Lodges - Supportive Living

High Country Lodge

Bag 300
707 Government Road
Black Diamond, AB T0L 0H0
Telephone: 403-933-4028
E-mail: donna.sefton@westwindscommunities.ca
Program Manager – Donna Sefton

Sandstone Lodge

101 Centre Court
Okotoks, AB T1S 1Y4
Telephone: 403-938-6404
E-mail: barb.bell@westwindscommunities.ca
Program Manager – Barb Bell

Medicine Tree Manor

901A MacLeod Trail SW
High River, AB T1V 1C3
Telephone: 403-652-7040
E-mail: tanya.bristow@westwindscommunities.ca
Program Manager – Tanya Bristow