This handbook is provided for you to have ready reference to phone numbers, policies and procedures at Western Home Communities.

If any major policy or procedural changes are made, you will receive an addendum to keep with this book, until new handbooks are distributed.
Mission

Western Home Communities is a charitable Christian service organization that assertively creates fulfilling lifestyles for those we serve, their families and our employees.

Values

People first
Servant spirit
Financial integrity
Innovation

Vision
Fulfilling lives
Western Home Communities does not and will not discriminate against any person on the grounds of race, color, religion, sex, national origin, age, disability, creed, gender identity, sexual orientation or any other basis regarding the admission, retention, treatment, and terms and conditions of residing in Western Home Communities as long as the services needed can be properly provided by the organization. Western Home Communities has a stated mission for serving seniors and the elderly; selected facilities of the organization, therefore, have stated age entrance requirements.

Western Home Communities and its programs and activities are accessible to and usable by disabled persons, including persons with impaired hearing and vision, in accordance with Section 504 of the Rehabilitation Act of 1973.
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Important information and phone directory

Independent living office hours

Monday–Friday    8 a.m. - 4:30 p.m.
Weekends        7 a.m. - 2 p.m.
(Weekend staff at Windcove and Windridge only)

Opening dining hours

Seven nights/week    4 - 6 p.m.
(Independent living dining rooms)

Main number for both campuses of WHC:    (319) 277-2141
S. Campus after-hours cell phone:          (319) 240-1584

Frequently referenced #s for active lifestyles

Senior Director of Independent Living Cindy Wiles     859-9350
Director of Resident Relations Maria Murphy            959-9309
Director of Resident Relations Andrew Finnegan         859-9316
Director of Resident Engagement Rachel Phillips         277-2141
Director of Environmental Services Bridget Hall        859-9333
Director of Maintenance Services Trent Ames            222-2079
System Facility Services Officer Mike Camarata          859-9330
Director of Client Logistics & Fulfillment Lisa Haugen 859-9352
Villa Coordinator McKenzie Hageman                     859-9391
Windridge front desk                                   859-9340
Windridge kitchen                                      859-9349
Windcove front desk                                    859-9300
Prairie Wind front desk                                575-5328
Windermere front desk                                  859-9325
Windgrace front desk                                   859-9320
Willowwood front desk                                  222-2115

Jorgensen Plaza for Well-Being

Jorgensen Plaza front desk                            277-2141
Gilmore’s Pub                                          859-9342
Diamond Event Center                                   859-9324
Salon Iris                                             859-9341
The Grosse Aquatic and Wellness Center                 859-9362
ADMINISTRATION

Chief Exec. Officer Kris Hansen (assistant Ashley O’Neall) 277-2141
President, Cedar Falls Jerry Harris (assistant Susan Steffy) 222-2022
Chief Strategy Officer Pat O’Leary (assistant Tara Carr) 277-2141

ADMISSIONS — Deery Suites, The Cottages, Martin Suites 277-2141

atHOME WITH WESTERN HOME 277-7779

BUSINESS OFFICE

Tami Stewart (billing questions) 222-2032

CHAPLAINS

Mark Eggleston 222-7902
Enrique Ochoa 231-6202
Byron Simar 222-7893
Garry and Christie Moore 404-2926

COMMUNICATIONS and PUBLIC RELATIONS

Chief Communications Officer Linda Bowman 859-9337

DINING SERVICES

Director of Hospitality Amy Dall 859-9324

FOUNDATION & GIVING OPPORTUNITIES

Susan Steffy and Jerry Harris 222-2022

MARTIN SUITES, DEERY SUITES/THE COTTAGES

To reach any resident 277-2141
Administrator, Deery Suites & The Cottages, Tabitha Tjaden 222-2021
Administrator of Martin Suites, Bethany Wentink 222-2054
Household coordinator of Nation Cottage, Beth Hines 222-2350
Household coordinator of Thuesen Cottage, Erica Rath 222-2370

TECHNOLOGY

Voice mail for any technology questions 427-2090

VOLUNTEER SERVICES and FRIENDS OF WHC

Director of Lifestyle Enrichment Carolyn Ayers 222-2048

WINDHAVEN ASSISTED LIVING/THALMAN SQUARE

Front desk receptionist 859-9355
Director of Resident Relations Spencer Steffy 859-9316
Fire or smoke inside your residence
Your villa or townhome is equipped with a fire extinguisher and smoke detectors. Follow these procedures if the smoke alarm goes off:

1. If the fire is too large to put out safely with your extinguisher, leave your residence, closing the entry door behind you.

2. Go to the nearest phone and call 911. Identify where the fire is, your name, street address and city.

3. Push your emergency response pendant to alert employees.

Severe weather/tornadoes/disaster
In the event of severe weather, such as a thunderstorm or tornado, Black Hawk County Emergency Management recommends the following:

1. When the civil defense siren sounds, close all windows, shades, and curtains to protect yourself from flying glass.

2. Immediately proceed to your bathroom and get into the shower or tub. Take along a blanket or towel to cover yourself as protection from broken glass or debris.

3. Stay as far away as possible from windows and large areas of glass.

4. If time permits, you are able to go to the parking garage at Prairie Wind. Please walk down the ramp of garages to be let in.

Emergency pendants
Each resident receives an emergency call pendant. When the pendant is pushed, it summons an employee to respond. If medical help is required, the employee can call 9-1-1 and stay with you until such help arrives. If you know you will need an ambulance, please call 9-1-1 first, then push your pendant.

Situations where you would push the pendant include a fall, a fire, an illness that prevents you from reaching the phone to call for help, etc.

If another resident falls and you are nearby, please push your own pendant to summon assistance and stay with that resident until an employee arrives. Do not move the resident as this could result in injury to the resident and/or yourself.

Out of respect for privacy, please do not enter another villa or townhome when paramedics are present for emergency care.

When you leave the WHC campus, please leave the pendant in your home. Pendants do not work off our grounds.
COMMUNICATION

Please do your part to stay informed about life at Western Home Communities. We offer many opportunities to keep the lines of communication open between residents and employees:

1. Always feel free to discuss your questions, concerns or suggestions with a resident coordinator, department director/supervisor or senior director of independent living. We are here to serve you.

   To email an employee, use this format: first name, dot, last name @westernhome.org. For example: john.smith@westernhome.org

2. Attend monthly resident council meetings, typically held on the second Thursdays at 10 a.m. at Diamond Event Center.

   Watch your monthly calendars for date, time and location. Announcement of new policies and procedures, current activities, updates, and an opportunity for questions and answers are always a part of the meetings.

   If you can’t attend the villa resident council meeting, you’re welcome to attend another meeting in our independent living communities. The same information is shared in each building, so choose whichever time and location is best for you:

   Windgrace – 2nd Tuesday at 9 a.m.    Windermere – 2nd Tuesday at 10 a.m.
   Windcove – 2nd Tuesday at 2:30 p.m.  Windridge – 2nd Tuesday at 1 p.m.

3. Our monthly newsletter, The Journal, is sent by USPS mail around the first of each month.

4. Visit the online resident portal for the latest calendars, announcements, a link to the maintenance request form, resident and staff directories, and more: www.WesternHomeCommunities.org/resident-portal and enter WHC50613 as the password.

5. Join our email list to receive occasional communication pertaining to events and up-to-date news from WHC. These resident email addresses are never given or sold to anyone; they are solely for internal communications. If you’d like to be added to this list, email linda.bowman@westernhome.org.

6. Please give us a courtesy call if you are hospitalized for any reason; hospitals no longer provide that information to us.
When COVID-19 restrictions have ended, the dining rooms at each independent living community offer one restaurant-style meal per day between 4 – 6p.m. You are welcome to dine at the retirement communities and choose from a variety of selections and price points on the menu.

The dining rooms do not accept cash or checks. Meals can be billed to your monthly account.

Please notify the building kitchen in advance if you plan to bring four or more guests to a meal.

Windridge:  859-9349        Windcove:  859-9307
Windgrace:  859-9322        Windermere:  859-9328

No tipping of any employee, including the wait staff in dining services, is allowed.

**Continental breakfast (Currently not available due to COVID-19 pandemic)**
This amenity is included in the monthly fee paid by independent living community residents. It is **not** part of the lower monthly fee that you pay as a villa or townhome resident. Villa residents may enjoy a cup of coffee in the breakfast nooks.

**Private dining rooms (Currently not available due to COVID-19 pandemic)**
Private dining rooms are located at Windcove and Windridge, and can be reserved for special meals. Each private dining room accommodates up to 12 guests. Reservations may be made by calling the building kitchen 24 hours in advance.

Windridge:  859-9349        Windcove:  859-9307

**Jorgensen Plaza dining and events**
Residents receive a discount at Jorgensen Plaza restaurants and The Market as well as on the use of Diamond Event Center for private events.
You get to enjoy worry-free living in a villa or townhome, since Western Home Communities provides interior and exterior maintenance, appliances, landscaping, grounds upkeep and snow removal.

The maintenance department determines when to mow, water, weed, fertilize, paint and remove snow as necessary, and schedules the work accordingly.

**Appliances**
Any questions or problems with the appliances in your residence should be directed to a resident coordinator or reported via an online maintenance request form. Please do not call any outside company or contractor, as you will not be reimbursed.

Forms can be found at the resident portal at: [www.WesternHomeCommunities.org/resident-portal](http://www.WesternHomeCommunities.org/resident-portal) and enter WHC50613 as the password.

**Extension cords, outlet adapters and power strips**
The number and location of electrical outlets within your villa or townhome was carefully planned. Extension cords and/or outlet adapters (which allow more than two appliances to be plugged into the same receptacle) are prohibited. This is in order to minimize the risk of electric shock, circuit overload and/or fire.

Metal power strips are allowed for electronics only. Power strips may not be used for microwaves, coffee pots, electric wheelchair battery chargers, oxygen concentrators, air conditioners, or toaster ovens.

**Filters**
Furnace filters will be changed twice a year at no charge. If you would like your filters changed more often, you will be charged for the filter cost.

Refrigerator water filters will be replaced every three years.

**Fireplace and furnace checks**
These maintenance visits, conducted by a local service provider, are scheduled for every two years. If you want an additional maintenance check on the off years, please fill out a maintenance request form online or contact a resident coordinator. Any additional appointments will be billed to you.

**Home exteriors**
There is a community expectation that villa and townhome exteriors will be free of an accumulation of extra items/excessive ornamentation. The grounds should remain appealing for you, your neighbors and those who visit.
Lawn care
Western Home Communities will be responsible for the initial start-up of lawns with either sod or seed. When the start-up phase (three weeks) is complete, residents will be responsible for watering patterns and the cost of watering through each resident’s individual utility. Western Home Communities has landscaped your lot with rock edging, trees and shrubs. We will trim and maintain grass, shrubs and trees that have been planted by Western Home Communities at a schedule set by the maintenance department.

You are welcome to plant and maintain your own garden plots and flower beds. Residents are responsible for upkeep of their personal shrubs, trees, flowers, and gardens. Please submit a plan for approval to the maintenance before planting a garden, tree, or any other projects where grass must be removed.

If you need help maintaining your plantings, you will be billed a minimum charge of $8 per 15-minute intervals and an hourly rate of $32. Please make that request by contacting a resident coordinator or submitting an online form at the online address listed in the next paragraph.

Repair requests
As you live in your villa or townhome, you will undoubtedly have items that will require repair. If you have maintenance items of a non-urgent nature, either contact any resident coordinator or visit the resident portal at: www.WesternHomeCommunities.org/resident-portal and enter WHC50613 as the password.

Please do not call an outside contractor; maintenance will do so if necessary. The repair payment will become your responsibility if you call on your own.

The maintenance department prioritizes its work schedule based on urgency and time of request. For urgent needs after usual business hours, call the south campus cell phone at (319) 240-1584.

Snowbirds
If you will be gone for an extended period of time and would like for maintenance staff to periodically check your villa, please call the Villa resident coordinator. Maintenance staff will check your villa as scheduled while you are gone. We will need your contact information if something should need your attention while you are gone. Maintenance staff will record the date, time and the staff member’s name each time the villa is checked.

Window treatments
Window treatments are provided for all of your windows. You may install additional drapes, valances or shades at your expense.
MAINTENANCE FEE SCHEDULE

Lost Keys/Security Chips/Emergency Pendants/Garage Door Openers
Each residence will be provided with the appropriate number of keys, security chips, emergency pendants and garage door openers. Here are replacement costs:

- Key to villa/townhome = $10
- Black fob to enter other buildings = $20
- Emergency pendant = $200
- Garage door opener = $45

Your personal requests after move-in for items such as picture hanging, installation of closet shelving, ceiling fans, etc., will be reviewed and scheduled by the maintenance staff. The rate is $32 per hour, billed in fifteen-minute increments plus parts with a minimum charge per visit of $8. These services include, but are not limited to, the following:

- Changing light bulbs
- Planting personal trees/shrubs
- Hanging pictures and mirrors
- Fixing personal equipment or furniture
- Tilling garden
- Hanging curtain rods
- Assembling furniture
- Cleaning humidifiers, dehumidifiers
- Painting or touch-ups in apartments
- Installing coax cable, long phone cord or computer cable
- Excessive non-emergency pendant calls
- Programming remotes, TVs, or answering machines
- Water softener — $25 charge (2 bags of salt and time included)

Moving assistance is provided for residents at a contracted charge of $150/hour.
**ENVIRONMENTAL SERVICES**

**Housekeeping**
Environmental services offers housekeeping to villa and townhome residents. Cost is $32/hour; you choose what to have done. Tasks performed may include dusting, vacuuming, mopping floors, cleaning kitchens and bathrooms, plus deep cleaning. Call Bridget Hall at 859-9333 to schedule housekeeping services.

**Pest eradication**
Notify a resident coordinator as soon as possible if you notice a proliferation of insects — including bed bugs — or other pests. This helps minimize the inconvenience and threat of further spreading; we will contact preferred providers of products and services. The cost for eradication is the responsibility of the resident.

**Trash and recycling**
The city of Cedar Falls picks up trash receptacles from villas and townhomes on Friday. You choose the size of container you want when making arrangements for utilities through CFU. A city recycling receptacle is located on the gravel lot along the south side of Hyacinth and is available for your use. Or you may schedule weekly curbside recycling pickup through a local business, Recycle Rite, at your own expense.

**Window washing**
Window washing is available at a charge of $85 for all exterior and interior windows, blinds and screens; or $45 for exterior windows only (exterior washing service is available from April through September). Call Bridget Hall at 859-9333 to schedule window washing.

**Yard Waste**
Yard waste container/trailer is located south of the red barn for year-round use.
Access to other buildings
If you would like a black key fob that unlocks the entrance doors to retirement communities between the hours of 8 a.m. and 8 p.m., please contact a resident coordinator or submit an online maintenance request.

Activities
A calendar of events and activities scheduled for the villa residents can be found online for easy access. Feel free to join a card game, attend a Bible study, or participate in a program. Depending on availability, you can access transportation to events and outings for $5 per person, billed to your monthly account. If you sign up or cancel after the 48 hours leading up to an event, you will be charged an additional $20. Transportation to local doctor appointments is available for $29 per person, per round trip. Please call a resident coordinator to make arrangements.

Donations and donated items
Western Home Communities is a charitable 501(C)3 non-profit organization. Donations are tax deductible. Please contact Susan Steffy at 222-2022 to discuss charitable gift annuities and/or donations of cash, stock and real estate.

We are able to accept donations of furniture and personal effects when residents transition through the continuum of care only if approved to be placed on our employee intranet “For Sale” site for employees. Proceeds go to the Western Home Communities Foundation.

Friends of Western Home Communities
Friends began in 1974 as the Western Home Auxiliary. When the organization’s name changed in late 2000, it became known as Friends of Western Home Communities. Its mission is to enhance the lives of residents of Western Home Communities. It does so by hosting monthly programs and various activities that help create fulfilling lifestyles. It also hosts various fundraisers, including an annual breakfast in September. Funds have been used to purchase the Wii consoles and games, flat-screen televisions, a computer lab, outdoor benches and more, all for the benefit of residents.

The Friends council meets monthly and volunteers are always welcome. For more information, call Director of Lifestyle Enrichment Carolyn Ayers at 222-2048.

Gifts or tips to employees
We recognize that living in community creates close bonds of friendship, not just among residents, but also residents and employees. Sometimes you may want to express your thanks to an employee in a tangible way; however, employees are not allowed to accept cash or gift cards from residents or clients. Any gifts received must be turned in to the employee’s supervisor.

Employees may accept items with a nominal value, such as homemade cookies or a handmade trinket.
As an alternative option, an employee recognition fund accepts donations for the purpose of providing recognition events throughout the year for all employees. Contact Susan Steffy at 222-2022 for more information; you may direct a donation to this fund in honor of a specific employee.

**Guests in your home**
Guests are welcome in your home at any time when you are present, including for overnight stays. However, you need written permission to have a houseguest for more than three weeks at a time.

You are responsible for your guests’ actions within the community. Please be sure children under 12 are not left unattended in your home or on the campus.

**Guest room**
Based on availability, you may reserve a guest room at Prairie Wind, Windermere, Windcove or Windridge for use by your guests. The nightly rate is $40 for a guest room with twin beds, and $75 for a guest suite with queen beds at Windermere and Prairie Wind (as of July 2018). Please contact a resident coordinator to see a guest room and/or inquire about availability and policies. No pets are allowed in guest rooms.

**Health screening**
A quarterly baseline health screen is included in your monthly fee. These take place in retirement communities; check the calendars for location, date and time. Or contact atHome with Western Home at 277-7779 to request current information.

**Insurance**
Western Home Communities insures your villa or townhome against building or structure loss, fire and storm damage. You are strongly encouraged to obtain a renter’s insurance policy to cover your personal belongings and liability insurance.

**Lost and found**
If you find an item on WHC property that doesn’t seem to have an owner, please take it to a front desk. The resident coordinator will hold the item for 30 days and post information on the bulletin boards. Employees will dispose of any items not claimed after 30 days.

**Lounges**
Lounges are available in Windgrace, Windermere, Windcove, Windridge and Prairie Wind for various uses that include parties, special meals, group meetings, educational programs, circle or sorority meetings, etc.

Villa and townhome residents may schedule the use of a lounge by contacting a resident coordinator. Lounges are reserved on a first come, first served basis. Whoever reserves the lounge is responsible for making arrangements for its use as well as for the set-up and clean-up. If Western Home Communities needs to set-up and clean up, there will be a $25 charge for each. Six-foot and eight-foot tables are available for use at a charge of $8 each.

The resident coordinator in each building is responsible to see that linens, towels, and dish soap are available in the reserved lounges. To make reservations, call the front desk of the building lounge you’d like to use (listed on page six).
**Paying monthly fees**
Payment of your monthly fee is due by the 10th of each month as stipulated in your agreement. The business office can assist you with setting up automatic withdrawals. If you prefer to write checks, drop them off at any retirement community or mail to:
WHC Business Office, 5307 Caraway Lane, Cedar Falls, IA 50613.

**Pets**
Please sign a pet contract before your pet moves into a villa or townhome with you. All vaccinations must be up-to-date. Please keep your pet on a leash outside and pick up any waste.

**Privacy**
Living in a community requires all of us to offer due consideration to our neighbors. It is our goal to provide privacy, consideration, respect and full recognition of resident dignity and individuality to everyone who lives here.

Except in emergencies or when we have prior permission to enter, employees will knock and wait to be acknowledged before entering your home, unless you are not capable of responding.

Out of respect for privacy and federal privacy laws regarding protected health information, please do not be in a resident’s home when that person is receiving medical care or treatment.

**Putting greens**
The Greens, a series of three high-quality putting greens, was installed near the Windhaven Assisted Living patio in 2013, thanks to the generosity of donors Willard and Kay Jenkins. It is available for use by any resident of Western Home Communities and their guests. In good weather, you’ll find putters, golf balls and tees on a stand near the patio door. Feel free to hit The Greens anytime at Windhaven, 5500 S. Main Street.

**Recreational vehicles**
Recreational vehicles are defined as those unable to fit into your garage on our campus. They may be parked in driveways only for loading and unloading, for a single maximum continuous period of 48 hours.

**Salon spa and massage therapy**
Villa and townhome residents have access to any of the independent living salons, which offer a variety of hair care services for women and men including shampoo and set, cut, color permanents, facial waxes, manicures and pedicures.

A spa is located at Windridge, where a licensed massage therapist provides hand, foot and body massages, along with hot stone and aromatherapy options. The massage therapist can also provide massage in your home.

Contact a resident coordinator for current prices and to schedule appointments at either the salons or wellness spa. Please remember no tipping of any Western Home Communities employee, including beauticians and massage therapists, is allowed.

Salon Iris at Jorgensen Plaza for Well-Being is an Aveda concept salon, open to the public. Salon Iris offers haircuts for men and women, hair coloring and highlights, makeup consultations and applications, massage, facials, manicures and dry pedicures. Call (319) 859-9341 for appointments.
Security
We recommend locking the doors of your home when you leave. Security staff members respond to pendant calls, safety calls and emergencies, 2 p.m. – 7 a.m. (319) 240-1584.

Soliciting
Door-to-door solicitation is not allowed anywhere at Western Home Communities. No soliciting is allowed on south campus. This includes the posting of any political signs in yards or windows, or outside of our buildings, villas, or townhomes. Please promptly report any violation of this policy to a front desk or administration. Also, if you want to post information on an independent living bulletin board, ask the resident coordinator first to make sure it does not violate this policy.

Spiritual care and worship
You are welcome to attend Sunday services at Diamond Event Center at 10:30 a.m. the 1st and 3rd Sunday of the month. A Bible study and worship service are offered at each building; check your activity calendar for the scheduled times.

Our chaplains make routine visits to hospitalized residents and are available for personal calls and requests; see the directory for phone numbers.

Swap sheet: The Agora—Greek word for marketplace
Friends of Western Home Communities maintains a “swap sheet” where residents can list items for sale or wanted to buy. The Agora is printed and posted each month. It is also posted on the resident portal. Visit www.WesternHomeCommunities.org/resident-portal and enter WHC50613 as the password.

Tobacco use
Western Home Communities became a tobacco-free organization including vaping in May 2010. Residents, employees, visitors, vendors and contractors may use tobacco only on public right-of-ways. Tobacco use is not allowed inside any building, including villas and townhomes; outside on the porches and grounds (our private property); inside a parked vehicle in any parking area on the property, or inside any company-owned vehicle including buses and vans.

Transportation
Although not included with villa/townhome monthly fees, WHC bus and/or minivan transportation is available to you. Sign up with a resident coordinator if you wish to have a ride to activities or events listed on the monthly calendars. These are billed at $5 per person, per round trip, unless otherwise noted on the calendar.

If you sign up or cancel when there is less than 48 hours until the event, you will be charged an additional $20. If you wish to have a guest accompany you to any activity, please contact a resident coordinator to see if space is available.

Scheduled transportation to medical appointments is available for $29 per round trip; contact a resident coordinator as soon as possible or at least 72 working hours in advance to make arrangements. Please schedule appointments to begin no later than 3 p.m.
A shuttle service is available if you’d like to visit a spouse or family members/friend who is receiving care downtown. Call a resident coordinator at least 72 working hours in advance to request this service, which is provided from 8 a.m. – 4 p.m., Monday through Friday.

**Volunteer services**
The volunteer services department is dedicated to enhancing quality of life and expanding services to residents through the effective use of volunteers. A variety of volunteer opportunities exist within Western Home Communities. If interested, please contact the director of volunteer services at (319) 222-2048.

**Voting information**
Windcrest villas and townhomes are located in Cedar Falls Ward 5, Precinct 3; state representative district 76; state senate district 38; and Hawkeye Community College director district 7.

Voting location for general, primary and county-wide elections is Candeo Church at 1405 Greenhill Road. Voting for city and school elections is Trinity Bible Church, 125 Orchard Drive.

Most villas are within the boundaries of Cedar Falls Community School District. However, one part of Shooting Star Way is in the Waterloo Community Schools district; that includes house numbers 711 and 713, plus all in the 800 and 900 blocks of Shooting Star Way.

**Wellness Center**
Walking the hallways at Windridge or Windcove is permitted from 8 a.m. to 8 p.m. Residents have access to membership at The Grosse Aquatic and Wellness Center inside Jorgensen Plaza. Contact Morgan Lehmann for details at 859-9362 or Morgan.Lehmann@westernhome.org.

Your participation in wellness activities is at your own risk. Western Home Communities assumes no responsibility for injury in the wellness center or during any wellness activities. Talk to your physician before beginning an exercise program.

**Woodworking/hobby shop (in the round barn)**
Built in 1911, the Rownd family barn at 5102 S. Main, in front of Windgrace, is a round barn listed on the National Register of Historic Places. The first floor has areas created for use by residents who enjoy woodworking, gardening and craftwork of all kinds

- The second story of the building is to be used for lumber storage.

- The barn is for use by permanent residents of Western Home Communities only. A resident who has a designated space and does not use the space monthly may be asked to give up their space.

- The barn committee is composed of all representatives using the barn. One designated representative will be named as a leader for the committee.

- Activities, use and guidelines for the barn are determined by the committee. Items for committee discussion should be communicated to the barn representative.

- Woodworking equipment is owned by WHC.
• Only residents living at Western Home Communities may use the woodworking shop equipment and must show that he/she is knowledgeable and has reasonable amount of experience. Resident may be asked to show that they are knowledgeable of the equipment.

• Western Home Communities shall not be responsible for any injury incurred by anyone using the equipment.

• Any damage or repair to tools or equipment will be assessed on a case-by-case basis by the barn committee members and Western Home Communities. Resident may be liable for repairs if they are not due to normal use.

• Any resident(s) using the shop or garden room should clean up when finished.

• All flammable materials should be marked with your name and placed in the yellow fire cabinet.

Residents who want to use space in the barn must sign a form that exempts Western Home Communities from liability. Contact the resident coordinator for information.
atHome with Western Home
atHome with Western Home offers companion care, nursing services and personal safety technology. Offices are located on our downtown campus. Please call for more information or to schedule appointments: (319) 277-7779.

Residents of Western Home Communities receive a 5 percent discount on services from atHome with Western Home.

Nursing services should be schedule in advance, as they are not typically available on an emergency basis. They include, but are not limited to:

a. Accu-checks
b. Personal treatments, dressing changes, injections
c. Nail care
d. Communication with physician or other medical professional
e. Ordering medications
f. Setting up medications/medication reminders
g. Dispensing medications (limited)
h. Vitals other than included in quarterly health screen
i. Bathing
j. Coordinating therapies
k. Chronic condition management
l. Blood draws, V/As

Companion care is available from one hour a day to 24/7. A caregiver matched to your needs and personality can provide various forms of assistance as requested:

• Dressing, grooming, bathing
• Errands, shopping, appointments
• Plant care, laundry, dishes
• Preparing meals, setting table
• Cleaning closets, organizing, decorating
• Talks, walks, books, games, music

Call the home solutions navigator for companion care information at 277-7779.

Personal safety technology offered by atHome with Western Home provides an integrated solution with various options to meet differing needs. For instance, a fall detector that is worn on the body will automatically alert a monitoring center and/or your family if it detects that you have fallen.

An automated medication dispenser helps you take the right pills at the right time, and can even notify family or your physician if you miss a dose.

Please call 319-277-7779 for more information on the array of personal safety devices that are available from atHome.
Assisted living
Assisted living offers different levels of round-the-clock assistance, based on individual needs. It is offered on the south campus at 5500 S. Main in Windhaven Assisted Living. Assisted living has staff on duty in the building 24/7 to respond to care needs.

Specialized memory support assisted living services are offered at Thalman Square, inside Windhaven.

For information on assisted living, call Spencer Steffy (277-2141).

Short-term stay
If you’ve been in the hospital or had an illness and need additional time to recover, short-term stays are available at Windhaven Assisted Living, and The Deery Suites for up to 90 days. Care is provided on a 24-hour basis and includes assistance with bathing, dressing, ambulation, nail care, and escort service to and from the dining room and activities. The objective is for you to regain strength and return home safely.

This option is also available for family caregivers who need to be out of town or take a break from their daily responsibilities for a short time.

If you need a short-term stay or think you will, contact Karla Foust or Bryan Allen at 277-2141.

Therapy services
Western Home Communities offers outpatient speech, occupational, and physical therapy services. The office is located on the first floor of Jorgensen Plaza and staff can be reached at 859-9343. Therapy may be provided in your home.

Granted health care days
On the day you move in, you become eligible for ten days of granted care at WHC. An additional ten days become available on both your first and second anniversaries of residence here; the maximum lifetime accrual is 30 days (per residence, not individual). Granted health care days are only available through a purchase option, not a month-to-month rental agreement.

Sometimes Medicare or insurance will not cover care services after a surgery, illness or injury, or won’t pay for additional days to help you recover. That’s when you may use these granted health care days in assisted living or nursing care at no additional cost beyond your monthly fee. Or you may convert those days into hours of service from atHome with Western Home.
As a resident, you play an important role in maintaining the integrity of Western Home Communities. Please speak up if you notice any unethical behavior or improper conduct, such as:

- Medicare/Medicaid fraud or abuse
- HIPAA (privacy) violations
- On-the-job drug or alcohol abuse
- Harassment or discrimination
- Safety or environmental violations
- Violations of company policies, laws and regulations

Please report your concerns to the administration or, privately, through our hotline.

To contact the Western Home Communities Compliance Hotline:
Online at https://whc.alertline.com
By phone (toll-free) at 877-401-5325

Confidential—easy to use—always available

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