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 annually.
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
South Campus after-hours cell phone:  (319) 240-1584

Frequent contacts for independent living

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

Windermere front desk 859-9325  Windermere kitchen 859-9328
Prairie Wind front desk 575-5328  Prairie Wind dining 859-9342
Willowwood front desk 222-2115  Willowwood kitchen 222-2116
Windcove front desk 859-9300  Windcove kitchen 859-9307
Windgrace front desk 859-9320  Windgrace kitchen 859-9322
Windridge front desk 859-9340  Windridge kitchen 859-9349

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

Enrique Ochoa  222-7015
Garry and Christie Moore  222-2081
Mark Eggleston  222-7902
Byron Simar  222-7893

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
EMERGENCY & LIFE SAFETY PROCEDURES

Fire
All buildings are equipped with smoke detectors in the halls and common areas. All these systems allow the Cedar Falls Fire Department to be notified immediately and automatically via phone line.

Each residence is equipped with a smoke detector, as well as a fire extinguisher in your kitchen or hall closet. If you have any questions on how to operate these, please call the resident coordinator. These detectors do not notify the fire department.

An “OK” magnet is kept on the inside of your doorframe. These are used to account for residents during a fire, and are only to be used by employees or fire personnel.

Fire drills
We practice our emergency response each month by sounding the alarm and reporting to assigned areas. These drills are important so that everyone knows what to do. They are not announced in advance, so please do not ever assume the alarm is a drill; a fire could break out at any time. If you are home anytime an alarm goes off, please follow the instructions immediately below.

Fire or smoke inside your residence
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 or pull the nearest fire alarm. Please also push your emergency pendant to alert staff.

3. Go to your designated safe area, as follows, and wait for directions:
   - Residences 1-12, 27-34: go to the front lobby
   - Residences 13-26: go to the rec room or puzzle area

Fire or smoke outside your residence
1. If you see/smell fire or smoke before hearing an alarm, stay calm. Phone 9-1-1 and report the building address (5018 South Main Street, Cedar Falls) and fire location.

2. When you hear a fire alarm, feel your door first. If it is hot to the touch, do not open the door. Remain in your residence. Watch for help at your window or go out on your patio if that appears to be safe. If smoke appears under your door, stuff damp towels or clothing there to keep the smoke out.

3. If your door is not hot, evacuate your residence to the designated area of safety. If smoke/fire is in your designated area of safety to go another designated area.

4. All fire doors will close and must remain closed until the fire is located and extinguished, and the alarm is re-set.
5. An “all clear” will be given by the resident coordinator, universal worker, dining services or maintenance, only when the fire department has been through the building and is satisfied the problem has been eliminated.

6. If you burn something in the stove or microwave and it creates smoke but not fire, open the windows only to air out your home. Do not open your main door; this will set off the hallway alarms and the fire department will automatically respond.

**Severe weather/tornadoes/disaster**

Each building has a NOAA weather radio in the lobby and kitchen that issues watches and warnings from the National Weather Service in Waterloo. In the event of a tornado warning (or other disaster, such as an explosion), follow this procedure:

1. When the civil defense siren sounds, close all windows, shades, and curtains to protect you 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. If you are unable to get to your residence, proceed to an area of safety: laundry room, public bathroom or hallway. Stay as far away as possible from windows and large areas of glass. No resident or staff will be allowed in the dining room if the warning is during dinner service.

4. When the tornado warning has expired, you may move freely through the building. Dinner service will resume after the warning has expired.

**Emergency medical information**

Please make sure that you have a current list of your medications in a plastic pouch in your fuse box. The paramedic or our universal worker looks for this information to send along with you in the ambulance. If you need a new form and/or pouch, please contact your resident coordinator. If you would rather not write out your medication list, you can request a list from your physician. You may also post your DNR wishes in this same location.

**Personal emergency pendants**

Each resident receives an emergency call pendant. When activated, a signal will be transmitted to the pager carried by south campus employees. A staff member will respond to your call. Keep in mind that, depending on the time of day, the employee may be in another building and it may take several minutes to get to you.

Our policy is to ask if you would like to call a family member, friend or 911. If you go to the hospital, we will only call your emergency contact if requested or if you are unconscious or confused.

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 residence when employees or paramedics are present for emergency care.
Placing items in hallways
Please do not leave any items in the hallway. The fire marshall requires that no electric scooters, wheelchairs, extra benches or chairs, and/or decorations be in the hallways. If we should lose power or have a fire, the hallways need to be open and free of any and all items.

Building access and security
All residents must actively participate in keeping the building secure. The security of your own home depends on this cooperative spirit. Please lock your residence whenever you leave it, make an inquiry of visitors if necessary, and immediately contact an employee if you see any questionable activity in the building.

Windermere is open Monday through Friday, 8 a.m. – 4:30 p.m. Please let visitors know that when they arrive, they should use the intercom phone inside the foyer to contact you. **When the visitor calls, push #9 on your phone hand set to unlock the front door.** However, if you have any question about who is on the line, please go to the front door to identify the visitor before providing access. Ask your visitors to make sure no one else enters the building after they’ve been buzzed in.

Notify the resident coordinator when you will be leaving for a few days or longer; also let the resident coordinator know if you intend to allow a family member or friend to enter your residence while you are gone. You are responsible for getting a key to that person. **Note: Extra keys will not be made for your family, unless someone serves as a caregiver for you.**

Effective communication between employees and residents will be a key to successful living at Windermere. This will occur in a number of ways.

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

2. Monthly resident council meetings include a variety of information that pertains to your life at Western Home Communities, and you may ask questions. The resident coordinator will have information about upcoming meetings.

3. Important information is communicated through monthly calendars of events, The Journal newsletter (distributed around the first of each month), bulletin board postings and memos from staff. Reading these materials will help you stay informed of all opportunities.

4. To access up-to-date information, go online to [www.westernhomecommunities.org/resident-portal](http://www.westernhomecommunities.org/resident-portal) and enter the password WHC50613 when prompted. The portal includes announcements, dining room menus, a link to the maintenance request form, directories and more.

5. A suggestion box is located near the front desk. We welcome your input on any topic concerning life at Western Home Communities.

*To email an employee, use this format: first name, dot, last name @westernhome.org. For example: john.smith@westernhome.org*
One of the amenities at Windermere is enjoying a freshly prepared meal from our menu. Restaurant-style dining is open daily from 4 – 6 p.m. to provide you with choice and flexibility.

**Using WHC Dollars**
On the first of each month, $200 of your monthly fee is allocated to the balance in your WHC Dollars fund. (This amount is part of the monthly fee that you already pay; it is not an additional charge.)

A variety of menu items with different prices allows you to have flexible choices. Each resident receives a plastic card to present at every meal for payment. A receipt from each meal will state your WHC Dollars account balance.

*Please bring your card with you to dinner each night.* The card will be swiped to track what has been spent and what remains in your account. You will be asked to sign a receipt that includes the cost of the meal you just enjoyed, as well as the balance that remains in your account.

If you’ve spent more than is in your account, you will be billed on that month’s statement for the additional amount.

If your dining services card is lost, there will be a $5 replacement fee charged to your WHC account.

**Rollover balance**
Western Home Communities allows any Western Home Dollars balance left at the end of each month to roll over and accrue up to $1,000. Residents should be aware that they will want to be below $800 at the end of the month. The full amount of any remaining balance is refunded upon your move/transition or death.

**Opting out**
A few residents over the years have requested the choice to opt out of WHC Dollars allocation. If you choose to do so you will received the full $200 credit on each monthly bill. By opting out you will also be opting out of the nightly well checks and daily continental breakfast service.

You have the choice of opting out (or opting back in) quarterly, on the first day of the months of January, April, July and October. Residents must submit their request form to opt out or in 15 days prior to the first of the month.

The resident will receive the full amount in their WHC account upon opting out at the end of the quarter. You may continue to purchase meals at our restaurant or dining room at the guest rate.

Resident who have decided to opt out will receive a different dining card which indicates they are not currently enrolled in the WHC Dollars program.
**Other options for WHC Dollars**
You may use WHC Dollars to pay for the meals of your invited guests or to pay for catering services of your private events.

WHC Dollars can also be used to pay for beauty salon services, massage therapy, guest rooms, Tech of Ages computer services, maintenance services that have a fee, and bedmaking by the housekeeping staff. You may also use it for meals at Gilmore’s Pub and purchases at The Market including WHC T-shirts. Some scheduled activities also allow you to use WHC Dollars; check for this option when you register for an event.

**Leftovers**
You may request a take-home box for the leftovers on your plate.

Please be careful not to take plates or silverware out of the dining room. Replacement is expensive and everyone pays for it through monthly maintenance fees.

**Carryout**
Call the kitchen at least 30 minutes ahead for the fastest service, or simply request carryout when you place your order at the table. There is no charge for carryout. Please avoid calling during the serving time between 4 and 6 p.m.

**Delivery**
Call the kitchen to order a meal and request delivery to your residence. Your dining services account will be charged a $5 delivery fee per person; if you are ill, there will be no charge. Your meal will be delivered after the majority of dining room guests are served, around 6 p.m. Please call in your order before 4 p.m.

**Tipping**
Western Home Communities maintains a strict “no tipping” policy for all of its employees, including dining services. Please do not leave tips for dining. If you would like to recognize a particular server or employee, you may do so through the employee appreciation fund.

**Guests (No guests at this time)**
If you will have three or more meal guests, please let the kitchen know by noon.

**Absence from an evening meal**
If you will not be in the dining room for a meal, please call the front desk or complete a meal sign-out slip by 4 p.m. This is a simple way for us to know that all is well. If you don’t eat the evening meal and have not let us know in advance, a staff member will call your residence; if there is no answer to the call, a staff member will visit your residence to check on your well-being.

**Lengthy absences**
If you plan to be away for at least 30 consecutive days, you can receive a dining credit (per person) on your monthly bill for the full $200 amount. See your resident coordinator for details.

**Breakfast delivery**
Breakfast delivery is included in your dining fee and does not require the use of WHC Dollars. Juice, toast, cereal, milk and fruit are available to be delivered weekly. Coffee is available all day.
**Dining discussions**

Regular conversations are held to promote communication between residents and the dining services team. All residents are welcome to attend this once-a-month meeting.

*The residents’ responsibilities are to:*
- Give input on meal service and meal presentation.
- Suggest menu items to be served.
- Give input on foods which residents like and dislike.

*Dining services responsibilities are to:*
- Determine if residents’ suggestions are possible to put into action.
- Determine a plan to put residents’ suggestions into action.
- Offer guidelines for resident responsibilities.

**Jorgensen Plaza dining and events**

Residents receive a 10% discount on food purchases at Gilmore’s Pub and all purchases of groceries, grab-and-go deli items and merchandise at The Market. Residents also receive a 10% discount on the price of using Diamond Event Center and/or Table 1912 for private events.

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**MAINTENANCE AND ENVIRONMENTAL SERVICES**

**Maintenance work requests**

If you'd prefer to contact maintenance yourself, use the resident portal. Visit [www.westernhomecommunities.org/resident-portal](http://www.westernhomecommunities.org/resident-portal) then enter password WHC50613 and you'll see a button for maintenance requests near the top. You'll be able to fill out the form online and click to submit it.

The maintenance department receives all requests via this online form, then prioritizes the 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.

**Maintenance charges**

*Light Bulbs*
Light bulbs are supplied at no cost to residents for Western Home Communities fixtures. These include ceiling lights, under-cabinet lighting and appliance bulbs, but not your personal lamps.

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

- Residence key = $10
- Security chip = $20
- Building entrance key = $30

*Emergency pendant* = $200
- Mail box key = $10

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 with a minimum charge per visit of $8. These services include, but are not limited to, the following:

- Changing light bulbs in personal lamps
- Pet waste pickup
- Planting personal trees/shrubs
- Adding/changing ceiling fans or lights
- Hanging pictures and mirrors
- Fixing personal equipment or furniture
- Shoveling patio
- Installing grab bars or stool risers
- Tilling garden
- Jump-starting automobiles
- Hanging curtain rods
- Moving furniture
- Assembling furniture
- Cleaning humidifiers and dehumidifiers
- Installing coax cable, long phone cord or computer cable
- Excessive non-emergency pendant calls
- Spills caused by overflow
- Painting or touch-ups in apartments
- Changing batteries or time on clocks
- Programming remotes, TVs, or answering machines
- Fixing wheelchairs, walkers, scooters

Moving assistance within Western Home Communities campuses is provided for residents at a charge of $150/hour.

**Appliances**

Any questions about or problems with the appliances in your residence—refrigerator, stove, dishwasher, microwave, washer and dryer—should be directed to the maintenance department.

**Candles, space heaters and flammables**

Please do not use or store any flammable materials in your residence. This includes, but is not limited to, gasoline, kerosene, oil, grease and other petroleum-based products. If you ever have reason to use a flammable product, contact the maintenance department first for assistance.

Please do not light candles or use candle wax warmers in your residence. Live evergreens, including wreaths, garlands or trees, are not allowed in your residence. Live wreaths without lights are allowed on your front door for seasonal decorating only.

**Space heaters, heating pads, electric blankets, and electric heated mattress pads are prohibited** due to fire risk.

**Door and/or wall hangings**

For hanging most items on the walls, a small nail or molly bolt will suffice. For heavier items, you will need to secure the hanging device into a stud. Maintenance can do this for a fee at your request. Please get the approval of the resident coordinator or administrative staff before hanging items beyond the entry door of your residence.

For door hangings, do not use nails or tape; instead, use over-the-door hangers for lightweight decorative items, so that no holes are left in the door.

**Extension cords, outlet adapters and power strips**

The number and location of electrical outlets within your residence was carefully planned. Extension cords and/or outlet adapters (which allow more than two appliances to be plugged into the same receptacle) are prohibited. Because safety of all residents in the building is of utmost concern, it is necessary to prohibit extension cords and adapters in order to minimize the potential electrical problems such as circuit overloading, electrical shocks, fire, etc.
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.

**Flooring**
If you should choose to change flooring or have the carpet stretched, the cost will be the resident’s expense.

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

Your interest in the upkeep and appearance of our campus is appreciated. We encourage you to participate in maintaining your own designated gardening plots and caring for any outside flower beds, if that is your desire.

**Heating and cooling**
The temperature in the common areas of each building is controlled by the building system, while the temperature in each residence is individually controlled. If there are any problems, contact the receptionist, resident coordinator or maintenance department.

**Housecleaning and laundry**
Your bi-weekly housecleaning will be scheduled with you and includes:

1. Floors: Carpets vacuumed with furniture moved as needed; kitchen and bathroom floors mopped.
2. Bathrooms: sink, shower and stool cleaned.
3. Kitchen: sink scoured; countertop, stove and refrigerator wiped down.
4. Beds: can be made for an additional fee of $8 per time.
5. Flat linen laundry: bed sheets, pillow cases, lightweight blankets, bath and kitchen towels, and washcloths should be placed in a laundry bag that we provide and put in the hallway outside your door by 1 p.m. on the day before your scheduled cleaning day.

Residents are encouraged to dust all surfaces and precious items in their residence. Residents are responsible for shampooing carpet, dry cleaning window treatments, repainting, replacing vinyl flooring, and re-carpeting at their discretion and expense.

Any housekeeping requested beyond the biweekly cleaning as described above will be provided at a rate of $32/hour, with a minimum charge of $8.

An **annual deep cleaning** of your residence is an amenity included in your fees. A minimum of three days notice will be given prior to this cleaning. The items that will be cleaned are as follows: bathrooms (sink, shower, stool), stove, ceiling fans, venetian blinds, windows, and furniture including underneath beds. The cleaning crew will turn and rotate your mattress and spot clean walls. Large items such as grandfather clocks, hutches, computer desks, etc. will not be moved.

**Pest eradication**
Notify a resident coordinator as soon as possible if you notice a proliferation of insects – including bedbugs – 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.
LIFE AT WINDERMERE

Activities
Western Home Communities is committed to fostering wellness in all dimensions, including social, so we hope you will choose to participate in community life here. Watch for activities and events to be promoted in monthly calendars, on the bulletin boards and in The Journal. You’ll find sign-up sheets posted near the front entry.

Donations and donated items
Western Home Communities is a charitable 501(C)3 non-profit organization. Donations are tax deductible. For information about charitable gift annuities, scholarship funds, memorial gifts, employee appreciation, and gifts of cash, stock or real estate, call Susan Steffy in the foundation office at 319-222-2022.

We are able to accept donations of furniture and personal effects when residents transition through the continuum of care, if they are approved to be placed on our employee intranet “For Sale” site with proceeds going to the Western Home 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 Life Enrichment and Volunteer Services Carolyn Ayres 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 gifts from residents or clients. Any gifts received must be turned in to the employee’s supervisor. Non-monetary, homemade gifts or items valued less than $10 will be at the supervisor’s discretion.

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 in the foundation office at 319-222-2022 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. You are responsible for their actions within the community. Please be sure children under 12 are not left unattended in any common area. It is Western Home Communities policy that guests may stay for up to three weeks. If you have a guest staying for longer than three weeks, please ask administration for approval.

**Guest rooms**

Your guests may choose to stay in one of our available guest rooms, located at Prairie Wind, Windridge, Windcove and Windermere. These are available to reserve on a first come, first served basis. Contact the resident coordinator to see a guest room, ask about current fees and/or make a reservation.

**Health screening**

A monthly baseline health screen is included in your monthly fee. The resident coordinator will have information on what dates that will be provided.

**Insurance**

Western Home Communities insures your residence against building/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 in the common areas that doesn’t seem to have an owner, please give it to the resident coordinator. They 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 in various independent communities include full kitchens and seating for at least 24 people. These flexible, multi-purpose spaces can be used for parties, special meals, group meetings, educational programs, circle meetings, etc. Talk to the resident coordinator if you’d like to reserve a space for your use. There is no charge as long as the room is
returned to its original condition at the completion of your use. If you need assistance with set up or clean up, make arrangements with the resident coordinator; a fee will be charged for this service. Occasionally the lounges will be used by outside groups or employees of Western Home Communities. Please practice courtesy when others have reserved a lounge.

Because lounges are in heavy demand during the holidays, we don’t let the same family reserve, in advance, the use of a certain lounge for consecutive years. This “hold” is dropped one month prior to the holiday if no one else has reserved its use.

Mail
Mail should be addressed to you as follows:
Name, 5018 South Main Street, #___, Cedar Falls, IA  50613.
Please be sure to use your residence number in the address or the post office will not deliver it.

The mail is delivered to your locked mailbox in the lobby Monday through Saturday. A drop box for outgoing mail is also in the lobby. Cubbies are also there for distribution of information from Western Home Communities.

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. We don’t accept cash, but if you’d prefer to write checks, drop them off at the resident coordinator or mail to: Western Home Communities Business Office, 5307 Caraway Lane, Cedar Falls, IA 50613

Pets
Smaller, housebroken pets are welcome at Western Home Communities. Please review the pet policy before bringing your pet to live with you. Pet owners are required to sign a pet contract with Western Home Communities. Pets should be on a leash on Western Home Communities property.

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.

To that end, except in emergencies, employees will knock and wait to be acknowledged before entering your home, unless you are not capable of responding.

Also, 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, 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 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. A gravel parking lot for longer-term parking of RVs is located on the south side of Hyacinth Drive, just east of Windhaven.

**Salon spa and massage therapy**
Windermere has a beauty salon/barber shop to offer a variety of hair care services for women and men, including shampoo and set, haircut, hair 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. Contact the resident coordinator for current prices and to schedule appointments. Salon and spa services are also offered at Jorgensen Plaza.

Please remember no tipping of any Western Home Communities employee, including beauticians and massage therapists, is allowed. Employees are informed of this.

**Security**
We recommend locking the doors of your home when you leave. Security staff members respond to pendant calls, safety calls and emergencies, 10 p.m. – 7 a.m. (319) 240-1584.

**Soliciting**
Door-to-door solicitation is not allowed anywhere at Western Home Communities. Please promptly report any seeming violation of this policy to the front desk or administration. Also, if you want to post information on a bulletin board, ask the receptionist/resident coordinator before doing so to make sure it does not violate this policy.

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

Our chaplains make routine visits to hospitalized residents and are always 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. For a free listing, contact Brandy at 859–9325 or brandy.berky@westernhome.org.

**Tobacco use**
Western Home Communities is a tobacco-free organization including vaping. Residents, employees, visitors, vendors and contractors may use tobacco only on public streets. Tobacco use is not allowed inside any building; outside on the porches, sidewalks 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**
There will be scheduled transportation for shopping to Walmart, Fareway and Hy-Vee on alternating weeks. Date and time will be printed on your monthly activity calendar.

A 48-hour advance sign-up is required for all outings.
If you sign up or cancel when there is less than 48 hours until the event, you will be charged $20. If you wish to have a guest accompany you to any activity, please contact your resident coordinator.

Scheduled transportation to medical appointments can be arranged by contacting the receptionist/resident coordinator as soon as possible or at least 72 working hours in advance. Please schedule appointments to begin no later than 3 p.m. Complete the provided transportation sheet at the resident coordinator desk.

A shuttle service between campuses is available for those residents who want to visit a spouse or significant family members/friend who is receiving care on the other campus. Contact your receptionist/resident coordinator at least 72 working hours in advance to request this service, provided between 8 a.m. and 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
Windermere is located in Cedar Falls Ward 5, Precinct 3; the Cedar Falls Community School District; 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.

Wellness Center
Use of the wellness rooms and walking the hallways at Windridge or Windcove is permitted 8 a.m. – 8 p.m. Residents may purchase annual memberships to the Grosse Aquatic and Wellness Center inside Jorgensen Plaza. Contact Morgan Lehman 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 that may occur in the wellness center or during any wellness activities. We encourage you to talk with 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.
- Two 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 and the owner(s) of the equipment 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.

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**ADDITIONAL SERVICES AVAILABLE FROM WESTERN HOME COMMUNITIES**

**atHome with Western Home**

atHome with Western Home offers companion care, nursing services and personal safety technology. Offices are located at 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 monthly health screen
i. Bathing
j. Coordinating therapies
k. Chronic condition management

If you are going to be hospitalized, please contact resident coordinator so we may help you anticipate the services you might need afterward to regain strength and independence.
**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
- Preparing meals, setting table
- Errands, shopping, appointments
- Cleaning closets, organizing, decorating
- Sorting mail, preparing correspondence
- Plant care, laundry, dishes
- Talks, walks, books, games, music

Contact atHome with Western Home at 319-277-7779 for more information.

**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.

Contact atHome with Western Home at 319-277-7779 for more information.

**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 both Windhaven Assisted Living and 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 on-site speech, occupational, and physical therapy services Monday through Friday from 6 a.m. to 5 p.m. at Jorgensen Plaza. A doctor's referral is not required for an initial assessment. Call 277-2141 for an appointment. Therapy staff may be able to come to your residence for appointments.
**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.

TOGETHER...

*We build a successful organization.*
*We ensure our outstanding reputation.*
*We protect our values.*

**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](https://whc.alertline.com)
By phone (toll-free) at **877-401-5325**

*Confidential—easy to use—always available*