

**Squamish Senior Citizens Home Society**



# Westwinds

SQUAMISH SENIOR LIVING

*Tenant Handbook:  
A Guide to Rules & Regulations*

**This manual is to be retained in your Suite as reference**

**2022**

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**WELCOME TO WESTWINDS**



This booklet was prepared by the Board and Administration of the Squamish Senior Citizens Home Society. The Board sincerely hopes that the information contained herein will help make your residency at Westwinds comfortable and more enjoyable.

The contents are listed in alphabetical order. This book should be read from beginning to end. It should then be placed in a convenient location for easy reference.

The Board of Directors welcomes any suggestions you may care to make regarding this booklet or any other aspect of Westwinds. Please put your suggestions in an envelope addressed to the Board and leave it with the staff in the Office.





The Society was formed in March 1970 by a group of Squamish citizens who were interested in providing accommodations for senior citizens.

In addition to the efforts of the dedicated members of the Society, great assistance both financially and morally has been given to the Squamish Senior Citizens Home Society by the District of Squamish and community organizations, as well as CMHC and BC Housing.

Up until recently, the Society operated the Manor (50 Units) and the Cedars (20 units). Upon completion of Westwinds, these developments have since been decommissioned. The Manor and the Cedars were wonderful homes for hundreds of Seniors in the Sea to Sky Corridor for close to 50 years.

Westwinds opened its door in 2022 and has tripled the capacity of the Manor and Cedars, as well as providing modern, updated and more spacious housing for Seniors over 55. The two rental rates available are all within the guidelines of affordability as per BC Housing and CMHC.

## **FIRE REGULATIONS**

- Fire escapes and fire doors are for EMERGENCY use only.
- Fire doors must NEVER, at any time, BE WEDGED OPEN.
- Doors with proper doorstops can be kept open using the doorstop.
- Obstructions must never be placed on the fire escapes or in front of fire doors.

Halls must be kept clear.

- Fire alarms will be tested occasionally during daylight hours.
- All fire systems are tested fully once a year by a qualified Fire Safety Company
- Westwinds has an extensive fire sprinkler system which provides a high level of security from fire hazards.

## PRECAUTIONS

- ✓ Familiarize yourself with the way to the nearest fire escape.  
The caretaker will advise you if you are not certain.
- ✓ THE ENTIRE WESTWINDS COMPLEX IS NONSMOKING.
- ✓ Know where the closest fire alarm is and how to sound the alarm.
- ✓ Know how to get out of the building quickly.
- ✓ Participate in every fire drill so that your reactions will be automatic whenever a fire alarm sounds.
- ✓ On discovering a fire (unless it is so small that it can be put out immediately), sound the fire alarm and leave the building at once. Let the fire fighters fight the fires.

## IN CASE OF FIRE DIAL 911

## EMERGENCY CONTACT NUMBERS

**Ambulance - Fire Emergency Contact 911 Immediately**

Weekday Contact Person

**Gerry or Don** Cell: 604-892-4172

**Weekends:**

**Doug Miller** Cell: 604-892-4528

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## OFFICE

**Laura Modray** Executive Director [westwindsseniorliving@shaw.ca](mailto:westwindsseniorliving@shaw.ca)  
**Yvonne Colbertt** Housing Assistant [squamishseniors72@gmail.com](mailto:squamishseniors72@gmail.com)

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**Monday-Friday 10am – 5pm**

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**604-892-3311**

[www.westwindsseniorliving.ca](http://www.westwindsseniorliving.ca)

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## Non Emergency

FIRE 604-898-9666

RCMP 604-892-6100

## GENERAL REGULATIONS

### Absences

Residents who may be absent from their suites for more than one day should notify the office. This allows firefighters to be advised that a suite is vacant should a fire occur. Also, often your neighbours may be concerned if they do not see you.

If the absence is due to sickness, a family member, friend, or neighbour should advise the Office.

During the period of the tenancy agreement, any resident absent from their apartment exceeding three months without a written medical doctor's confirmation of hospitalization or extended medical care will be considered in breach of their tenancy agreement and will result in the early termination of their tenancy.

## After Hours Emergencies

All residents at Westwinds are encouraged to contact our on-site staff in case of emergencies. Emergency maintenance issues are ones that require immediate attention for the safety of the occupants or the property. Examples of Apartment Emergencies include:

- you are locked out of your suite or have lost your keys
- Fob is not working
- Elevator is not working
- Water leak or flooding
- Blockage of plumbing drains such as sinks or toilets that will not drain or are backed up
- Garage door not closing
- Damage to entry door or building
- You suspect one of your neighbours has taken a fall and need a wellness check
- Damage to entry door or building

Routine maintenance are issues that do not require immediate attention and can be handled during normal business hours: Monday – Friday from 10am to 5pm.

## Air Conditioners

Window mounted air conditioner units are not allowed. Tenants are allowed to install portable units if they can ensure venting is done without damage to their suites. For further clarification, please contact administration.



<b>Amenity Room Hours</b>		
Multi-purpose Room .....	Mon-Fri	2:00pm – 11:00pm
Weekends		8:00am – 11:00pm
Laundry Rooms .....	Daily	8:00am – 9:00pm
Fitness Room .....	Daily	3:00pm-11:00pm
<i>(unless otherwise posted)</i>		
Resident Lounge .....	Daily	8:00am – 11:00pm

## **Alcohol and Drugs**

The safety and peace of mind of all those living at Westwinds is of paramount importance to the Board of Directors. The use of alcohol is each resident’s personal choice; however, residents should be aware that the abuse of alcohol and/or drugs will not be tolerated and will result in the eviction of the offending person.

## **Alterations to Premises**

Installation of wall mounted televisions are not permitted. When hanging pictures minimize the use of tacks and nails. Residents wishing to erect bookshelves or other furnishings that is permanent, need to contact the office for permission beforehand.

Installation or use of portable washing machines, dryers, dishwashers, bidets, or garburators is not permitted in the suites. No alterations are allowed to any of the electrical or plumbing systems in the building.

## **Appliances**

Residents should be aware that any electrical appliance not functioning properly can be a potential shot and/or fire hazard. Therefore, any such appliance, which is the property of Westwinds, should be reported to the office if there are any issues.

Fridges must be kept clean and in good working order. These are major appliances and abuse can result in costly repair bills to the Society and an inconvenience to the Tenants while repairs are being carried out.

A qualified person should service the appliances that are the property of the tenant. The tenant should never attempt to make repairs or adjustments themselves.

## **Balconies and Patios**

Only summer patio furniture is acceptable. No items, including brooms, mops, laundry lines, towels, clothes, freezers, boxes, banners, or other unsightly articles, may be placed, stored, or displayed on the balcony except for outdoor patio furniture that is in good condition and appearance. The hanging of clothes for drying is not allowed on either balconies, patios, or other parts of the building.

The balconies and patios must be kept clean and free of debris. When cleaning the balcony or patio, a wet mop is allowed as long as no water drips off the balcony. The shaking of mops or dusters of any kind, and throwing any refuse out of the windows, doors, or balconies, is not permitted.

Plants on the balcony must have a catch basin for water run-off. Care should be taken when watering plants so water will not flow down onto another resident's balcony or on the building.

## **Barbecues**

Barbeques are not allowed on balconies. Tenants can arrange access to the BBQ in the courtyard.

## **Bathroom Fixtures and Plumbing**

Bathroom fixtures and plumbing should be kept clean and in good working order, and the area is to be kept clear of storage items such as boxers.

Toilets should never be used for anything except the purpose for which they were designed. Blocked toilets can be both an expense to the Society and an inconvenience to the resident. No alterations can be made to the plumbing systems in the building.

Report defective toilets or sinks promptly to the office. The resident will be responsible for the cost of any repairs resulting from abuse or negligence.

## **Bicycles and Electric Scooters**

Bicycles and three and four-wheel electric scooters are NOT permitted in the apartments, elevators, hallways, or any other common areas. Bicycles and scooters are to be stored in the designated storage area in the parkade. There are electrical outlets available for charging of scooters in the parkade.

## **Blinds**

Blinds may not be changed, removed, or altered in any way. Residents may not install any window coverings that are visible from the exterior of the building.

## **Carpets**

Residents shall not install permanently affixed carpets within their suites. Area or scatter rugs are permitted. NO DOOR MATS allowed in the common hallways.

Management will issue letters to residents that cause spills and stains on the common area carpets. The cleaning costs associated with the cleaning of the spills and stains to the carpets may be charged back to the suite.

## **Communication**

The Society and the Supported Housing program distributes newsletters once a month. These newsletters will also be posted on the bulletin Board. For communication regarding any suite maintenance issues, residents can contact the office directly.

## **Damage Deposits**

All Westwinds Tenants are required to pay a damage deposit upon rental of their unit. The damage deposit is collected at the start of the tenancy period (Half Months rent). Condition inspection reports will be conducted after residents move in. Upon vacating the unit, tenants are expected to leave the unit in the same condition that they received it. Any damages (outside of regular wear and tear) and cleaning required to restore the unit to its original condition comes out of the damage deposit.

## **Elevator Entrapments**

If you find yourself trapped in the elevator, push the button in the elevator with the telephone symbol next to it. The button will connect you to the elevator monitoring company and a technician will come and get you out.

## **Emergency Contact Information**

Personal information sheets are filled out by all tenants and that information is kept by the office (privacy protections in place). The office asks that residents update any of their information that changes annually. Residents that have specific conditions that put them at risk are asked to post their emergency contact sheets on the back of their front door.

## **Energy Conservation**

The cost of heating and other electricity is the responsibility of the resident. In order to minimize your monthly Hydro bill, you should be aware of your hydro use and conserve wherever possible. Some of the ways you can help conserve electricity is by using smart and effective energy conservation methods such as:

- Ensuring doors and windows are closed at appropriate times, such as when the heat is on.
- Turning off lights and appliances when not needed and ensuring these are off when leaving your apartment.
- Choosing to use power-smart and low-energy appliances.
- Choosing to recycle.
- It is your responsibility, so please operate your apartment in a power-smart manner.

## **Feeding of Wild Animals and Birds**

The feeding of birds, squirrels, rabbits, or other wild animals is prohibited on common property including, but not limited to, balconies and gardens. Hummingbird feeders are allowed.

## **Fitness Room**

Residents wanting to utilize the fitness room must sign a liability waiver form. Please note that the District of Squamish has priority access to the fitness area Monday thru Friday from 9am to 2pm.

## Functions

Private resident functions must be booked through the office. Private birthday parties, anniversaries, or memorial services may be held in the Multi-purpose or lounge. A \$50 deposit is required for booking rooms and will be returned once the room is left in good condition. Residents that want to contribute to the Cedman Seniors Club in exchange for a room rental, is welcome to do so.

## Garbage and Recycling

**Absolutely no large items, including but not limited to furniture and mattresses are to be left in the garbage room or anywhere around the building common areas.**

Recycling containers are in the main garbage room. Residents are asked to use to the proper receptacle for paper, plastic and glass. Residents are reminded that any items recycled need to be properly rinsed.

## Gardening

Individual garden plots are available for resident use in the courtyard. These plots are designated through a lottery system initially, and then will be given to residents on a waitlist as they come available. Residents must ensure that the plots are well maintained. Residents that neglect their garden plots will be informed that they need to bring their plot up to standard or risk losing it.

## Grease

**DO NOT POUR GREASE DOWN THE DRAINS.** Pouring grease down the drain causes the grease to quickly harden into a congealed gluey mess. The result? Clogged pipes backed up sewers and expensive repairs. If there are any plumbing repairs caused from a blocked pipe from grease and was found to be caused by the resident, the resident will be responsible for all costs associated with the repair of the clogged pipe.

## Guests

Residents can have guests in their suites for brief period of time, up to two weeks. There is a guest suite available for a nominal rate. Contact the office for booking the guest suite.

## Humidity/Condensation Management

Normal activities cause condensation. As you live in your home, your daily lifestyle contributes to the moisture in the air. Cooking, showering and plants all add water to the air in your home. Your daily

routine can minimize the amount of moisture in your home, thereby reducing condensation on interior surfaces.

### **Tips to Reduce in-suite moisture**

- Do not cover or interfere, in any way with the fresh air supply to your suite
- Do not allow wet clothes to dry indoors. Dry your clothes in the dryer in the laundry room.
- Run the hood fan when you are cooking.
- Run your bathroom fan when taking a shower. Continue running the fan for approximately 1 hour following your shower.
- If you notice condensation forming on your windows and mirrors, increase ventilation by opening a window slightly. This will allow humidity to escape.
- Open blinds and drapes so air can circulate freely over windows.
- Always keep your suite temperature between 18 -24 C.

**If you observe condensation, ventilate your home by turning on a fan or opening a window. Next, confirm your home's heating system is running 24 hours per day, 7 days a week.**

Examples of condensation damage include:

- mold growing on window frames, drywall, and other surfaces
- Cords on the window blinds swelling, making the blinds hard to operate and likely to break
- Water filling the bottom window track and damaging the drywall and wood sill beside it.

**If your windows are fogged up or wet on the inside, you are damaging the suite.**

**You will be held accountable for the damages.**

**Remove standing water from your windowsill and ensure it does not travel to adjacent drywall/baseboards.**

**Take steps to ensure condensation does not re-occur.**

**Many issues are reported as leaks when in fact they are moisture related issues from condensation and not warrantable.**

## Westwinds Housing Option

### THIS IS AN IMPORTANT SECTION TO READ AND UNDERSTAND

Westwinds is a purpose-built residential apartment complex for seniors who can live as self sufficiently as possible within their own home. Westwinds tenants must remain mentally and physically capable of living on their own, of maintaining their apartment and preparing their own meals. Some tenants receive family support and /or assistance from a third-party health care services to meet additional needs.

While Westwinds is a hub for some senior's activities and can provide referrals to appropriate senior's services, we are not able to provide care planning and individualized assistance. The society is supportive of aging in place as long as this does not put the tenant or others at risk. There may come a time that more services are required than can be provided within Westwinds. Examples of this are: worsening health conditions, unable to manage household, meal preparation, personal hygiene, medication and finances on own or with assistance of outside health services. At that time, we encourage tenants to work with family or relevant agencies to secure a more supportive living environment or a care facility. Tenants must sign a document at Intake that indicates they will accept help from relevant services as needed.

## Inspections

Suite inspections will be conducted once a year for all residents or when otherwise deemed necessary. 24 hours notice will be given to all residents before entering suites. Suites that do not meet expectations may be subject to more frequent inspections and/or further action.

## Westwinds Suite Minimum Standards

### Biohazards

The entire unit must be kept free of biohazards

Biological hazards, also known as **biohazards**, refer to biological substances that pose a threat to the health of living organisms, primarily that of humans. This can include samples of a microorganism, virus, or toxin (from a biological source) that can affect human health.

### Cleanliness

- *Kitchen*
  - All food properly stored in the fridge, freezer, or cupboards
  - Stovetop and oven cleaned regularly of oils, grease, and food

- Stovetop is free from clutter and storage
  - No moldy or rotting food anywhere in kitchen
- *Bathroom*
  - Entire bathroom cleaned regularly
  - Any surface with potential biohazards cleaned thoroughly with appropriate cleaners
- *Living areas*
  - Walls cleaned of any substances (ex. nicotine, oil/grease, food etc.)
- *Floors*
  - Carpets vacuumed regularly and cleaned annually
  - Linoleum swept and mopped regularly
  - Vinyl plank flooring swept and wiped/mopped with water regularly

## Access

- *Kitchen* Minimum 30% of countertop empty
- *Bathroom* Minimum 60% floor space available
- *Living areas* Minimum 40% floor space available
- *Bedroom(s)* Minimum 30% floor space available
- *Hallways* 3 feet clear of all items
- *Heaters* 1 foot clear of all items
- *Ceilings* 18 inches clearance from highest item to sprinkler heads

## Laundry

There are two laundry rooms on each floor of housing. These machines are for the exclusive use of Westwinds Residents only. Laundry equipment is operated with rechargeable smart cards only. No coins accepted. Smart Cards can be recharged at terminals located within the laundry room or the office using credit and debit cards. The washers and dryers are available to residents on a first come first serve basis. If you leave a machine unattended, make sure to use the magnetic numbers to indicate your suite number.

## Please follow the laundry room guidelines

- ❖ Hours 8:00am to 9:00pm
- ❖ First come first served basis
- ❖ Use only high efficiency detergent
- ❖ Measure your soap, do not use too much detergent, it will cause the machines to malfunction
- ❖ Do not overload the machines



- ❖ Remove clothes promptly from the washer and the dryer after each use
- ❖ Clean the inside of the washing of any leftover dirt or residue
- ❖ Remove lint from lint basket in the dryer
- ❖ If you spill something on the floor, please wipe or sweep it up immediately
- ❖ Dispose of your detergent containers properly in the recycling room

## **Lobby Entrance Etiquette**

Residents and their visitors are requested to wipe their feet on the mats provided at the entrance lobby doors before entering the building. Residents are also requested to shake off excess water from their umbrellas when entering the building.

Please try to avoid touching the walls with any wet items such as umbrellas, wet coats, jackets to prevent any damage to the paint on the walls.

## **Lost Keys and Fobs**

Keys are the responsibility of each resident, and we encourage you to have spare keys in your suite as well as with a neighbour, friend or relative. Do not give keys, combinations, security cards or other means of access to the building, the parking garage or common areas to any person other than an employee, occupant, or guest.

The Society accepts no responsibility to always have someone with keys available. We will help by aiding whenever possible. You can seek help from the office during office hours. You can also call the caretakers for assistance.

Building Fobs will cost \$50 if lost. Lost mailbox keys are also the responsibility of tenants, and the cost of the locksmith will apply to the tenant. Suite Keys are \$10 if lost. The office will have some keys on hand during office hours should you lose your suite key.

## **Meetings**

There are several spaces on the main floor of Westwinds that are suitable for meetings. Contact the office if you have a need to schedule one of these spaces.

## **Moving Items – In/Out**

All moves must be coordinated with the office to ensure that the elevators are properly prepared and there is no conflict with another move. 7 days notice is required to schedule a move.

## **Night Chains**

Night chains are not permitted and are not to be installed on entrance doors. In cases of emergency, these chains can present problems.

## **Noise**

In consideration of your neighbours, we ask that residents and their guests be reasonable in determining the sound levels of stereos, televisions, and audio equipment. Residents are asked to keep the noise down before 8am and after 9pm.

**After hours noise violations should be referred to local law enforcement.**

## **Office Hours and Maintenance Requests**

**Office hours are 10am to 5pm Monday Through Friday**

A request for repairs of any nature can be made by contacting the office or one of the on-duty caretakers. If your repair is an emergency, contact the on-duty caretaker immediately. Emergency repairs consist of the following:

- stopped plumbing
- faulty fire equipment
- electrical issues
- faulty locks

Tenants are asked to wait until regular working hours to report repairs that are non-emergency.

## **Painting and Wallpapering**

Tenants who wish to alter their décor are asked to contact the office. At this time, the use of wallpaper in units at Westwinds is prohibited.

## **Parking**

### **Visitor Parking**

Visitor parking is available in the clearly marked spots at the Front of the Building. Street parking is also available.

## **Resident Parking - Parkade**

Limited parking is available in the parkade for residents only. Residents can only rent a parking spot for their own vehicle. Residents are asked to take care in parking so that they are aligned properly within the designated lines of their spot. When driving out of the parkade, please wait for the gate to close behind you before driving away. This will discourage people from attempting to enter the underground. Do not leave any valuables in your vehicle.

## **Pest Control**

Residents must report any signs of pests immediately to the office. The Westwinds building was designed specially to prevent migration of pests such as bedbugs, but it is essential to report anything you see to the office immediately so it can be attended to. Taking matters into your own hands by spraying bugs only makes the matter worse by essentially scattering the bugs to neighbouring units. We have access to all the tools to eliminate pests. It is your duty as a tenant to make sure that we are contacted as soon as you see something.

## **Pets**

Residents can have one cat, or one dog. It is the owner's responsibility to have full control of their dog at all times and on leash on the property. Your dog must exhibit friendly social behaviour. Cats must remain in your apartment. Residents who bring in a pet must abide by the Pets Policy. Paperwork and a Pet Deposit is required. Residents also need to appoint a back-up caregiver for their pet should they become unable to care for the pet due to illness or other circumstances. No exotic pets are allowed (ex. snakes). Dog Owners must ensure that all Dog poop is picked up and disposed of properly. Tenants with cats should never flush their cat waste down the toilet as it will clog the system.

## **Rent Payments / Lease Renewals**

All tenants must be signed up for the Automatic Payment Plan for rents that come out of their accounts automatically on the 2<sup>nd</sup> of each month. New residents coming into Westwinds will initially sign on a one-year lease, after which they will continue a month-to-month basis. Tenants wishing to vacate their unit must give the office 30 days written notice.

## **Safety and Security**

Protecting your safety and security is very important. Residents at Westwinds should work together to maintain the property as a safe place to call home. The security of your building depends largely on the precautions you take to ensure your own safety and the safety of your fellow residents.

Below are some precautions you can take to ensure the safety of your building:

- Residents should be vigilant and aware of their surroundings in the building. Please report to the police any suspicious person(s) loitering in or around the building. Please call 911 or the non-emergency number at 604-892-6100.
- Close and lock your apartment and building doors. When using the intercom system, be sure to ask the caller to identify themselves so that uninvited persons can not gain entry to the building.
- Do not allow strangers to follow you through the door when you enter and exit the building. If you see another resident doing this, please kindly remind them that this precaution is for the safety of all residents.
- Please, under no circumstance, let anyone into the building, no matter how friendly they look unless that person is known to them. This particularly applies to persons claiming to be tradesmen or delivery persons since there is no reason for them to enter the building without being buzzed in.

## Smoking

There is no smoking allowed **ANYWHERE** on the property. People who wish to smoke must leave the property entirely. This rule applies to cannabis as well. Tenants who refuse to abide by the smoking ban on the property will face eviction.

## Stairwell / Common Area Lights

Report defective lights to the office or on-duty caretaker.

## Thermostats

Report thermostats not functioning properly to the office or on-duty caretaker.

## Vandalism

Anyone tampering with, or damaging equipment by disconnecting, removing parts, changing parts, or signs may be subject to eviction. This particularly refers to door locks, door closures, fire alarms, smoke alarms, fire equipment, fire doors, fire equipment and safety exit doors.

## **Visitors**

Visitors can stay with residents for up to 2 weeks. It is expected that you report to the office when you have visitors staying for a long period of time. There is a guest suite available for rent to visitors for a small fee. Residents are responsible for the actions of their visitors.

## **Wi-Fi**

Free Wi-Fi is available on the main floor in the amenity space as well as the Resident Lounge. See the post in the Lounge for instructions on how to log in to the free WIFI.

## **Windows**

Interior window cleaning is the responsibility of the tenant.