



Consider Silvera

Your place to make home





You likely have many questions

Whether you're just curious, possibly interested or prepared to move soon, we're ready to answer them all.

We'll respond to you in the way you'd like—by phone, via email or in person.

We'll explain our easy, step-by-step welcoming and assessment process.

It begins with information, can move through an application and assessment phase (without obligation) and, at some of our communities, often results in a

move-in within days or weeks (sometimes longer, depending on the situation).

Along the way, you may want a tour. We will work to arrange this in a safe way.

When you're ready to find out more about how we might be a good fit for you, please get in touch with us. In the meantime, read on.

Thank you

We appreciate you are considering Silvera as you choose your next home.

Decisions about where you or a loved one will live are important. The Silvera team is ready to help.

We'll make it as easy as possible for you to determine whether a Silvera community is right for you at this time, or perhaps at some time in the future.

This booklet provides basic, introductory information. At your request, one of us will be happy to help you find out more about the Silvera experience.



Bow Valley



Willow Park on the Bow



The new Westview



We're not for everyone

We are a non-healthcare organization serving independent older adults and seniors.

Silvera residents are mainly (but not only) people of modest means who can live independently and are looking to spend no more than 30 per cent of their income on rent (plus some additional fees for services).

At two of our communities, rents and fees are not tied directly to individual income levels but are nonetheless below the cost of for-profit alternatives.

Silvera is not a healthcare provider, although home care is delivered daily to many residents by partners, including Alberta Health Services. We don't offer long-term care or assisted living.

At our Beaverdam community, we offer non-medical memory-care support to residents who have early-stage dementia and yet can still live independently. And, at our Shawnessy community we have a wing for residents with limited mobility.



What makes us unique

We know you have choices about where you make your home. What makes Silvera different from the alternatives?

We do not exist to make a profit, and we are not a faith-based organization. These have their rightful places, but are not what Silvera is about.

Our primary mandate is to provide high-quality homes and services to seniors of modest means (where rent is calculated as 30 per cent of income).

We also follow a mixed-market, mixed-rent model in some communities. In these cases, rents are not tied to income, but remain lower than those charged by for-profit alternatives. This approach attracts people of varying ages and incomes.

We are purpose-driven; we help people live their best lives. We are resident-centred; we celebrate the uniqueness and independence of each resident. And, we are values-based; we know the importance of accountability, honesty, relationships and innovation.

We also know we must be caring, driven and positive. We rely on many partners, including government funders and donors, as well as the critical contributions of employees and volunteers.

83

Average age of residents in Silvera's nine Supportive Living (Enhanced Services) communities

59

Age of the youngest Silvera resident

101

Age of the oldest Silvera resident

Despite best efforts...

Many Calgarians have worked and saved hard all their lives but have come up short, finding it difficult to afford quality housing. This happens for a variety of reasons.

They might have:

- worked in low-paying jobs without pensions;
- lost a spouse and the financial contribution he or she made;
- been forced into early retirement or experienced a financial crisis later in life with no time to recover;
- faced a chronic illness or received an unexpected diagnosis preventing them from working; and/or
- already outlived their modest savings and are making do without support.

No matter the reasons, Silvera has been a high-quality, welcome solution for thousands of Calgarians over the years and will continue to be so long into the future.

We might be just the right experience for you.



Will I have enough money?

We are living longer than any generation before us. Today, one in 10 people in Calgary is 65 or older. In the 2030s, it will be one in five.

Seniors are also developing more complex health- and service-support needs. A growing number are living on low and moderate incomes.

For many of modest means, the path forward seems uncertain, including whether they'll be able to secure an affordable home with services to live out their longer lives.

Silvera understands this and, as a leading housing and services non-profit organization, we're in a unique position to provide you the best value. We meet essential needs and preferences at the lowest-possible cost.

Our team of caring professionals has been doing this for more than 55 years. We now serve 1,450 highly satisfied residents.

Perhaps you will become one.



Incomes, rents and fees

(All figures as at July 2020)

Independent Living (Basic Services) communities

Average income of residents

Approximately \$1,850 monthly (If your income is more or less than this, you may still qualify to live at Silvera.)

Rent

30 per cent of income (with the exception of Willow Park on the Bow)

Service fees

There are no service fees.

Utilities are charged at \$50 per month.

Ancillary fees

Ancillary fees are charged for optional internet and parking (subject to availability) if these are used.

Willow Park on the Bow | A Silvera Innovation Property

An Independent Living community

Average income of residents

Approximately \$2,050 monthly (If your income is more or less than this, you may still qualify to live here.)

Rent

Fixed rates based on size of suite are priced 11 per cent below the market rate as per the Canada Mortgage and Housing Corporation-calculated average of similar housing in Calgary. Monthly rents start at \$1,084 for one-bedroom suites, \$1,281 for two-bedroom suites (July 2020 prices).

Ancillary fees

Six meals per month, internet and cable are included. Fees are charged for optional additional dining and housekeeping services and for parking (subject to availability). Residents must set up their own utilities through ENMAX.

Supportive Living (Enhanced Services) communities

Average income of residents

Approximately \$2,000 monthly (If your income is more or less than this, you may still qualify to live at Silvera.)

Rent

30 per cent of income (with the exception of Westview)

Service fees

(For daily dining, weekly housekeeping, regular Active Aging programs and 24/7 non-medical staff on site.) Charges vary by community, based on suite size and features.

Monthly service fees by community

\$825

Confederation Park
Valleyview

\$865

Bow Valley

\$885

Shouldice

\$935

Aspen
Spruce
Shawnessy
Beaverdam

Ancillary fees

Charged for optional phone, cable, internet and parking (subject to availability) if these are used

Note: Alberta law stipulates that residents must each be left with at least \$322 per month after paying rent and service fees.

Westview | A Silvera Innovation Property

A Supportive Living community

Income levels

No maximum-income restrictions (rent is not geared to income)

Rent

Fixed rates based on the size of suite, priced below the for-profit commercial alternatives. Monthly rents for newly renovated suites (available once renovations are completed in 2020) start at \$2,700 for studio suites, \$3,500 for one-bedroom suites, and \$4,500 for two-bedroom suites (July 2020 prices).

Service fees

Included for daily dining, weekly housekeeping, regular Active Aging programs and 24/7 non-medical staff on site

Ancillary fees

Charged for optional phone, internet, cable and parking (subject to availability) if these are used

Our Supportive Living (Enhanced Services) communities

We have nine Supportive Living communities with private suites and a variety of common areas and services.

- **Daily dining** – Varied breakfasts, lunches, dinners and refreshments. The meals are all chef-inspired and prepared in accordance with Canada's Food Guide.
- **Housekeeping** – A thorough suite cleaning with new linens and towels, along with frequent disinfecting throughout the community.
- **Active Aging programs** – Guided activities professionally designed and delivered to support six dimensions of wellness—physical, social, intellectual, emotional, spiritual and occupational.
- **Resident support team** – This team of registered social workers is responsible for supporting residents throughout their time living with Silvera. The team completes regular assessments and meets with residents to ensure support systems are in place. They assist residents, and in some cases families, to make significant life decisions based on the best information and resources available.
- **Optional services** – These vary from community to community, and include telephone, internet, cable and parking.



Unique features of some communities

Independent Living (IL) communities

Secure, self-contained apartments and townhomes with a resident-support social work team and 24-hour maintenance on call. **Two IL communities have unique rent and service packages:**

- **Willow Park on the Bow**, with fixed-price rents below the for-profit alternatives and some extra meal services; and
- **Gilchrist Gardens**, with some rents not geared to income.

Supportive Living (SL) communities

These include:

- **non-medical memory-care support for residents at Beaverdam** who have early-stage dementia and yet can still live independently;
- **a wing at Shawnessy for residents with limited mobility**; and
- **Westview**, a community where rents and fees are not calculated as a percentage of income, but are priced below the for-profit commercial alternatives. No age restrictions.

THE NEW WESTVIEW *in glamorgan*

Secure your suite now

A comfortable SW community with refreshed studios and one- and two-bedroom suites.

A friendly place to grow. Enjoy a variety of life-enhancing activities in brand new spaces, including a new learning studio, hobby lounge, horticultural area and fitness room.

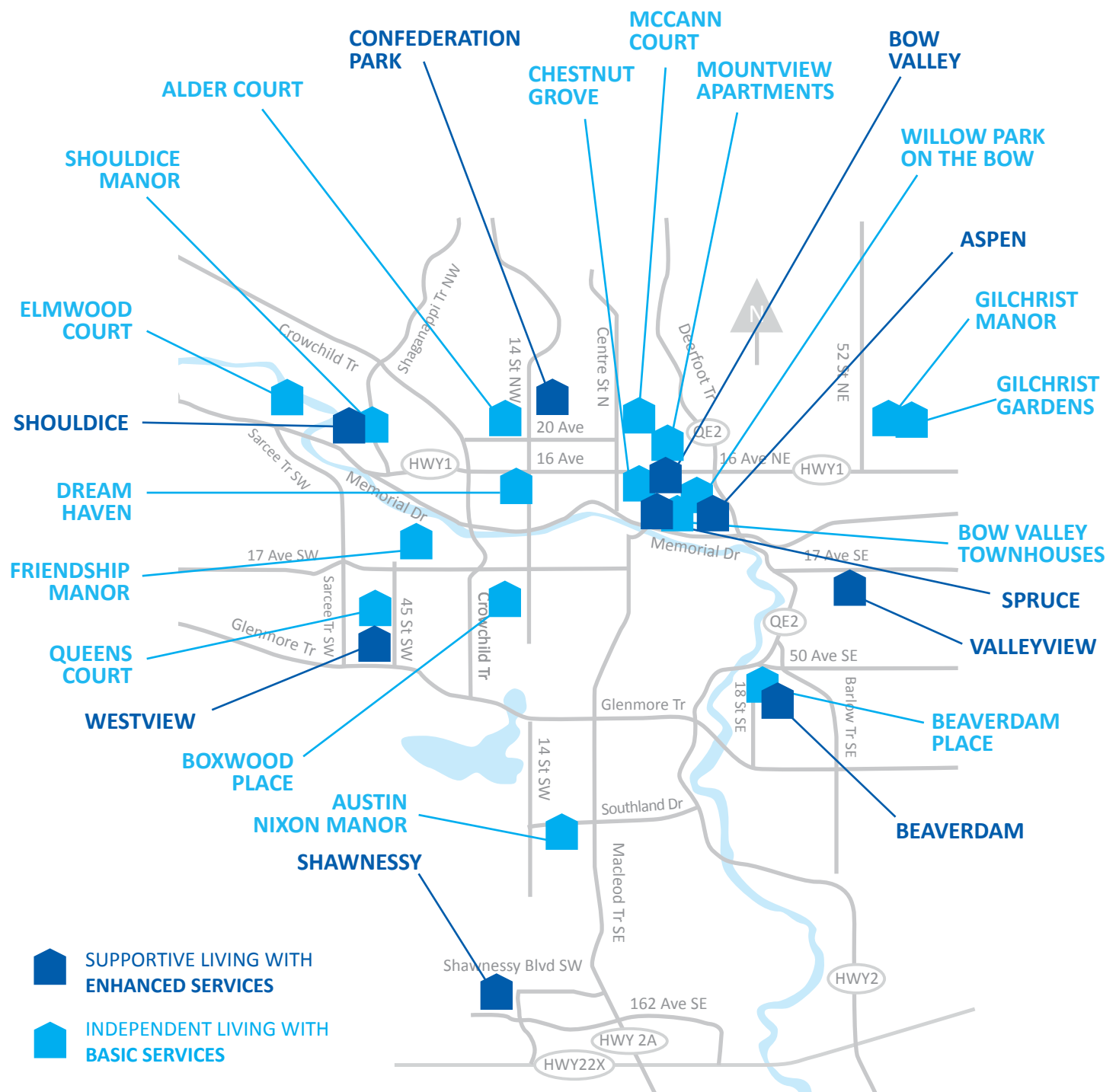
A 10-minute drive to Westhills Towne Centre, Chinook Centre, Rockyview General Hospital and other amenities.

No age restrictions. Non-subsidized, near-market rents, lower than the for-profit alternatives.



Community locations

Silvera's 25 communities are easy to get to and located in 18 Calgary neighbourhoods close to amenities, including hospitals, shopping, churches and parks.



Our vision includes building new communities in north and south Calgary to meet future demand.



Valleyview



Willow Park

Supportive Living

(ENHANCED SERVICES) (403.567.5301)

Aspen 1171 Bow Valley Lane NE
403.265.2090

Bow Valley 1020 Bow Valley Dr. NE
403.264.6455

Confederation Park 1320 - 21 Ave. NW
403.282.6060

Shouldice 4730 - 19 Ave. NW
403.288.7977

Spruce 1055 Bow Valley Dr. NE
403.266.2630

Valleyview 2736 - 19 Ave. SE
403.248.1626

Westview 5050 - 50 Ave. SW
403.240.4920

MEMORY CARE

Beaverdam 2012 - 66 Ave. SE
403.279.4623

MOBILITY WING

Shawnessy 30 Shannon Pl. SW
403.256.4036

Independent Living

(BASIC SERVICES) (403.567.5301)

Alder Court 1633 - 20 Ave. NW

Austin Nixon Manor 10660 Elbow Dr. SW

Beaverdam Place 2012 - 66 Ave. SE

Bow Valley Townhouses 1020 Bow Valley Dr. NE

Boxwood Place 1818 - 28 Ave. SW

Chestnut Grove 828 - 4 St. NE

Dream Haven 1518 - 8 Ave. NW

Elmwood Court 3603 - 63 St. NW

Friendship Manor 1923 - 33 St. SW

Gilchrist Gardens 511 Pinestream Pl. NE

Gilchrist Manor 3003 - 56 St. NE

McCann Court 207 - 21 Ave. NE

Mountview 710 - 16 Ave. NE

Queens Court 4500 - 47 St. SW

Shouldice Manor 2003 - 46 St. NW

Willow Park on the Bow 30 - 11 St. NE

Take things one step at a time

We work individually with each person through the easy steps of our welcoming and assessment process.

1. **Gather information** – Browse our website. Call or email our friendly Placement team. We'll provide you with introductory information and respond to your specific questions.
2. **Arrange a tour (optional)** – Visit one or more of our communities, guided by a Silvera representative, to experience what we have to offer and get a sense of the atmosphere of the community.
3. **Submit an application for assessment** – Access to Silvera's subsidized communities is based on a needs assessment not on a first-come, first-served basis. You will receive a priority score, which takes into account your circumstances, needs and preferences, including:
 - your income;
 - the degree to which you are capable of independent daily living;
 - the suitability of your current living situation and the time frame in which you would be able to move; and
 - your willingness to consider more than one location.
4. **Meet with us in person or through videoconference** – You will need:
 - either your prior-year Notice of Assessment or the four most recent months of bank statements and your prior-year T-slips;
 - your functional assessment (completed by your healthcare provider); and
 - your application form (available at silvera.ca/living-here).
5. **Receive an offer from us** – After we consider these factors and take your needs and preferences into account, we may offer you community options to choose from. (Some locations are more expensive than others.)
6. **Decide to move in (or withdraw your application)** – Once we make you an offer, the choice is yours.



Health and safety excellence

Health and safety is an important part of everyone's life, no matter where they live. Silvera residents benefit from the health and safety expertise and commitment of employees, who strictly follow time-tested codes of practice and all public health directives.

As we have said, Silvera is a great choice to consider for independent people who can manage most daily activities themselves. And, although we are not a long-term care or healthcare organization, we know that older people are more susceptible to the impacts of viruses, including COVID-19.

For this reason, employees in all communities are trained in cleaning and disinfecting methods and the proper use of personal protective equipment, and they are required to stay home if they are feeling ill. We are also at the ready to comply quickly and thoroughly with all orders of Alberta's Chief Medical Officer of Health.

We know that no infection-prevention protocol is 100-per-cent effective, and this makes us more vigilant in taking precautions. We are in frequent contact with Alberta Health Services and regularly audit our performance in these areas.

We also know we cannot keep residents and employees safe by ourselves. We rely on the awareness and co-operation of everyone, and regularly provide residents with outbreak education so they are equipped to keep themselves and one another safe.

With this in mind, we encourage and expect employees and residents to practise good personal hygiene and physical distancing. We also arrange clinics in our supportive living communities each fall to make it easy for people to get vaccinated for influenza.



Our purpose:
Live your best life.



We value:

Accountability

Honesty

Relationships

Innovation

We are:

Caring

Driven

Positive

Glossary

Active Aging – Guided activities professionally designed and delivered to support six dimensions of wellness—physical, social, intellectual, emotional, spiritual and occupational. Silvera’s Active Aging programs are designed to improve residents’ well-being in each dimension.

Assisted living – Housing for elderly or disabled people that provides nursing care, housekeeping and prepared meals as needed. Silvera does not provide this type of care.

Basic Services – A term Silvera uses for 24-hour maintenance on call and access to Silvera’s resident-support social work team.

Dining services – Silvera’s Supportive Living (Enhanced Services) communities provide breakfast, lunch and dinner to residents, as well as refreshments.

Enhanced Services – A term Silvera uses for dining, housekeeping, Active Aging programs, access to a resident-support social work team and, at some communities, phone, internet, cable and parking.

Functional assessment – A form completed by a qualified healthcare provider to assess an individual’s ability to independently manage his or her daily living.

Home care – Basic medical support from healthcare providers given to people in their homes.

Housekeeping – Silvera’s Supportive Living (Enhanced Services) communities provide a once-a-week room cleaning along with new linens and towels.

Independent Living with Basic Services – A term Silvera uses to describe our self-contained apartments and townhomes with full kitchens, 24-hour maintenance on call and access to a resident-support social work team.

Line 150 – The line on Canada Revenue Agency’s Notice of Assessment that reports an individual’s annual total income. This number is the primary factor in the calculation of rents geared to income (RGI).

Long-term care – Housing with medical services on-site for complex long-term health conditions in a setting that is accessed through the health system. Silvera does not provide this type of care.

Memory care – Silvera’s memory care program is for independent older adults with early-stage dementia. This non-medical service at Beaverdam Community stimulates residents through daily activity programs designed to support their memory needs and capabilities.

Mixed-market, mixed-rent model – An approach that attracts people of varying ages and incomes. In these cases, rents are not tied to income but are lower than those charged by for-profit alternatives.

Optional services – These services vary from community to community at Silvera, and include telephone, internet, cable, and parking (along with meals and housekeeping at Willow Park on the Bow).

Priority score – A sum calculated by all housing management bodies to determine the order of eligibility for move-in; it takes into account the circumstances, needs and preferences of applicants.

Rent Geared to Income (RGI) – Rent that is calculated at 30 per cent of total annual income, plus additional fees for optional services. Total annual income is the amount on line 150 of a person’s most recent Notice of Assessment from the Canada Revenue Agency.

Seniors lodge – Housing with some hospitality services on-site made possible through government funding, targeted at lower-income individuals or those requiring subsidies.

Supportive Living with Enhanced Services – A term Silvera uses to describe our communities with dining, housekeeping and Active Aging programs, 24-hour non-medical employee presence on-site, and the benefits of a resident-support social work team. Other services include phone, internet, cable and parking.

Connect with us

SUPPORTIVE LIVING (ENHANCED SERVICES) COMMUNITIES

placement@silvera.ca | 403.567.5301

INDEPENDENT LIVING (BASIC SERVICES) COMMUNITIES

placement@silvera.ca | 403.567.5301

Please leave a message. We will return your call within three business days.

THE NEW WESTVIEW

newwestview@silvera.ca | 403.276.5541

Please note some communities have a waitlist.



804, 7015 Macleod Trail SW, Calgary, Alberta T2H 2K6

403.276.5541 silvera.ca

