



## Frequently Asked Questions

With nearly 60 years of service, Silvera is a trusted leader in providing a diverse selection of safe, affordable housing and important services to independent older adults. We are a non-healthcare organization serving Calgary seniors with differing levels of income. Silvera is home to more than 1,400 residents in our 26 communities located in neighbourhoods across the city. We are a non-profit organization with more than 400 caring employees.

### How do I learn more and apply to live with Silvera?

- **Contact us directly** via phone at 403.567.5301. We are happy to help.
- **Visit us through a virtual tour**, all Silvera's communities are available online.
- **Fill out an application form online** at [www.silvera.ca/living-here/apply](http://www.silvera.ca/living-here/apply)
- **Email for information** or an application form [CommunityLiving@silvera.ca](mailto:CommunityLiving@silvera.ca)

### Follow these three easy steps to your new home!

1. Please complete the application form in full, sign it and attach the following documents:
  - a. Current NOA (Notice of Assessment) from Revenue Canada. This is your proof of Income to qualify for subsidized housing that is required by the government.
  - b. Functional Assessment completed and signed by your health care provider. **Note: Only a physician, a nurse practitioner, or a naturopath, can fill out the Functional Health Assessment.**
  - c. Montreal Cognitive Assessment (MoCA) or Mini Mental State Exam (MMSE) if appropriate.
2. Submit all the documents in the most convenient way for you:
  - Email to [CommunityLiving@silvera.ca](mailto:CommunityLiving@silvera.ca)
  - Fax to 403.276.9152
  - Mail or deliver in-person to Silvera for Seniors, #804-7015 Macleod Trail SW, Calgary, AB T2H 2K6
3. Our Community Living team will contact you about your application and guide you to the right home for you. When a suite is available, you will be



contacted to arrange a tour of the community and have a Meet & Greet with the Silvera team.

You can begin now with a virtual tour:

- a. Visit our website at [www.silvera.ca](http://www.silvera.ca)
- b. Click on Our communities
- c. Choose a community location to view.
- d. Click the virtual tour link.

### **What does “proof of income” mean?**

Proof of income is showing how much you make to be able to qualify for subsidized housing. The government requires your Notice of Assessment (NOA), which is your processed income tax assessment. Proof of any other income not included in your NOA (example: private pension, out of country pension, investment income) is also required. If you cannot locate your NOA, call the Canada Revenue Agency at 1.800.959.8281 to request a copy.

### **Why do I need a functional assessment?**

The functional assessment is a series of questions that helps Silvera make sure you have all the services you need. This is used to help match you to the right Silvera community for you, so we can help you “Live your best life” -- Silvera’s primary purpose.

### **What kinds of services does Silvera provide in seniors’ communities?**

With 26 locations across the city, Silvera provides a full spectrum of offerings to suit a wide range of incomes and budgets. The two main categories are Housing – Accommodation Only, and Housing with Full Services.

Silvera’s **Housing – Accommodation Only** buildings are self-contained apartments or townhouses with full kitchens, and offer safe, secure, affordable accommodation for seniors with 24-hour maintenance on-call. Residents also have access to Resident Support Coordinators (RSCs), social workers, who can guide residents to the supports they need. In these communities, residents do their own shopping, cooking, and cleaning.

Silvera also offers **Housing with Full Services**. These communities offer three



meals a day, 24/7 snacks, weekly housekeeping, active aging programs (fun, recreational and social activities), non-medical employees on-site 24 hours per day, maintenance on call 24/7, call bells in every suite, weekly doctor visits onsite (select locations), hair salon services and health and safety protocols.

Some Full Services communities are pet friendly. Valleyview offers a cat room residents can visit. Some Silvera Full Services communities are large, vibrant multi-storey buildings while others are cozier, smaller one-level communities. We also offer a range of service packages our Community Living Coordinators would be happy to discuss with you to find just the right fit.

Silvera also operates two communities that offer **Housing with Full Services and Health Supports**: mobility supports at Shawnessy (SW), and support for individuals with early-stage dementia at Beaverdam (SE). These programs provide residents with extra supports to help them live independently as long as possible.

We also offer a hybrid of accommodation only and full services -- **Housing with Service Options**. Our Willow Park on the Bow community offers self-contained apartments, with six prepared meals per month. It is priced 11% below CMHC (Canadian Mortgage and Housing Corporation) average market priced suites.

<i><b>Housing with Full Services communities, offering daily dining, 24/7 snacks, weekly housekeeping, salon services, etc.</b></i>	
<b>Northwest</b>	<b>Inner City / Bridgeland</b>
Confederation Park Shouldice (pet-friendly)	Aspen Bow Valley Spruce
<b>Southwest</b>	<b>Southeast</b>
Shawnessy (mobility supports)	Beaverdam (early-stage memory care supports) Valleyview (cat room)



<b><i>Housing only communities, offering 24/7 maintenance on call and Resident Support Coordinators (social workers) to guide you to available supports</i></b>	
<b>Northwest</b>	<b>Northeast</b>
Alder Court Dream Haven Elmwood Court Shouldice Manor Varsity Estates Village (pet-friendly)	Bow Valley Townhouses Chestnut Grove Gilchrist Gardens Gilchrist Manor McCann Court Mountview Apartments
<b>Inner City/Bridgeland</b>	
Willow Park on the Bow (housing only with six meals per month provided)	
<b>Southwest</b>	<b>Southeast</b>
Austin Nixon Manor Boxwood Place Friendship Manor Queens Court	Beaverdam Place Townhouses

**Can I apply for more than one community?**

Yes, but we recommend a maximum of three communities at one time. When selecting communities, please call the Community Living team at 403.567.5301 (Monday – Friday, 8:00 am – 4:00 pm) for personalized service. Let us guide you through the process of finding your new home with Silvera, or feel free to visit our website ([www.silvera.ca](http://www.silvera.ca)) for more information or virtual tours at any time.

**Can I list my preferred location?**

You can select up to three communities that interest you.

**I need housing immediately. How long does the entire process take before I am advised if I qualify?**

There are situations where Silvera can house people on short notice. This depends on your unique circumstances and the availability of units at Silvera communities. If you have an immediate or urgent need for housing, please call our Community Living team at 403.567.5301, we will do our very best to help.

**What is the size of the suites?**



The size of suites varies depending on the communities. Silvera offers single and double suites, as well as some 2-bedroom units, 1-bedroom units and studios. You can call our Community Living team to arrange tours or visit any Silvera community virtually online. Virtual tours are available at [silvera.ca](https://silvera.ca) -> Our communities.

**Do you have wheelchair-accessible suites?**

Yes, many of our communities offer barrier-free suites.

**How much is rent?**

We have a variety of rent models including set rent rates, and Rent Geared to Income model (30% of your annual gross income). Income influences which communities you may be eligible to live in.

**What is the damage deposit?**

Based on the community you apply to live at, a damage deposit may be required.

**What is your pet policy?**

Silvera allows small, well-behaved cats and dogs at select communities (Shouldice, Westview and Varsity Estates). We allow day visits with pets and registered service dogs.

**What is your smoking policy?**

Smoking is not allowed indoors at any of Silvera's communities. Many locations have outdoor designated smoking areas that comply with City of Calgary bylaws.

**When I submit an application, do I receive a call?**

After you submit an application, our Community Living team will only contact you if the application is incomplete. Please allow at least two business days for a member of our Community Living team to contact you, should the need arise, to review your application and any missing or incomplete supporting documents.

**What is the waitlist to live with Silvera?**

Your place on our waitlist is determined by your needs and situation, not your application date. Depending on the priority of each new application received,



you may move up and down on the waitlist. We cannot inform you of your exact position on the waitlist.

When we have a vacancy available, our Community Living team will contact you to discuss next steps, which includes an extensive conversation to ensure we are best meeting your needs, and that you are ready to move. The Community Living team then arranges a Meet & Greet at the available community.

If there are any changes to your situation while you are on the waitlist, such as a change in income, housing or health, please let us know by calling 403.567.5301 or emailing [CommunityLiving@silvera.ca](mailto:CommunityLiving@silvera.ca).

**If I have questions about the status of my application, who do I speak to?**

You can call our Community Living team at 403.567.5301 or email [CommunityLiving@silvera.ca](mailto:CommunityLiving@silvera.ca).

**Can I place my name on the waitlist even though I am not actively looking to move?**

The waitlist is for people who are currently looking to move; for example, within 60 days of being notified of a vacancy.

**How much income do I need to have to qualify for housing?**

Silvera considers all applications and income amounts; however, your income may influence the communities you are eligible to live in. Silvera has a significant number of communities that provide safe, secure, and affordable housing for seniors with low to moderate incomes. In addition, Silvera has some communities with rent structures that accommodate seniors with higher incomes as well.