



*Handbook for
Tenants of
Independent Apartments*



Our next chapter...

Saint Luke's Place turns 40 years strong this year. As we look ahead to our next chapter we do so with a new logo and a revitalized vision.

Our new logo speaks to who we are: home. That says it all.

It's where you feel comfortable. It's where you want to be. Saint Luke's Place is situated in a beautiful park-like setting, reminding us that we are also part of the world around us.

Our new vision, mission and values statements are our commitment to you. Our purpose is to provide a welcoming and safe community for those we are privileged to serve.

When you're here, you're Home.

VISION

An inclusive community that nurtures the evolving needs and desires of older persons.

MISSION

Through excellence and innovation we create a community of care that is person-centred.

VALUES

Trust. Integrity. Dignity. Respect. Community.

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INDEPENDENT APARTMENTS

YOUR ADDRESS –

- ❖ Saint Luke's Place mailing address is 1624 Franklin Boulevard, Cambridge ON, N3C 3P4. Our phone number is 519-658-5183. Our website address is www.saintlukesplace.ca
- ❖ If you reside in the C Wing apartments your address is:
C (your apt #) – 1624 Franklin Boulevard, Cambridge ON, N3C 3P4
- ❖ If you reside in D Wing apartments your address is:
D (your apt #) – 1598 Franklin Boulevard, Cambridge ON, N3C 3P4
- ❖ Please be sure to include your full apartment number when giving out your address.

BEFORE YOU MOVE IN

Before a new tenant takes possession of an apartment:

- ❖ The walls will be repaired and painted as necessary in Saint Luke's Place standard colours.
- ❖ The refrigerator and stove will be cleaned.
- ❖ The plumbing (sinks, toilet, tub) will be cleaned.
- ❖ Repairs will be made where necessary.
- ❖ A TENANCY AGREEMENT IS SIGNED AND RETURNED TO THE BUSINESS OFFICE.
- ❖ Saint Luke's Place requires 60 days notice should you decide to relinquish your apartment.

RENT

- ❖ Please contact Saint Luke's Place to confirm current rates for Independent Apartments.
- ❖ Apartment rate annual increases are determined to comply with provincially legislated guidelines.
- ❖ Rent is due on the first of every month and is to be paid at the Business Office.
- ❖ Post-dated cheques for the year are recommended.
- ❖ Cheques are to be made out to "Saint Luke's Place".
- ❖ Annual rent increases at Saint Luke's Place take effect January 1st of each year, and are communicated in advance to comply with provincially legislated guidelines.

TELEPHONE

The ordering of a telephone is the responsibility of the tenant. All apartments are equipped with at least one phone jack in the living room and some apartments are equipped with a phone jack in both the living room and bedroom. If you require an extra jack, please contact a telephone provider of your choice.

FOR D WING APARTMENTS...MIRCOM TELEPHONE ENTRY SYSTEM (NSL SYSTEM)

Mircom's state of the art door entry system has been installed in this building to provide you and your guest with an increased level of confidence and security.

This system operates with your existing telephone (landline) or cell phone. Your guest simply dials your code number or selects your name by scrolling through the directory on the lobby panel and your telephone/cell will ring. When answered, you will be in direct communication with your guest.

To unlock the main door, press and release the digit "9" from your telephone/cell. **To refuse entry, simply hang up.**

CALL WAITING FEATURE

While engaged in a conversation with the outside line, a distinct tone will be heard when a visitor places a call to you. Press the handset plunger switch and release to answer the call. This action will automatically put the outside line "on hold". While on-line, you can open the door by dialing the digit "9" or press and release the handset plunger switch to refuse entry. Both actions will automatically connect you to the previously "on hold" caller to continue your conversation.

In a similar manner, you can answer your outside caller while talking to the guest in the lobby. Please note that you cannot put your guest "on hold" due to a system allowable talk-time limit (normally 60 seconds).

INSURANCE

Each tenant is responsible for insuring the contents of their apartment. Tenants are encouraged to purchase a **Tenant's Package** policy which also includes liability insurance. Saint Luke's Place does not cover personal belongings.

KEYS

- ❖ Apartment tenants in C Wing receive one key which will open the outside doors as well as their apartment door.
- ❖ Apartment tenants in D Wing will receive two keys; one for the outside doors and one for their apartment door.
- ❖ Each apartment will receive the corresponding mailbox key.
- ❖ Extra sets of apartment/door keys may be available by contacting the Director of Maintenance. There is a fee for extra keys.

Tenants are urged to keep their door locked, especially when they leave their apartment. Tenants are urged to be vigilant in the care of their keys. If you lose your key or otherwise require another key, please speak to the Business Office. Our Nurse Manager on duty can assist you in an emergency when the Business Office is not open.

REPAIRS AND RENOVATIONS

When there is need for repair in the apartment, tenants may complete the electronic maintenance request form that can be found on our website or report it to the Business office, who will then advise our Director of Maintenance. For emergencies when the office is closed, please call the Nurse Manager at 658-5183 at extension 284. **Please note that you may incur a charge for parts and /or labour.**

CARPETS

- ❖ Wall to wall carpeting may be installed. **IT CANNOT BE PERMANENTLY ATTACHED TO THE PRESENT HARDWOOD FLOORING.** If you do, you will be responsible for costs of removal.
- ❖ If there is carpet in the room and you wish to purchase it from the prior tenant, arrangements should be made directly with the prior tenant and/or family.

CHANGE OF DECOR

Saint Luke's Place policy states that if you wish to make changes to your apartment, a Change of Decor Request Form must be completed and approved by the Director of maintenance. This includes painting, wallpapering, changes to cabinetry, etc. Forms are available from the Business Office.

APPLIANCES

Stove & refrigerator are supplied by Saint Luke's Place. Tenants may bring their own stove or refrigerator as long as they fit and meet the approval of the Director of Maintenance.

AIR CONDITIONER

An air conditioner may be installed in windows in C Wing. A space is provided in the wall of the D Wing apartments.

Air conditioners are the property of the tenant and it is their responsibility to maintain and service them. Our Maintenance Staff for a nominal fee may remove window unit air conditioners for the winter.

If you have an air conditioner that produces condensation, please collect the liquid in a bucket or a pail. This water may be used for plants or poured down your sink .

PICTURES AND MIRRORS

Tenants may hang pictures or mirrors on the walls of their apartment without excessive use of screws or nails.

PET POLICY

Saint Luke's Place is happy to allow pets in the facility however we do ask that pet owners comply with the following:

- ❖ All pets must be up to date with required inoculations and shots. This includes any family members or friends that bring in their pets while visiting.
- ❖ A copy of updated shots must be submitted to the business office in writing for all pets either living or visiting here.
- ❖ All pet owners are required to complete a Pet Care Agreement Form to be kept on file at the business office.
- ❖ All pets must be kept on a leash when outside of your apartment
- ❖ All pet excrement must be picked up and immediately disposed of by the owner.
- ❖ Pets are not allowed to roam unattended in garden areas or other tenants green space.
- ❖ Tenants with pets must have a plan in place for "pet care" in the event of an emergency (i.e. a hospital stay) which requires the tenant to be absent for an extended period. **DO NOT LEAVE PETS UNATTENDED IN THE APARTMENT.**

RULES FOR BALCONIES / PATIOS

BARBECUES

Gas/propane barbecues are permitted on ground level ONLY and MUST be at least one metre (40 inches) away from any door or window opening. Electric barbecues are permitted on balconies on all other levels.

BLOCKING OF BALCONIES

Privacy screens or objects used to create privacy on your own balcony MUST NOT extend to the edge of the balcony. Enough space must be left for individuals to pass through your space in the event that evacuation by way of balconies is necessary.

PERSONAL POSSESSIONS BEYOND PATIOS

Personal possessions MUST be contained within the confines of your own patio for those tenants living on the ground floor level as it is time consuming to move furnishings etc. when cutting the grass.

HANGING FLOWER BASKETS/FLAGS AND BIRD FEEDERS

Hanging baskets and bird feeders MUST face inward on balconies so as to avoid water dripping or injury if a basket falls on anyone walking or sitting below. Flags must be properly secured.

OUTDOOR CARPETS

Carpets may be laid, but not adhered to balconies for summer months but must be removed and stored over the winter.

SWEEPING BALCONIES

Please use a broom and dustpan when sweeping your balcony. Do not sweep debris over the edge as there may be other balconies or people below.

LAUNDRY ON BALCONIES

Drying laundry on balconies is NOT permitted. Please use the dryers that are provided or use a drying rack inside your own apartment.

LAWN CHAIRS

Lawn chairs may be kept on the balconies throughout the year.

THE FLOOR

THE BUDDY SYSTEM

Each floor has a buddy system in place. This support is appreciated by many who live alone. In addition, we ask that you make use of the **HANG ME** card. When you retire for the evening, we ask that you hang the card on the outside of your apartment door and when you get up in the morning to please remove the card. Should you find a card hanging on the outside of a door past 11:30 am you are asked to call 519-658-5183.

It is preferable, when planning on being away for more than a 24 hour period to inform the business office. This applies to vacation time, hospitalisation, etc. This helps us in the event of an evacuation or a similar event.

During the winter months we ask that if you are vacationing at any time, to please leave your car keys behind should the occasion arise that we would need to move your car for snow removal.

LAUNDRY

Coin operated laundry rooms are located on each floor in the C Wing and on the second and fourth floor in D Wing. If you require change, the business office has this available during its regular business hours.

The instructions for use are located on the inside of the lid and also posted on the wall in the laundry rooms. Read them carefully.

Please keep the machines clean and remember to empty the lint filter in the dryer after each use.

Laundry times are posted in the laundry rooms.
Out of courtesy for others, please use one washer or dryer at a time.

Please do NOT block the laundry room door open. This is a City of Cambridge Fire Department regulation.

THE BUILDING

INFECTION CONTROL

Infection control is everyone's job. Here at Saint Luke's Place we have many elderly people who are more susceptible to illness, meaning that when they become ill it is much more dangerous than an average adult.

It is important that steps are taken by everyone to help protect our elderly as well as themselves from becoming ill.

The number one basic method to stop the spread of infection is regular, proper, thorough hand washing. Wash your hands before and after eating, using the restroom facilities, after contact with any bodily fluids, etc. Lather up those hands so you remove those "bugs" and wash them down the drain. At the main entrances and the entrances to each Long Term Care Wing there are hand sanitizing dispensers mounted on the wall. Please use them before and after entering – this is a quick method of cleansing your hands if they are not visibly soiled.

If you are ill with any of the following symptoms (and they are not a chronic condition for you personally): cough, sneezing, fever, runny nose, diarrhea, vomiting, please refrain from visiting the elderly.

PARKING

Tenant parking spots are assigned at the office to those tenants who are currently driving and own a licensed vehicle. Each apartment may be assigned no more than one assigned parking space. Assigned parking is non-transferrable. We no longer accept requests to transfer assigned parking spots.

Monthly parking fees may apply (refer to your tenancy agreement). Parking at Saint Luke's Place is limited and there are several tenants on a waiting list for a space at any given time. As a new tenant, your name will be added to the list as per your apartment possession date and you will be given a spot when your name reaches the top of the list.

Please ensure that the business office has your current vehicle information (i.e. if you get a new car).

In the event that you no longer have a vehicle, please notify the Business Office in order that your spot may be allocated to another tenant. Visitors must park in designated visitor parking.

VISITOR PARKING

Visitor parking for C Wing is the first row of the parking lot. Visitor parking for D Wing is in E Wing parking lot. Visitor parking spots have no numbers on them.

If you have overnight guests, please pick up a VISITOR PARKING sign from the office, as this identifies the car as having a connection to Saint Luke's Place.

SOLICITING

In general, no outside solicitation is permitted within Saint Luke's Place. Internal fundraising efforts do take place from time to time and have been approved by our Chief Executive Officer.

SECURITY

D Wing is a controlled access building. Please advise your guests to use the intercom panel located inside the front door when they arrive.

Never allow someone to enter if you don't know them. If in doubt turn your television to channel 59 and see who is at the entrance.

For C Wing the main doors are open until 9:00 pm in the evening. Please instruct your guests that there is an intercom located inside the first door if they are arriving after 9:00 pm and to announce to the nurses who they are and whom they would like to visit.

If you observe acts of violence or vandalism, please call the Waterloo Regional Police Service at 653-7700 and Saint Luke's Place at 658-5183 to report the problem. **Please call 911 if you perceive it to be an emergency.** Please report problems when they are first noticed. Do **NOT** delay in reporting concerns.

RECYCLING AND WASTE DISPOSAL

Recycling is everyone's responsibility. By working together we can make a difference. The following are some guidelines for your assistance.

- ❖ All waste is to be contained in tied plastic bags.
- ❖ Refuse/garbage is not to be left in corridors, garbage chute room or other areas. Use the garbage chute or take refuse to the refuse room on the first floor.
- ❖ Please use the chute only between 7:00 am and 9:00 pm.
- ❖ Corrugated cardboard, glass bottles and jars, plastic soft drink bottles, metal food and beverage cans and newspapers are to be recycled using the blue bag provided to you. Recycling bags are to be taken to the refuse room on the first floor and deposited in the appropriate cart. Cardboard boxes are to be flattened before you put them in the cardboard bin in the refuse room.
- ❖ ***Please refrain from using the chute between 7:00pm Monday and 4:00 pm Tuesday. Signage is posted on the door to the garbage chute room.***

USE OF THE FACILITY

All common areas (lounges, corridors, etc) are decorated by Saint Luke's Place only. Please refrain from adding or changing decorations. In an effort to minimize clutter please refrain from storing personal items such as puzzles, exercise equipment, tables, etc. in lounges.

The Stauffer Auditorium, Stenhouse Hall or floor lounges may be reserved for functions by the tenant if they are not scheduled to be used for programs. Bookings are made through the Business Office. There is no cost for the use of these rooms by you, however, a \$50 deposit is required for the Auditorium at the time of booking and will be returned after the event, provided there are no cleaning costs incurred. Refreshments may also be charged if obtained by Saint Luke's Place Dietary Department.

ELEVATOR

When moving personal belongings either in or out of your apartment, you cannot lock or block the elevator doors open. You must load belongings in and then out of the elevator each time after each load, then release it to enable others the use of it.

If possible, you should make your moving date on a weekday. This means maintenance personnel would be available should a problem arise with an elevator. If you are on the elevator and run into problems, there is an emergency telephone in the wall to use. Simply lift the receiver and someone will answer you.

No scooters or moving trolleys are to be used in the C Wing elevator.

LIBRARY

The library is located on the third floor of C Wing opposite the lounge. There are approximately 4000 books available and 1000 are large print.

Everyone at Saint Luke's Place is welcome to borrow a book at no cost. The Library is completely self serve. Please return the books that you take so that others may enjoy them also.

There are also a number of books and puzzles located on the bridge to D Wing available for your recreation pleasure.

SMOKING POLICY

Effective October 30, 2015, smoking is not permitted by Staff, Tenants, Volunteers, Contractors, Family Members and other Visitors in all public and/or common areas, indoors and outdoors, on all Saint Luke's Place property, as well as in all outdoor areas (parking lots and grounds) of Saint Luke's United Church. Tenants are at liberty to smoke in their apartments and/or their apartment balconies, and/or their walk-out patios (for ground-level apartments). Should excessive smoking on apartment balconies or apartment walk-out patios interfere with the health or comfort of other tenants, Management reserves the right to disallow smoking on apartment balconies or apartment walk-out patios on a case-by-case basis. Common courtesy should prevail. Saint Luke's Place, as a landlord, reserves its rights

to apply and enforce all terms and conditions of its apartment rental agreements with tenants. (Please refer to our organizational smoking policy for Staff, Tenants, Volunteers, Contractors, Family Members and Other Visitors).

Due to legislative requirements, separate Smoking Policies apply to Long-Term Care Residents and to Retirement Home Residents.

EMERGENCIES

An Emergency Information Medication Record Booklet containing your pertinent information, your photograph, your next of kin, their telephone numbers and your medication requirements is supplied to each apartment tenant. This information should be placed in a zip-lock baggie and placed in the door of your refrigerator and is used for identification purposes in an emergency. Please be sure it is updated when any changes occur. It should be in place within 72 hours of moving in.

MEDICAL EMERGENCIES

Each apartment is equipped with **HELPCALL**, our emergency call system. Tunstall consists of a *speech module* and a *pendant petite radio transmitter*.

The speech module is located on the wall of your apartment. We recommend you wear or carry your pendant petite with you at all times. This will allow you freedom to move throughout the facility and surrounding grounds with assurance that, should assistance be required, you are in constant contact with help.

There is no charge for the initial petite. If a second petite is required, or if the initial petite is lost, there will be a charge of \$120.00 for replacement. Please contact the administration office at 519-658-5183 to make arrangements.

If you have an emergency situation, simply push the red button on your petite or the help” button on the module. You will hear a response to your call as soon as possible through the intercom. Explain what the emergency is, so the correct response can be made.

It is important that you understand that the emergency call system (HELPCALL) only works with an active phone land line. This type of phone line is required for this system to work properly. As a result – if you are using a cell phone the HELPCALL system does NOT work. It will be up to you to call 911 for assistance in an emergency. There is a call station located in each corridor that can be activated if needed.

WHEN AN AMBULANCE IS NEEDED

If the need ever arises for you to call 911, make sure you tell the dispatcher your apartment number and the name of the building you live in, in order that the Paramedics access the correct entrance. There are three driveways at Saint Luke's Place and it is imperative that correct information be given so that valuable time is not wasted in an emergency.

Include the following:

- ~ Your name
- ~The nature of the emergency
- ~ State *"I live at Saint Luke's Place"*
- ~ Building name and apartment number

Remember that D Wing has a secure entrance. You must let the ambulance in via your phone or send someone to the front door to open it for them.

FIRE PROCEDURE

WHEN YOU DISCOVER FIRE OR SMOKE:

1. **LEAVE:** Leave immediately and close the door; do not attempt to fight the fire. (the white/red tag on the outside of your apartment door is for staff use only)
2. **PULL ALARM:** Activate the fire alarm by pulling at the nearest "pull station".
3. **REPORT:** Ask a neighbour to call 519-658-5183 and report the location of fire/smoke.
4. **EXIT:** Go to the nearest stairwell landing; be ready to exit the building.

WHEN YOU HEAR THE FIRE ALARM RINGING:

1. **LEAVE:** Leave immediately, close the door and proceed to the nearest stairwell landing, away from the fire zone.
2. **WAIT:** Wait for further instructions from staff or firefighters. Be ready to leave the building.
3. **LISTEN:** Listen for the "All Clear" announcement which indicates normal activities may be resumed.

PLEASE REMEMBER:

NO ELEVATOR: USE STAIRWELLS ONLY DURING ANY FIRE EMERGENCY.

CLEAR CORRIDORS: IF YOU ARE IN A CORRIDOR WHEN YOU HEAR THE FIRE ALARM RINGING, GO TO THE NEAREST STAIRWELL LANDING AWAY FROM THE FIRE ZONE AND BE READY TO LEAVE THE BUILDING.

(THESE INSTRUCTIONS ARE PRINTED ON THE LAMINATED CARD ON THE BACK OF THE DOOR INTO YOUR APARTMENT)

OTHER IMPORTANT MEASURES:

- If you smoke, do so outside. Definitely NO SMOKING in bed.
- Make sure your smoke detectors are working.
- Be prepared – know what to do in a fire emergency.
- Do not hesitate to use your **HELPCALL** device to alert staff of an emergency.
- Corridors and stairways must be unobstructed; it is not permissible to store scooters, wheelchairs, walkers, shopping carts or any other articles in these areas.

PROGRAMS AND ACTIVITIES

ELDERLY PERSONS CENTRE

As an apartment tenant at Saint Luke's Place you are member of the Elderly Persons Centre which includes the Auditorium, woodworking shop, therapy pool, dining room, lounges, library, general store, hairdresser/ barber shop and billiards room. Programs are planned throughout the week for tenants. A calendar listing these programs can be found on each floor on the bulletin board.

WOODWORKING SHOP – located in D Wing on the lower floor.

THERAPY POOL – located on the main floor in C Wing. Pool programs are posted on the door of the swimming pool. A *FULL AND FINAL RELEASE FORM* must be completed before being able to participate in the swimming pool programs. **NEVER** go swimming alone – bring a buddy or participate in a group.

BILLIARDS ROOM – located on the main floor in C Wing.

VOLUNTEER OPPORTUNITIES

Many of the volunteers who assist in the varied programs offered in Saint Luke's Place are tenants of our facility. If you are interested in a volunteer position helping with our programs, serving on a committee, or one of the many other volunteer positions, please contact our Volunteer Coordinator directly or through the Business Office.

SERVICES AVAILABLE

FOOD SERVICES

- ❖ Tenants, visitors, guests and community members may purchase meals. Reservations are made through the Business Office during the week.
- ❖ Deadlines for ordering meals are **10:00 am** for lunch and **3:00 pm** for dinner. Weekend and holiday meals should be made by **3:00 pm on Friday** .
- ❖ Meals are served in Stenhouse Hall Dining Room.

- ❖ Meals may be ordered individually, weekly or monthly and billed accordingly as per price schedule.
- ❖ Monthly Meal Plan participants will be billed at the beginning of each month. Weekly and Daily meals are billed at the end of the month.
- ❖ Should you need to contact the Dietary Department for any reason dial 519-658-5183 extension 246 on weekends, holidays or after hours. Otherwise, *all inquiries should be made at the Business Office.*

CATERING

Catering for floor functions or special occasions may be arranged through the Director of Support Services.

BANKING

As a service to those living in Saint Luke's Place, TD Canada Trust provides monthly onsite banking services. The Foundation Office is used for this purpose.

PASTORAL CARE

Pastoral Care is available from the Saint Luke's Place Chaplain upon request. By calling 519-658-5183, the receptionist can connect you with the Chaplain.

Church Services are held each Friday morning at 10:30 am in the Stauffer Auditorium by members of the Hespeler Ministerial association.

There are Bible Studies and Communion Services available. Please check the weekly programs posted on the bulletin boards.

GENERAL STORE

The store is located on the main floor next to the coffee shop. It is operated by Saint Luke's Place Auxiliary. Store hours are posted on the door.

As well as groceries and personal care items, the store sells greeting cards and other handy items. "Coffee Shop" services are available when the store is open.

HAIRDRESSER / BARBER SHOP AND MANICURE SERVICE

- ❖ Is located in E Wing by the entrance.
- ❖ Is open Monday to Friday from 8:00 am to 4:00 pm
- ❖ To make an appointment call 519-658-5183 and ask for extension 250 and the receptionist will connect you.

MAIL

The mail is delivered to the mailboxes daily (Monday to Friday) by Canada Post. Mail may be picked up any time. Every tenant has his / her own box key. Please contact the Business Office should you encounter any problems.

Parcels and large envelopes for tenants will be delivered to the secure parcel stations, provided by Canada Post, within the entrance to each apartment building.

Stamps may be purchased at the Business Office. Any large mailing (parcels or large/heavy envelopes) must be mailed through a postal outlet. The office cannot provide this service.

NEWSPAPERS

The Record newspaper is delivered to each apartment door for subscribers. Other newspapers are delivered to the Administration Entrance lobby. Tenants must make arrangements with the paper of their choice.

A limited number of *The Cambridge Times* and flyers are delivered free of charge on Tuesday, Thursday and Friday and may be picked up in the coffee shop area.

REFLECTIONS

Reflections is a bi-monthly newsletter publication prepared by Saint Luke's Place's Executive Secretary. It is distributed to each tenant. The newsletter contains informative articles about upcoming events, interesting things that have occurred and other noteworthy news.

VAN FOR SHOPPING

- ❖ The Saint Luke's Place Van takes shoppers on a grocery trip most Wednesdays. Please check the weekly event sheet for times.
- ❖ Trips alternate between Food Basics and Zehrs.
- ❖ There is a minimal charge to cover gas and maintenance.
- ❖ Reservations and payment are made at the Business Office.
- ❖ A TRIP RELEASE FORM MUST BE COMPLETED BEFORE BEING ABLE TO USE THE VAN SERVICES.

ADDITIONAL SUPPORT SERVICES

Professionals come to Saint Luke's Place on a regular basis, and offer goods and services directly to members of the Saint Luke's Place community. To learn more about their services please contact the Business Office. The following is a list of services that are available:

- Foot Care
- Dental
- Massage Therapist
- Shoe Companies
- Clothing Companies
- Visiting Library Services

OTHER REMINDERS

- ❖ When you receive gifts (e.g. plant arrangements, wall hangings, etc.) they are for you to enjoy. Please do not leave them in the lounges as some of our tenants and residents have plant allergies and this prevents them from enjoying the lounges. It also helps to keep the lounges tidy and uncluttered.

Please note that all information contained in this handbook is accurate at the time of printing. All services and amenities offered are done so at the discretion of Saint Luke's Place Management. Any exceptions to this information must be granted by explicit permission of the Chief Executive Officer or Designate. Management reserves the right to make changes to the services, amenities and policies at any time. Tenants may request a current copy of this handbook from the Saint Luke's Place Retirement Home Coordinator.