



Independent Living Apartment Handbook

www.saintlukesplace.ca

519-658-5183

THE APARTMENT

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.
- ❖ Flooring and windows will be repaired/cleaned as necessary
- ❖ 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

- ❖ Apartment rates are determined each year in compliance with provincial 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".

MOVING IN/VACATING AN APARTMENT

- ❖ Upon signing the tenancy agreement for Saint Luke's Place, the new tenant will receive a move in date. Our standard move in schedule is Monday to Saturday, from 9:00 am to 5:00 pm.
- ❖ Once you have given your 60 days notice that you are relinquishing your apartment, you must provide Saint Luke's Place with the date you will be moving out. Hours for moving out are 9:00 am to 5:00 pm, Monday to Saturday.

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. Your guest simply dials your code number or selects your name by scrolling through the directory on the lobby panel and your telephone 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. **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 apartment tenant is responsible for insuring the contents of their apartment. Saint Luke's Place does not cover the loss of, or damage to, personal belongings.

Tenants are strongly encouraged to purchase a Tenant's Package insurance policy which also includes liability insurance. Speak with your insurance provider for more information about purchasing your own insurance coverage through a tenants' apartment insurance package.

KEYS

- ❖ Apartment tenants in C Wing receive one key which will open the outside doors as well as their apartment door. Tenants will receive 2 copies of their key.
- ❖ Apartment tenants in D Wing will receive two keys; one for the outside doors and one for their apartment door. Tenants will receive 2 copies of each key.
- ❖ Each apartment will receive the corresponding mailbox key.
- ❖ Extra sets of apartment/door keys may be available by contacting the Director of Environmental and Support Services or Maintenance Manager. There is a fee for extra keys.
- ❖ If you relinquish your apartment, your keys must be returned between the hours of 9-12 or 1-4pm to the business office. Outside regular office hours, keys can be returned through the mail slot in the business office. Keys must clearly identify which apartment number they belong to.

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.

REPAIRS AND RENOVATIONS

When there is need for repair in the apartment, tenants are to report this to the Business office, who will enter this in our Maintenance Care system. **Please note that you may incur a charge for parts and /or labour.** At the time the request is made you will be notified if there will be a charge for the service.

All tenants' maintenance requests are to be reported to the Business Office, either at the Reception Counter or by calling: (519) 658-5183 and dial 8.

Outside of regular business hours, and for emergencies, you can report maintenance concerns as follows:

- EMERGENCY MAINTENANCE AFTER HOURS ONLY: call the Nurse Manager at (519) 658-5183 at extension 284 who will contact the appropriate maintenance staff
- Non-Emergency Maintenance After Hours:
 - contact Maintenance at (519) 658-5183 extension 262 (voice messages will be checked the next business day), or
 - log onto our web site at www.saintlukesplace.ca and under Accommodations click Apartments and there is a link to report your maintenance request online.

CARPETS

- ❖ Wall to wall carpeting may NOT be installed. **CARPET IS NOT TO BE PERMANENTLY ATTACHED TO THE PRESENT HARDWOOD FLOORING.** If carpet is permanently attached, you will be responsible for costs of removal and repair. Area rugs are allowed.

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 Environmental and Support Services. This includes painting, changes to cabinetry, etc. Forms are available from the Business Office. See Appendices for Policy TEN-10-01 Decorating Apartments.

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 Environmental and Support Services and/or Maintenance. No appliances can be directly attached to the Saint Luke's Place plumbing. If the tenant requires a dishwasher in the apartment it must be portable and attach to a faucet.

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. Effective January 1, 2018, our Maintenance Staff may remove window unit air conditioners, store them over the winter and reinstall in spring for a nominal fee of \$50 (price includes storage charge) per year.

If the air conditioner remains in storage for over a year it may be disposed of.

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. Décor or pictures may not be hung in the hallways or common areas. Upon vacating your apartment all your furnishings and décor must be taken with you. Saint Luke's Place does not accept donations of these items.

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.**
- ❖ In the event that you do not clean up after your pet you will incur a cost for the clean up.

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, P-250 at the end of this handbook.)

Tenants are expected to keep their apartment doors (to the common hallway) closed when not in use. This is especially important for those tenants who smoke in their apartments, as an open apartment door will allow smoke and smoke-related odors into the common hallway. Again, common courtesy shall prevail.

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

If you chose to smoke in your apartment and it causes damage to the interior or walls, a charge will be assessed for returning the apartment to it's original condition.

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.

BALCONY ETIQUETTE

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. It is inappropriate to dispose of items over the balconies.

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.

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 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

Effective June 8th, 2017, assigned parking is not available to new tenants in C and D wing apartments as we begin our redevelopment project. If a tenant does not have assigned parking at Saint Luke's Place, then it is the tenant's responsibility to make arrangements to park their vehicle off premises. Saint Luke's Place is not responsible for providing parking to tenants who do not have assigned parking. Visitor parking spots are intended for use by visitors, not by tenants.

At such time that assigned parking may become available once again, the Business Office will manage requests from tenants for assigned parking. We reserve the right to establish criteria and prioritization for managing requests for assigned parking, such as, but not limited to:

- Only 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 do not accept requests to transfer parking spots.

For existing assigned parking spaces, monthly parking fees may apply (refer to your tenancy agreement). Parking at Saint Luke's Place is limited.

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

If you have an assigned parking space, and you no longer have a vehicle, please notify the Business Office as you are no longer eligible to have assigned parking. Visitors must park in designated visitor parking. Parking is also available on neighboring streets. Refer to neighborhood parking map.

VISITOR PARKING

Posted signage indicates visitor parking options. Assigned parking spots are numbered. Visitor parking spots are not numbered.

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 foot traffic to/from the D-Wing bridge passing through the 2nd floor of A-Wing (Long-Term Care), please remember that the 2nd floor of A-Wing is our Long-Term Care residents' HOME. Please respect our residents' HOME area, which includes respecting their privacy and keeping foot traffic and noise levels to a minimum.

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 Monday at 7:00pm and 4:00pm on Tuesday. Signs are posted on the door to the garbage chute door.***

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 allows maintenance personnel to 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. Move in times are from 9:00 am to 5:00 pm, Monday to Saturday.

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 Committee simply requests that you write down your name, date and the number of books borrowed in the black binder kept on the table in the library.

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

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

At the present time, each apartment is currently equipped with **HELPCALL**, an emergency call system, consisting of a *speech module* and a *pendant petite radio transmitter*. The speech module is located on the wall of your apartment. There is no charge for the initial pendant 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.

The emergency call system (HELPCALL) is currently offered as a courtesy, not as a guaranteed service. It may be discontinued at any time. Discontinuation of the emergency call system (HELPCALL) will be communicated with no less than 30 days notice.

If you have a health emergency situation:

- Call 911 if you need immediate emergency assistance. Emergency Medical System (EMS) responders will respond.
- For less urgent health emergencies, 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. Tell the responder what the emergency is, so the correct response can be made.

Note that once you activate the HELPCALL system, it ties up your phone land line and you will not be able to make or receive phone calls until the HELPCALL system is de-activated. Therefore it is very important to call 911 first if you require an immediate emergency response.

The emergency call system (HELPCALL) only works with an active phone land line. If you have only a call phone, the emergency call system (HELPCALL) does not work. It will be up to you to call 911 for assistance in an emergency.

Effective January 1, 2018, the HELPCALL (Tunstall) Emergency Call System will no longer be supported, and nursing staff will no longer provide emergency response assistance in the apartment buildings. Later in 2017, you will receive further information about the removal of the Tunstall units from all apartments, and the return of any petites/pendants linked to the Tunstall unit.

Call 911 if you need immediate emergency assistance. Emergency Medical System (EMS) responders will respond.

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.
- 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 (EPC)

All independent-living apartments at Saint Luke’s Place also include an EPC membership. The Elderly Persons Centre membership gives you access to a variety of amenities and services which helps to enhance the sense of community in your home, such as: the coffee shop and store areas, lending libraries, wellness amenities & programs, patio / BBQ / grounds, lounge, vans and social/recreational activities. We encourage you to make the most of your enjoyment of these amenities and services within our community at Saint Luke’s Place.

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

PURCHASED MEALS

- ❖ Meals may be purchased by apartment tenants, and any visitors to Saint Luke's Place, depending upon availability. To order a meal during the week, please contact the Business Office.
- ❖ 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, or can be available as take-out.
- ❖ 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.
- ❖ Purchase meals or meal plans are optional for tenants.
- ❖ 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.*

BANKING

As a service to those living in Saint Luke's Place, 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. The Chaplain also makes regular visits to the hospital and can visit you if it is known that you are in the hospital.

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

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 dial "8" 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.

The mail key must be returned with your apartment keys when you vacate your apartment.

NEWSPAPERS

The Record newspaper is delivered to each apartment door. 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 produced by Saint Luke's Place. It is distributed to all apartments, as well as being available in common areas such as the coffee shop, and an electronic copy is always available on the News page of our website. The newsletter contains informative articles, upcoming events, 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 which contributes to 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. To learn more about their services please contact the Business Office. The following is a list of optional services that may be 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 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.

SAINT LUKE'S PLACE TELEPHONE DIRECTORY

To call any of the services listed below, dial 519-658-5183 and then the extension or direct dial option.

NAME	EXT	DIRECT DIAL
TENANT AND RETIREMENT COORDINATOR	241	6
NURSING STATIONS		
A SECOND	231	3
A LOWER	230	4
A MAIN	228	2
E WING	229	1
NURSE MANAGER	284	
BUSINESS SERVICES		
ACCTS PAYABLE	242	8
ACCTS RECEIVABLE	239	8
DIRECTOR OF FINANCE AND CORPORATE SERVICES	240	8
CHIEF EXECUTIVE OFFICER VIA EXECUTIVE ASSISTANT	234	
DIRECTOR OF DONOR RELATIONS AND FUND DEVELOPMENT	291	7
MAINTENANCE SERVICES		
DIRECTOR OF ENVIRONMENTAL AND SUPPORT SERVICES	293	
MAINTENANCE MANAGER	262	
OTHER SERVICES		
CHAPLAIN	236	
HAIRDRESSING	250	
KITCHEN	246	
VOLUNTEER COORDINATOR	264	

SAINT LUKE'S PLACE			
SECTION	ADMINISTRATION	POLICY #	TEN-10-01
SUBJECT	DECORATING APARTMENTS	POLICY DATE	Oct '03
ISSUED BY	Chief Executive Officer	REVISION DATE(S)	Jan '04, Jan '07, Apr '07, Mar '10, June '17 July '17

POLICY

Saint Luke's Place will have in place a policy outlining what may or may not be permitted regarding tenants decorating their respective apartments.

It is understood that some tenants like to enhance the décor or functionality of their apartments by adding their own personal touches. It is, however, the responsibility of Saint Luke's Place to maintain the apartments in good condition. Therefore, the following procedure must be followed.

PROCEDURE

1. Whenever an apartment is vacated, it is cleaned, repaired and if required, painted. Paint colours will be in a neutral colour scheme. Saint Luke's Place Maintenance Department will complete any necessary repairs.
2. The Tenancy Agreement stipulates that changes or alterations to the premises must have the written consent of the Landlord. No structural changes to the premises are permitted.
3. Tenants wishing to make any changes must complete a Change in Décor Form and receive approval for the change from the Director of Environmental and Support Services.
4. Change of Décor Forms may be obtained from the Business Office. Once completed, the form must be returned to the Business Office staff, who will forward it to the Director of Environmental and Support Services for approval, prior to any work commencing.
5. For tenants wishing to paint, colour schemes must be neutral in tone and require consultation with the Director of Environmental and Support Services including a paint sample prior to proceeding. Taste in décor differs and something that would appeal to one person would not suit another. Any such changes will be at the tenant's own expense.
6. Wallpaper/borders, stencils or murals are NOT permitted as it is very difficult to remove
7. Charges to the tenant will apply if Saint Luke's Place should incur expenses for removal of wallpaper/ wall treatments or any other changes made by tenants that are not suitable for an incoming tenant or changes not approved by the Director of Environmental and Support Services
8. Appliances will be supplied and maintained in working order which are: refrigerator and electric stove/oven

9. Dishwashers are NOT provided; however, a dishwasher that connects to the kitchen sink may be acquired at the tenants own expense. Dishwashers that are installed directly to the facilities plumbing are prohibited.

10. Standard lighting, electrical fixtures and plumbing fixtures are installed in each unit. All fixtures cannot be altered without consultation with the Director of Environmental and Support Services including a sample prior to proceeding. Any such changes will be at the tenant's own expense. All permanent/installed chattels must remain in the apartment unit after vacating i.e. lighting, fixtures, curtain rods etc. Charges will apply if Saint Luke's Place should incur expenses for replacement of such items.

11. No ceramic flooring is permitted

12. Wall to wall permanent carpet installation is NOT permitted. Area rugs are allowed.

13. For any changes approved by the Director of Environmental and Support Services, a deposit must be submitted to the Saint Luke's Place office before changes will be permitted to start. The deposit will be applied to the work in the event work is not completed. Deposits will be calculated as follows:

Estimate of Work to be Completed	Deposit Required
\$0 - \$300	\$50
\$301 - \$1,000	\$100
\$1,001 – upwards	15%

14. Charges will apply to the tenant for any work performed by Saint Luke's Place maintenance employees relating to change of décor. Please note that you may incur a charge for parts and/or labour. Maintenance will be billed at the rate of \$28.00 per hour, with a minimum charge of \$7.00. At the time your request is made you will be notified if there will be a charge for the service.

15. Saint Luke's Place will complete yearly inspections of apartment units. Charges to the tenant will apply if Saint Luke's Place should incur expenses for removal of changes made by tenants that are not suitable for an incoming tenant or not approved by the Director of Environmental and Support Services

SAINT LUKE'S PLACE			
SECTION	Human Resources-Health and Wellness	POLICY #	P-250
SUBJECT	SMOKING – Staff, Tenants, Volunteers, Contractors, Family Members and Other Visitors	POLICY DATE	Dec'94
ISSUED BY	Human Resources	REVISION DATE(S)	Jan'13, Sep'15, Mar'16

POLICY SCOPE

Who does this policy apply to?

- Saint Luke's Place staff, apartment tenants, volunteers, contractors, family members and other visitors.

Where does this policy apply?

- This policy applies to ALL Saint Luke's Place property (buildings, parking lots, grounds and other indoor/outdoor areas within Saint Luke's Place property) , with the exception of:
 - Interior of tenants' apartments in C-Wing and D-Wing, and
 - Balconies of tenants' apartments in C-Wing and D-Wing, and
 - Ground-level walk-out patios of tenants' apartments in C-Wing and D-Wing.
- Out of respect for, and consideration of the wishes of Saint Luke's United Church, this policy also applies to the parking lots and grounds of Saint Luke's United Church.

POLICY

As a Health Service Provider, Saint Luke's Place discourages the activity of smoking by Staff, Tenants, Residents, Volunteers, Contractors, Family Members and Other Visitors in all public and/or common areas, indoors and outdoors, on Saint Luke's Place property, as well as in all outdoor areas (parking lots and grounds) of Saint Luke's United Church.

Effective October 31st, 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.

Due to legislative requirements, separate Smoking Policies apply to Long-Term Care Residents and to Retirement Home Residents (refer to policy # N-I-V-16 "Resident Smoking Policy").

PURPOSE

As a Health Service Provider, our goal is to improve the overall health and safety of all those in contact with Saint Luke's Place. Disallowing smoking, as outlined above, assists in the Fire Procedures of the Home as well as a health and safety factor. This policy is also intended to reduce the spread of infection, or contamination through coughing.

STANDARD

Within the scope of this policy, smoking is not permitted by Staff, Tenants, Residents, Volunteers, Contractors, Family Members and Other Visitors in all public and/or common areas, indoors and outdoors, on Saint Luke's Place property, as well as in all outdoor areas (parking lots and grounds) of Saint Luke's United Church.

All parties are expected to provide their full support and cooperation with the Home's smoking policy. The Home reserves the right to engage Waterloo Region Tobacco Enforcement Office, or take further action within its legal rights, should policy non-compliance be encountered.

PROCEDURE - Staff

1. Within the scope of this policy, Saint Luke's Place is a smoke-free facility and workplace.
2. No Smoking signs will be placed in all applicable areas to ensure clear communication and enforcement of this policy; if a designated staff smoking area is provided by Saint Luke's Place, then this will be the only area on Saint Luke's Place property where staff may smoke; staff smoking in their vehicle (automobile) on Saint Luke's Place property will not be considered to be in violation of this policy; smoking in vehicles owned by Saint Luke's Place is prohibited.
3. For the safety of our residents, staff will not carry cigarettes or lighters in their uniform, or on their person when on duty in resident home areas.

PROCEDURE – Tenants, Volunteers, Contractors, Family Members and Other Visitors

1. 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.
2. Volunteers, Contractors, Family Members and Other Visitors will not smoke in any public and/or common areas, indoors and outdoors, on Saint Luke's Place property, nor in any outdoor areas (parking lots and grounds) of Saint Luke's United Church.
3. Litter associated with smoking (cigarette butts, used matches, packaging) is also not acceptable. Such litter must be safely disposed of.
4. Saint Luke's Place may periodically facilitate the offering of low-cost / no-cost smoking cessation information and programs for the benefit of stakeholders of Saint Luke's Place.