



Independent Living Apartment Handbook

**1624 Franklin Boulevard
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Cambridge, ON
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www.saintlukesplace.ca
(519) 658-5183**

Tenant Information Guide

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Welcome to Saint Lukes!

We're glad you're here!

Saint Luke's Place is situated in a beautiful, park-like setting, surrounded by mature trees and gardens.

Saint Luke's Place has 132 Independent Apartment dwellings. Our C Wing, contains 17 Bachelor units, 41 One Bedroom units and 16 Two Bedroom units. Our D Wing building contains 58 One Bedroom Units. The Independent Living Apartments are a popular and affordable housing choice for adults 60 years of age and older. The apartments provide adults, who are able to live independently, the opportunity to belong in a safe and welcoming community. A place that helps to foster new friendships and to build community connections.

This Tenant Guide has been created to provide you with information you may require throughout your tenancy. You will find useful details regarding your lease, and your responsibilities as a tenant. It also gives an overview of some of the services we offer, what our responsibilities are to you, and how we work to support the Saint Luke's Place community. Working together to build a strong community is key to both our successes, ours as a landlord and yours as a tenant.

Keep this guide within easy reach for future reference.

WELCOME TO YOUR NEW HOME!

Disclaimer: This handbook is provided as a guide only. Your legal rights and responsibilities are described in your Tenancy Lease Agreement. Information contained in this booklet may change over time and/or become obsolete.

YOUR RESPONSIBILITIES AS A TENANT

**As a Tenant, it is your responsibility to comply with the obligations of your lease.
This includes the following:**

| | |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ♦ Ensuring your unit has unobstructed doorway access, in compliance with the Fire Code. | ♦ Adhering to Saint Luke's Place Code of Conduct Policy. |
| ♦ Obtaining written permission from the landlord before making any changes to your unit. | ♦ Obtaining household liability insurance for your belongings. |
| ♦ Understanding Independent Living versus Retirement, Assisted Living and Long Term Care. | ♦ Giving proper written notice when moving out, unless the Landlord & Tenant Board ends the tenancy for non-compliance of the rules of the Residential Tenancies Act. |
| ♦ Allowing entry into your home when the reasons for entry comply with the Residential Tenancies Act or your lease. | ♦ Keeping common areas clean, and to follow the guidelines regarding waste disposal and/or recycling. |
| ♦ Paying your rent on time. | ♦ Not subletting and/or assigning your unit. |
| ♦ Keeping your home in clean and good condition. | ♦ Respecting your neighbours. |

LANDLORD RESPONSIBILITIES

Landlord responsibilities include the following:

| | |
|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| ♦ Follow the obligations of a Landlord, under the Residential Tenancies Act and Housing Services Act. | ♦ Provision of Services, as outlined in your lease. |
| ♦ Ensuring rental property and grounds are well maintained, and maintenance/repair requests are responded to in a timely manner. | ♦ Provide Tenant with proof of payment, if requested. |
| ♦ Processing annual rent reviews. (Rent Geared to Income) | ♦ Adhere to Saint Luke's Place Code of Conduct Policy. |
| ♦ Annual Inspection of each unit, to identify potential hazards/safety issues and to ensure everything is in good working order. | ♦ Maintain each unit as per Public Health and Fire Regulations |

Apartment Info..

C WING APARTMENTS

Your address is:

**1624 Franklin Boulevard
CAMBRIDGE, ON
N3C 3P4**

D WING APARTMENTS

Your address is:

**1598 Franklin Boulevard
CAMBRIDGE, ON
N3C 3P4**

BEFORE YOU MOVE IN:

- ♦ 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, stove, sinks, toilet & tub will be cleaned.
- ♦ Balconies will be swept.
- ♦ Repairs will be made as necessary.
- ♦ A Tenancy Agreement will be signed and returned to the Business Office.

RENT

- ♦ Apartment Rental Rates are determined each year in compliance with Provincial Guidelines.
- ♦ Rent is due the FIRST of each month, payable by Electronic Funds Transfer. (EFT)

Telephone & Internet

Tenants are responsible for ordering their own telephone and internet through a provider of their choice.

Tenants are responsible for arranging for extra jacks to be installed, if necessary.

Moving In

Upon signing the Tenancy Agreement for Saint Luke's Place, the new tenant(s) will receive a move in date. Our standard move in schedule is

Monday—Saturday
from 9:00 am—5:00 pm.

We do not allow Sunday
move-ins.

Vacating an Apartment

- ♦ The Landlord or Tenant must follow the rules of the Landlord & Tenant Act when ending a tenancy.
- ♦ The Tenant may end the tenancy by giving the landlord proper notice. *****NOTE: THIS MUST BE SUBMITTED IN WRITING.**
- ♦ The Tenant **must give at least 60 day's written notice** if they have a monthly tenancy, with the notice being effective on the last day of a rental period (ie: the last day of the month).
- ♦ The cable box in your apartment is the property of Saint Luke's and must remain in the unit.
- ♦ If you need to dispose of any large, unused items, please **DO NOT** use the Saint Luke's dumpsters. These are intended for regular, household waste for **all** our tenants. Any items you do not wish to keep should be taken to a recycling centre, a second hand facility or to the dump at your expense.

Keys

- ♦ **C WING Apartment Tenants** will receive one key, which will open the outside apartment entrance doors, as well as their apartment door. Tenants will receive 2 copies of their key.
- ♦ **D WING Apartment Tenants** will receive two keys: one for the outside doors and one for their apartment door. Tenants will receive two copies of each key.
- ♦ Each apartment will receive one corresponding mailbox key.
- ♦ Extra sets of apartment/door keys may be available by contacting the Business Office. There will be a fee incurred if you wish to have extra keys.
- ♦ In the event that you relinquish your apartment, your keys must be returned between the hours of 9:00 am—noon **or** from 1:00 pm—4:00 pm to the Business Office. Outside regular office hours, keys may be returned through the business office mail slot. **Keys must clearly identify which apartment number they belong to.**
- ♦ All keys remain the property of Saint Luke's Place.

Repairs & Renovations

- ♦ When there is need for repair in an apartment, tenants **must report this to the Business Office**. This will be entered into 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 whether or not 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 dialing "0".

Emergency Maintenance

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:

Leave a message with the Business Office, option 0.

Visit our website at www.saintlukesplace.ca and under Accommodations, click Apartments, Scroll down and there is a link to report your maintenance request online. It is the responsibility of the tenant to inform the business office of any maintenance issues as soon as possible.

Carpets

Wall to wall carpeting may **NOT** be installed. **CARPET IS NOT TO BE PERMANENTLY ATTACHED TO THE HARDWOOD FLOORING.**

If carpet is permanently attached, you will be responsible for the costs of removal and repair. Area rugs are acceptable.

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 Housing & Community Manager. This includes painting, 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 Housing & Community Manager. No appliances may be directly attached to the Saint Luke's Place plumbing. If a tenant requires a dishwasher in the apartment, it must be portable and attach to a faucet.

The Maintenance Department does not supply parts or repair appliances, faucets, etc. that have been purchased by the tenant.

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 for a sleeve type air conditioner. Installing a window type air conditioner into a sleeve presents a fire hazard.

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

Maintenance is unable to store air conditioner units.

Pictures & 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.

Saint Lukes—the Building

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.

In **C Wing** the main doors are open until 10:00 pm in the evening. Please instruct your guests that there is an intercom located inside the first door if they are arriving after 10:00 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.

ELEVATOR

When moving personal belongings, either in or out of your apartment, you may not 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 to use 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. We do not allow move ins on Sundays.

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

Infection Control

Infection control is everyone's responsibility. Saint Luke's Place is home to many elderly people who are much more susceptible to illness and there can be much more serious repercussions.

It is important that steps are taken by everyone to help protect our seniors from becoming ill. **The best way 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. There are many hand sanitizing dispensers located throughout the facility. 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 and limit your contact with others.

Library

The library is located on the **Third floor of C Wing** opposite the lounge. There are many books to choose from in a variety of categories. There is also a library located on the **Lower Floor** of the **D Wing building**.

Everyone at Saint Luke's Place is welcome to borrow a book at no cost. The Library operates on an "Honour System", so we ask for you to please return your books once you're finished reading them.

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 other programs and events. 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 be ordered from Saint Luke's Place Dietary Department. There will be a charge for any catering provided by our Dietary Department.

Liability Insurance

Tenants MUST have Liability Insurance at all times.

Speak with your insurance provider for information on purchasing your own insurance coverage through a Tenants Apartment Insurance Package. Each Apartment Tenant is responsible for insuring the contents of their apartment. Saint Luke's Place does not cover the loss of, or any damage to your personal belongings.

BALCONIES & PATIOS

Barbeques

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.

Personal Possessions beyond Patios

Tenants must not have any personal possessions beyond the confines of their patios/balconies.

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.

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. Please do not feed the squirrels.

Hanging Flower Baskets, Flags & Bird Feeders

Hanging baskets and bird feeders **MUST** face inward on balconies so as to avoid injury to tenants 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.

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.

Floor Information

The Buddy System

The “**Buddy System**” has been put in place as an enhanced safety feature in our apartments. Tenants are provided with a “**Hang Me**” sign that we ask be hung outside your apartment when you retire for the evening. Please remove the sign when you are up in the morning. Tenants are asked to check in with each other if the “Hang Me” sign remains outside a door past 11:30 am.

Extended Absences

Tenants are asked to inform the Business Office if they will be away from their apartment for more than 24 hours. This applies to vacations, hospitalizations, etc. This helps Saint Luke’s Place in the event of an evacuation or similar event.

If you will be away during the winter months, we request that you leave your vehicle keys with a fellow tenant or with the Business Office, should your vehicle need to be moved 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. This is a potential Fire Hazard.**

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 prop the Laundry Room Door Open.

This is a Fire Department regulation.

FLOOR STORAGE ROOMS

These are available to bachelor and 1 bedroom apartment tenants in C Wing only. Items are stored at your own risk, as storage rooms remain unlocked.

Please ensure your name is on all items .

Floor Representatives\Leaders

Saint Luke's Place is very fortunate to have volunteers who serve as Floor Representatives/Leaders. You will find your Floor Leader to be helpful when you have questions or concerns. Each Floor Leader does their best to keep everyone up to date on what's happening around Saint Luke's. Usually, the Floor Reps hold a monthly Social, where you may discuss any relevant issues.

It is important to note the Floor Representatives are Volunteers. They are not responsible for providing personal care or assistance to other tenants. Please report maintenance issues to the Business Office, and not your Floor Representative.

PARKING

At this time, Saint Luke's cannot guarantee assigned parking. There is a limited number of assigned parking spots in C and D Wing. 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. Tenants may add their name to the waiting list 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).

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 Business Office, as this identifies the car as having a connection to Saint Luke's Place.

D WING APARTMENTS

MIRCOM TELEPHONE ENTRY SYSTEM

(NSL SYSTEM)

RESIDENT OPERATING INSTRUCTIONS

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

The system operates with your existing telephone. Your guest simply dials your code number, or selects your name by scrolling through the electronic directory on the lobby panel and your telephone will ring. When answered, you will be in communication with your guest.

To unlock the main door, press the digit "9" from your telephone. To refuse entry, simply hang up.

CALL WAITING FEATURE

While engaging in a conversation with an outside phone call, you will hear a distinct tone when a visitor is calling from the lobby. Simply push and release the disconnect button on your phone. This will connect you with the person in the lobby. To open the door, press the number "9" button. To retrieve your phone call, press and release the disconnect button twice. You will now be reconnected with the person on your phone.

You may view who is at the lobby entrance by tuning in to channel "59" on your television, before allowing them in.

PROGRAMS & SERVICES

Senior Active Living Centre

As a tenant of Saint Luke's Independent Apartment, a small portion of your rent is designated for membership to the Seniors Active Living Centre (SALC). This membership gives you access to a wide variety of amenities and services, which helps to enhance the sense of community in your home. Some of the amenities available to you include:

- ♦ Use of the Wellness Centre equipment
- ♦ Coffee Shop
- ♦ General Store
- ♦ Libraries
- ♦ Patio and BBQ's
- ♦ The lovely grounds and walking trails
- ♦ Use of the lounges
- ♦ Social/recreational activities
- ♦ Billiards Room
- ♦ Woodworking Shop (located in D Wing)

Purchased Meals

Meals may be purchased through the Business Office, by apartment tenants, and any visitors to Saint Luke's Place, depending upon availability.

Deadlines for ordering meals are **10:00 am** for lunch and dinner. Weekend and Holiday meal reservations should be made by **10:00 am on Friday**.

Meals are served in Stenhouse Hall Dining Room, or are available as take-out.

Meals may be ordered individually, weekly or monthly and are 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.

Purchased 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.**

Hair Salon

The Hair Salon is located in E Wing.

Hours of Operation are Monday—Friday 8:00 am—4:00 pm.

To make an appointment, call 519-658-5183, ext 250.

Mail

The mail is delivered to the mailboxes daily (Monday—Friday) by Canada Post. Mail may be picked up anytime. Every tenant has their own mailbox key. Please contact the Business Office should you encounter any problems.

Parcels and large envelopes will be delivered to the Secure Parcel Stations, provided by Canada Post, beside the mailboxes.

Canadian stamps may be purchased (sold by the book) at the Business Office. We are unable to provide mailing services for parcels or large/heavy envelopes. You must take them to a postal outlet for mailing.

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

Volunteer Opportunities

We are very fortunate at Saint Luke's that many of our tenants serve as volunteers in many different capacities. If you are interested in volunteering, you may contact the Senior Support Coordinator at 519-658-5183 ext. 291.

Coffee Shop & General Store

The Coffee Shop & General Store is located on the main floor. It is operated by volunteers.

The Coffee Shop is a wonderful place to enjoy a fresh cup of coffee, and socialize with your friends or family. The General Store carries a variety of necessities , such as groceries, personal care items and greeting cards.

Since the Store is volunteer operated, hours may vary and are subject to change.

Newspapers

If you wish to subscribe to a Newspaper, it is your responsibility to make the necessary arrangements.

The Cambridge Times is delivered weekly, which you may find in your floors lounge.

Pastoral Care

Please check the monthly activity calendar for weekly church services. “Celebration of Life” services are held regularly to honour and remember those in our Long Term Care and our Apartment Community, who have passed.

Additional Support Services

Saint Luke's Place Apartments is fortunate to have a Social Worker on staff. If the Independent Living housing model at Saint Luke's Place no longer meets your current needs, you may request the support of our Social Worker to explore potential supports and alternative housing environments. We are here to help!

Occasionally, other professional services may visit Saint Luke's. Check the bulletin boards regularly for visiting vendors. Optional services that may be available may include:

- * Foot Care
- * Shoe Companies
- * Massage Therapist
- * Clothing Companies

Other Reminders

When you receive gifts (eg: plants, wall hangings, etc.) they are for you to enjoy. Kindly, do not leave them in the lounges or in common areas, as others may have allergies, which would prevent them from enjoying the space.

The Business Office does not accept any type of deliveries for apartment tenants. This includes, but is not limited to flowers, prescriptions, parcels, bus tickets. They must be delivered directly to your apartment.

Saint Lukes Zero Tolerance for Abuse Policy

Everybody needs to work together to make Saint Luke's a great place to live. This includes tenants, residents, staff, volunteers and family members. Any form of abuse will not be tolerated. The Saint Luke's "Zero Tolerance" Policy is posted throughout the property. Please speak to a staff member if you have any concerns or witness an abusive situation.

MEDICAL 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. This should be in place within 72 hours of moving in.

In the event of a medical emergency, CALL 911.

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.

Long Term Care Fire Drills

Mandatory Fire Drills are held monthly in the Long Term Care and are conducted on all 3 shifts.

The C Wing and D Wing apartment buildings are connected to the fire alarm, so you will hear the alarm when it sounds. It is important, when the alarm sounds, to **always** take it seriously. Never assume it's just a drill, as an emergency can happen at any time. Instead, follow the Fire Procedure listed on page 22 of this publication. Listen for the “ALL CLEAR” before returning to your unit.

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:

****Smoking is not permitted anywhere on Saint Luke's Property.***

****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.***

SAINT LUKES PLACE EMERGENCY CODES

| | |
|---------------|---------------------------|
| BLACK | EXTERNAL THREAT |
| ORANGE | EXTERNAL DISASTER |
| WHITE | VIOLENT SITUATION |
| BROWN | BIOHAZARDOUS SPILL |
| YELLOW | MISSING RESIDENT |
| RED | FIRE EMERGENCY |
| GREEN | EVACUATION |

RECYCLING AND WASTE DISPOSAL

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

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.

Large items such as furniture, mattresses, etc. are to be disposed of at another location and not in Saint Luke's Place dumpster.

Televisions and other electronic items are to be taken to a recycling centre.

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. Recycling is 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.

Please refrain from using the chute:

C Wing – Tuesdays & Fridays between 7:00am and 12:00pm

D Wing – Tuesdays & Fridays between 7:00am and 12:00pm.

Signs are posted on the door to the garbage chute doors.



SOLICITING

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

PET POLICY

Saint Luke's Place is happy to allow pets in the facility; however, we do require pet owners to 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 and in your control 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.

NO SMOKING POLICY

SAINT LUKE'S PLACE IS A SMOKE-FREE FACILITY. NO SMOKING IS PERMITTED ANYWHERE ON THE PROPERTY, INCLUDING SAINT LUKE'S CHURCH PROPERTY.

VIOLATION OF THIS POLICY MAY RESULT IN EVICTION, AND CHARGES FOR SMOKING RELATED DAMAGES TO THE UNIT WILL BE INCURRED.

Important Phone Numbers and Extensions

| | | |
|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| MEDICAL EMERGENCIES: | Call 911 (when in doubt, call 911 for urgent or medical needs) | 911 |
| MAINTENANCE: | During Office hours, call Business Office. | 519-658-5183 Ext: 239 |
| | <i>After Hours & Weekends:</i> Call Maintenance-On-Call weekdays before 8:30 am, after 4:30 pm, and weekends | 519-501-3050 |
| WELLNESS CHECKS, CONCERNS, COMPLAINTS: | During Office Hours: Call Business Office or Senior Support Coordinator | 519-658- 5183 Ext. 239 Ext. 291 |
| | After hours & weekends: Wellness Check—Call Nurse Manager Urgent/Emergency—Call 911 | 519-658-5183 Ext. 284 911 |
| HOUSING/ COMMUNITY MANAGER: | | 519-658-5183 Ext. 300 |
| SOCIAL WORKER: | | 519-658-5183 ext. 271 |
| BUSINESS OFFICE: | | 519-658-5183 Ext. 239 |
| CEO VIA EXECUTIVE ASSISTANT: | | 519-658-5183 Ext. 234 |
| KITCHEN: | | 519-658-5183 Ext. 246 |
| HAIRDRESSING SALON: | | 519-658-5183 Ext. 250 |