

WELCOME TO THE COTTAGES & RIVERVIEW VILLA



Cottages
698 - 6 Ave East
Drumheller, AB T0J 0Y5



Riverview Villa
685 Riverside Drive
Drumheller, AB T0J 0Y5

Vision

To lead our community in age-friendly, home-like accommodation.

Mission

We ensure Drumheller and area seniors have a high quality of life by providing affordable and supportive accommodations.

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Where
Friends
Become
Family!



DRUMHELLER DISTRICT SENIORS FOUNDATION

Dear New Resident,

It is with great pleasure that I welcome you to your new home. It's my desire that you discover a wealth of memories within its walls. New friendships, leisure opportunities, a carefree environment and pleasurable experiences will be a part of your daily routine.

The Drumheller & District Seniors Foundation takes pride in ensuring its residents are comfortable, satisfied, and safe in each lodge it administers. We know that it's important for you to feel at home in your new surroundings and will do our utmost to ensure a smooth transition.

As Acting Chief Administrative Officer for the Drumheller & District Seniors Foundation I am responsible for the Lodge Program, ensuring that it continues to address the needs of the residents within. Please be assured that our lodges meet or exceed all government standards for which they are regularly inspected.

Further, I am proud of all my staff who play an integral part in the successful operation of the Foundation. Our united goal is to make each lodge environment a pleasing one for residents.

Again, welcome to your new home. I look forward to getting to know you better and hope your stay is both enjoyable and memorable.

Respectfully,

Melanie Graff, (Acting) CAO
Drumheller & District Seniors Foundation

696 – 6th Ave E. Drumheller, AB. T0J 0Y5
Ph: 403-823-3290, ext 224. Fax: 403-823-2070
finance@ddsf.ca
www.ddsf.ca

Our Core Values

We value dignity and respect.

We believe in the inherent value and worth of all individuals and that they should be treated without discrimination or prejudice.

We value choice.

We believe that providing personal preferences to each Resident is essential in delivering an enriched, fulfilled and comfortable lifestyle.

We value collaboration.

We believe that we are interdependent with each other and our environment and that as a team we can achieve greater impact in the context of the common good of our community.

We value integrity.

We believe in an open, honest approach and accountability that strengthens relationships between our Residents, Employees, Stakeholders and the DDSF.

We value compassion.

We believe that all individuals have the right to be treated with kindness and empathy.

We value well-being.

We believe in the intrinsic value, dignity, safety and uniqueness of each individual and that well-being encompasses all aspects of physical, mental, spiritual and social life

ELIGIBILITY

The Resident Manager with approval from the CAO will determine eligibility by:

- Reviewing the application and medical report submitted
 - Conducting an interview with the applicant
 - Completing the Social Housing Accommodation rating
-

You are eligible for Self Contained Social Housing accommodation if you are:

- 65 years of age or older
- Preference is given to residents of Drumheller and surrounding area
- Medically stable
- **Functionally independent**
- Within the Core Housing Need:
 - Unable to acquire or maintain suitable accommodation without paying more than 30% of your total income
 - Total annual income below the **Core Need Income Threshold** established for Drumheller

Functional Independence is defined as being physically, mentally and emotionally able to look after your own personal needs with or without the assistance of community based services, and be able to interact socially with other tenants. Applicants who require **constant** medical supervision would not qualify for residency.

Functional independence includes:

- Managing personal medications
- Maintaining appropriate personal hygiene
- Maintaining an appropriate diet
- Ability to maintain the unit in safe and clean condition
- Ability to live amicably with fellow tenants
- Willingness to follow tenancy guidelines established for community living

DRUMHELLER & DISTRICT SENIORS FOUNDATION

698 – 6 Ave. E.

Drumheller, AB T0J 0Y5

Phone: 403-823-3290 Fax: 403-823-3777 Email: reception@ddsfc.ca

Core Need Income Threshold

According to section 8(2)(b) of the Social Housing Accommodation Regulation, a household's annual income must be below Core Need Income Threshold to be eligible for social housing and for the management body to meet the requirement of providing accommodation to those in greatest need.

Cottages Price List

As of July 1, 2018

Basic Rent	30% of monthly income (\$650 per month max)
Utilities	\$50 / month
Cable	\$28 / month (+ 1.40 GST)
Parking	\$15 / month
Air Conditioner use	\$15 / month (May 1 thru September 30)

*Purchase of air conditioner is the responsibility of the tenant.

Riverview Villas Price List

As of July 1, 2018

Basic Rent	30% of monthly income (\$650 per month max)
Cable	\$28 / month (+ 1.40 GST)
Parking	\$15 / month

*Villa Residents are responsible for their own power bill.

DRUMHELLER & DISTRICT SENIORS FOUNDATION
SELF-CONTAINED RESIDENT INFORMATION

The Resident Manager is _____ and can be reached at the Sunshine Lodge at **403-823-3290, ext. 223** from Monday-Friday between 8:00am-4:00pm for any questions or concerns.

Rent is due on the first of each month. Electronic funds transfers are accepted for your convenience. If you wish to pay by cheque please bring your rent cheques to the Receptionist at Sunshine Lodge Monday-Friday between 8:00am-4:00pm.

The DDSF has a Project Operations Manager who oversees the Maintenance Department. There are 3 maintenance workers Monday-Friday between 8:00am-4:00pm, and 1 on-call during evenings, weekends and holidays.

If you have any maintenance issues, please call Sunshine Lodge at **403-823-3290** and either speak to the receptionist or if the answering system starts, **DIAL 1** to speak to a staff member. Please make sure to identify yourself and your suite #. Please be very clear on what the issue is so that the staff can relay the message to our maintenance department.

Each suite is supplied with a fridge, stove and drapes for the bedroom and living room. Cottages have a shared laundry room in the common area. Villas are supplied with their own washer and dryer.

SHAW Digital TV is provided. Each suite will be equipped with 1 digital box and remote. The cost for this is added to the monthly rent (please refer to the Price List on **page 5**.) Tenants are able to order extra channels or a second digital box by contacting SHAW directly.

Cottage & Villa tenants will receive an Activity Calendar each month from the Sunshine Lodge and are welcome to come over and participate or visit any time.

All tenants are required to submit their Notice of Assessment to the Resident Manager annually after Income Taxes are completed. Rent calculations will be completed in May/June and any rent changes will be effective July 1.

Tenants annual income will be compared to the Core Need Income Threshold (CNIT) established for Drumheller to ensure that they still qualify for Social Housing Accommodation. If a current tenants' income becomes over the CNIT an addendum to the Lease Agreement must be signed. As outlined in section 8.3 of the Lease Agreement, a tenant whose income is over the CNIT may be presented with a 3 month notice to vacate the premises.

RULES & REGULATIONS (from Lease Agreement)

If any of the Rules and Regulations listed below are not followed, it would be considered a breach of the Lease Agreement and depending on the severity may lead to DDSF to request the tenant to find other accommodations.

1. CLEAN CONDITION

The Tenant shall keep the Premises clean and dispose of all garbage in the proper manner. Carpets, floors, walls, windows and appliances must be kept clean.

2. ALTERATIONS

No alterations, painting, wall papering or redecorating shall be done by tenants without the written consent of the Landlord. If any alterations, additions or improvements are made, the Premises shall be returned to their former state and condition, unless the Landlord desires such alterations, additions or improvements to remain, in which case, they shall become the property of the Landlord without any compensation or indemnity being allowed to the Tenant thereof.

3. WALLS

Tenants shall not drive nails, screws, hooks, etc. into or otherwise mutilate the walls, floors, ceilings or woodwork of the Premises except as approved by the Landlord.

4. WINDOWS, BALCONIES

Tenants will not shake, clean or hang laundry, rugs, mats, cloths, clothes, bedding, etc. from windows, balconies or landings, nor shall any objects whatsoever be thrown or swept from windows or balconies. Tenants shall not place or hang anything out of windows or balconies. No flower boxes or other objects are to be placed on window ledges or railings.

5. WATER

The water shall not be left running unless in actual use. To prevent flooding shower curtains must be put **inside** the bathtub.

6. WIRING

No wires or electric lights, ceiling fans, television or radio connections or otherwise are to be introduced, nor the position of any existing wires altered and the telephone shall be permitted only at the place in the Premises provided for the same.

7. WEATHER DAMAGE

The Tenant is responsible if windows are left open causing plumbing to freeze, or causing damage to the floors or walls by rain.

8. STATE OF REPAIR

The Tenant acknowledges that he has inspected the Premises and is satisfied with the state of repair and will report immediately to the Landlord any and all damages that may occur thereafter.

RULES & REGULATIONS (from Lease Agreement)

9. SAFETY

The Tenant must keep and observe all health, fire and police regulations of the Province or Municipality.

10. FIRE ALARMS

It is the responsibility of the Tenant to follow the fire procedures. This means that each Tenant is expected to take part in all fire drills. Periodic checks are made of the alarm systems to ensure that the alarm system is fully functional, these will be posted on the bulletin board and Tenants need not respond to the alarm. In the event of a real fire - it is the responsibility of the Tenant to evacuate the building. Please report to your hall monitor immediately so that he/she can determine you are safely out.

Cottages, Villas, Blooming Prairies, and Highland Dell suites are all provided with a smoke detector that is tested annually.

11. COMBUSTIBLES

No combustible material or flammable liquid shall be kept on the Premises except in small quantities and in containers approved for this purpose.

12. ANIMALS

In accordance with Policy **4.06** pets will be permitted on the premises for visitation only. Residents must obtain approval from the Landlord for any overnight visitation, such approval being at the sole discretion of the Landlord.

13. PARKING

If parking facilities are used, the Tenant does so at his own risk and is required to park in the stall allotted to him. Unlicensed or inoperable vehicles parked on the Landlord's property will be removed at the Tenant's expense. Only one vehicle per suite is permitted. Parking of the vehicles in the Bus Zone at the front of Maple Ridge Manor I or II is not permitted. This area is reserved for the pickup and drop off of Tenants only. Please park in your assigned parking area or on the street in a spot other than the Bus Zone.

14. SIGNS

The Tenant shall not place or expose or allow to be placed or exposed anywhere in the Premises within or without, any placard, notice, plate or sign for advertising purposes, nor shall the Tenant affix to the Premises or erect hereon any radio or T.V. antenna or towers, without the written consent of the Landlord.

15. NOISE AND DISTURBANCES

Tenants shall not do or permit to be done in the Premises anything that it likely to disturb or be a nuisance to the other Tenants or neighbours. In particular, Tenants shall not allow the noise of their radio, T.V., stereo, musical instruments, cars or guests to disturb other Tenants during the day or night.

RULES & REGULATIONS (from Lease Agreement)

16. KEYS

Maple Ridge Manor I and II – Tenants will be provided with 1 security key to the building (2 keys for couples). These keys cannot be duplicated. If a security key is lost or stolen, the locks to the building entry doors must be changed and new security keys will be distributed to all tenants. The cost for this will be charged to the tenant and must be paid in accordance with section 7.2 (c) of the Tenancy Agreement.

As of **May 11, 2016** the approximate cost is \$185.00 for changing the locks and \$15.00 per key.

All tenants will be provided with one key to their suite. Tenants are permitted to make additional copies if need be.

17. SMOKING

As per Policy **4.05** smoking is not permitted anywhere inside the building. Tenants who have moved in prior to October 23, 2014 are grandfathered to the previous smoking rules. Smoking is not permitted on the 2nd and 3rd floor balconies in Maple Ridge Manor II. When smoking outside tenants must be 5 meters away from the building as per Alberta's Smoke-Free Legislation.

18. SHARED LAUNDRY FACILITIES

The laundry facilities are provided for the convenience and use of the tenants. These facilities are expected to be kept neat and clean and are to be used for the laundering of tenant clothing only. When using the washer and dryer, clean the lint filters upon completion of your laundry. Leave the laundry room and washers and dryers clean for the next person.

19. AIR CONDITIONERS

All air conditioners installed in tenant suites must be CSA approved. Tenants are responsible for the purchase of the air conditioner and for any repair costs required. The DDSF maintenance department will install all air conditioners. There is an extra charge for the months of May through September which will be added to the monthly rent.

- In Maple Ridge Manor I, air conditioners will be installed into the living room window at the beginning of each May and removed for storage at the end of each September by DDSF maintenance.
- In Maple Ridge Manor II air conditioners are installed in the wall of the living room permanently.
- Tenants in the Cottages, Villas, Blooming Prairies, and Highland Dell are asked to check with management prior to purchasing an air conditioner to ensure it is the correct style and size.

20. RECREATIONAL EQUIPMENT USE

I/We acknowledge that my/our use of any recreational or exercise equipment is entirely at my/our own risk, and I/We hereby waive all recourse against the Drumheller and District Seniors Foundation in the event of any mishaps or injury.

RULES & REGULATIONS
(from Lease Agreement)

21. SHARED TENANT STORAGE

There is a shared storage room at each Manor with limited space for tenant use. Items left in the storage room must be clearly labeled with name and suite number. Any items not labeled may be removed and discarded by management. All items left in the storage room are done at the tenant's own risk, as DDSF will not be responsible for lost or misplaced items.

22. RIGHT TO AMEND

The Landlord shall have the right to amend these regulations and make from time to time such additional reasonable regulations as in its judgment may be needed for the safety, care and cleanliness of the Premises, and for the preservation of good order therein, and such regulations shall be kept and observed by the Tenants.

<u>POLICY:</u>	<u>MOTORIZED SCOOTERS</u>
<u>DEPARTMENT:</u>	<u>RESIDENT</u>
<u>BOARD APPROVAL DATE:</u>	<u>NOVEMBER 28, 2013</u>

THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION ENCOURAGES THE INDEPENDENCE OF RESIDENTS AND TENANTS. THE USE OF A MOTORIZED SCOOTER ALLOWS FOR INDEPENDENT TRANSPORTATION OUTSIDE OF THE FACILITY. RESIDENT AND TENANT SAFETY IS A PRIORITY FOR BOTH SCOOTER USERS AND FELLOW RESIDENTS/TENANTS.

1. ALL MOTORIZED SCOOTERS SHALL BE SUBJECT TO APPROVAL BY THE DDSF PRIOR TO THEIR OPERATION ON ANY PROPERTY BEING MANAGED BY THE DDSF.
2. THE MOTORIZED SCOOTER SHALL BE PARKED AND STORED IN A DESIGNATED AREA OUTSIDE THE FACILITY AS APPROVED BY THE RESIDENT SUPERVISOR. FAILURE TO COMPLY WITH THE PARKING/STORAGE REQUIREMENTS WILL RESULT IN THE REMOVAL OF THE UNIT FROM THE FACILITY AT THE OWNER'S EXPENSE. SCOOTERS ARE NOT ALLOWED INSIDE THE BUILDING AND MUST BE DRIVEN ON SIDEWALKS **ONLY**, NOT LAWNS.
3. THE OWNER OF THE MOTORIZED SCOOTER WILL BE CHARGED A MONTHLY FEE FROM MAY THROUGH SEPTEMBER TO HELP COVER THE COST OF ELECTRICITY, PARKING, AND STORAGE. THIS FEE WILL BE DETERMINED BY THE BOARD OF DIRECTORS AND WILL BE PAYABLE WITH THE MONTHLY RENT.
4. ANY DAMAGE CAUSED TO THE FACILITY BY THE MOTORIZED SCOOTER WILL BE THE RESPONSIBILITY OF THE OWNER.
5. THE OWNER WILL BE RESPONSIBLE FOR THE SECURITY AND SAFETY OF THE SCOOTER AS WELL AS THE APPROPRIATE INSURANCE COVERAGE.
6. THE MANAGEMENT RESERVES THE RIGHT TO REQUIRE AN ASSESSMENT IF HE/SHE FEELS THAT THE RESIDENT/TENANT IS UNABLE TO OPERATE THE SCOOTER SAFELY.
7. IT IS RECOMMENDED THAT THE SCOOTER BE EQUIPPED WITH A FLAG THAT IS VISIBLE WHILE IN USE ON PUBLIC SIDEWALKS.

<u>POLICY:</u>	<u>CONCERN RESOLUTION</u>
<u>DEPARTMENT:</u>	<u>OPERATIONAL</u>
<u>BOARD APPROVAL DATE:</u>	<u>SEPTEMBER 25, 2008</u>

- 3.16.01 THE DDSF WILL ENSURE AN EASILY ACCESSABLE PROCESS TO ENABLE RESIDENTS, FAMILIES AND THE GENERAL PUBLIC TO VOICE CONCERNS/COMPLAINTS RELATED TO THE SERVICES PROVIDED.
- 3.16.02 THE DDSF WILL ACKNOWLEDGE THE RECEIPT OF ALL CONCERNS/COMPLAINTS WITHIN THREE [3] WORKING DAYS.
- 3.16.03 THE RESOLUTION OF A CONCERN/COMPLAINT WILL BE HANDLED AS CLOSE AS POSSIBLE TO THE SOURCE OF THE CONCERN/COMPLAINT.
- 3.16.04 THE PROCESS FOR RESIDENTS, FAMILIES AND THE GENERAL PUBLIC TO FOLLOW IS:
1. APPROACH THE FRONT LINE STAFF. IF THE CONCERN/COMPLAINT CAN BE RESOLVED NO FURTHER ACTION IS REQUIRED. IF THE MATTER IS NOT RESOLVED TO THE INITIATOR'S SATISFACTION, THE MATTER WILL BE TAKEN TO THE DEPARTMENT SUPERVISOR.
 2. THE SUPERVISOR WILL INVESTIGATE THE CONCERN/COMPLAINT BY CONDUCTING INTERVIEWS WITH THE PARTIES INVOLVED, IF APPROPRIATE WITHIN THREE [3] WORKING DAYS. IF THE MATTER IS STILL NOT RESOLVED TO THE INITIATOR'S SATISFACTION, THE MATTER WILL BE TAKEN, IN WRITING, TO SENIOR MANAGEMENT.
 3. SENIOR MANAGEMENT WILL INVESTIGATE THE WRITTEN CONCERN/COMPLAINT IN A TIMELY MANNER NOT TO EXCEED FIVE [5] WORKING DAYS. INVESTIGATION MAY INCLUDE MEETINGS WITH ALL PARTIES INVOLVED. RESOLUTION OUTCOME WILL BE PROVIDED TO THE INITIATOR OR THE CONCERN/COMPLAINT IN WRITING.
- 3.16.05 THE DDSF WELCOMES AND ENCOURAGES FEEDBACK FROM RESIDENTS, FAMILIES AND THE GENERAL PUBLIC AND PROMOTES AN ENVIRONMENT WHERE THEY CAN VOICE THEIR CONCERNS WITHOUT FEAR OF RETRIBUTION.

<u>POLICY:</u>	<u>UNREGISTERED GUESTS</u>
<u>DEPARTMENT:</u>	<u>SELF-CONTAINED UNITS</u>
<u>BOARD APPROVAL DATE:</u>	<u>AUGUST 22, 2001</u>

4.01.01 ANY TENANT THAT HAS NOT RECEIVED PRIOR WRITTEN CONSENT FROM THE LANDLORD AND ALLOWS AN UNREGISTERED GUEST TO SHARE THEIR ACCOMMODATIONS FOR MORE THAN SEVEN [7] DAYS IN A CALENDAR MONTH WILL BE IN BREACH OF ARTICLE #5 OF THEIR LEASE AGREEMENT AND MAY BE SUBJECT TO EVICTION.

<u>POLICY:</u>	<u>ASSIGNING HANDICAP UNITS</u>
<u>DEPARTMENT:</u>	<u>SELF-CONTAINED UNITS</u>
<u>BOARD APPROVAL DATE:</u>	<u>AUGUST 22, 2001</u>

4.02.01 PRIORITY ON HANDICAPPED UNITS SHALL BE ASSIGNED TO A QUALIFIED HOUSEHOLD, WHICH MEANS AT LEAST ONE MEMBER OF THE SAID HOUSEHOLD HAS A PHYSICAL DISABILITY.

4.02.02 A HANDICAPPED UNIT MAY BE OFFERED TO AN ELEGIBLE HOUSEHOLD NOT QUALIFIED FOR A HANDICAPPED UNIT WITH A WRITTEN AGREEMENT STATING THAT SHOULD A HANDICAPPED HOUSEHOLD QUALIFY AT A LATER TIME, THE UNQUALIFIED HOUSEHOLD SHALL BE REQUIRED TO TRANSFER TO ANOTHER UNIT. IF SAID HOUSEHOLD DOES NOT CO-OPERATE IT SHALL BE GIVEN 30 DAYS NOTICE TO VACATE.

<u>POLICY:</u>	<u>BUSINESS OR TRADE</u>
<u>DEPARTMENT:</u>	<u>SELF-CONTAINED UNITS</u>
<u>BOARD APPROVAL DATE:</u>	<u>AUGUST 22, 2001</u>

4.03.01 A TENANT SHALL NOT CARRY ON A BUSINESS OR TRADE FROM THE SAID TENANT'S UNIT WITHOUT PRIOR WRITTEN CONSENT OF THE DDSF BOARD.

<u>POLICY:</u>	<u>NO SMOKING / VAPING</u>
<u>DEPARTMENT:</u>	<u>SELF CONTAINED UNITS</u>
<u>BOARD APPROVAL DATE:</u>	<u>MAY 26, 2016</u>

Policy Statement:

Due to the irritation and known health risks of exposure to second hand smoke, increased risk of fire and increased maintenance, cleaning and redecorating costs, all forms of smoking shall be prohibited.

- 4.05.01 Tenants, visitors and business invitees shall not smoke, vape or use e-cigarettes in the unit rented or anywhere in the building where the tenant's dwelling is located.
- 4.05.02 When smoking outside the building, tenants, visitors and business invitees must be 5 meters away from the building as per Alberta's Smoke Free Legislation.
- 4.05.03 The no-smoking policy will be adopted through attrition. This means that:
 - Existing tenants (prior to October 23, 2014) will be grandfathered (exempted) for the length of their tenancies, unless they choose to sign a non-smoking policy addendum; and
 - New tenants will sign lease agreements with the non-smoking policy included.
- 4.05.04 The tenant shall inform their visitors of the non-smoking policy. Further, the tenant shall give the landlord a written statement of any incident where tobacco smoke is migrating into the tenant's unit from sources outside of the tenant's unit.
- 4.05.05 The adoption of the non-smoking policy does not make the landlord or any of the managing agents the guarantor of the tenants' health or of a smoke free building.
- 4.05.06 Within reason, the landlord will investigate any infractions when notice of the presence of cigarette smoke or vapor is presented via personal knowledge, and/or written notice by a tenant.
- 4.05.07 The landlord disclaims any implied or express warranties that the premises will have any higher or improved air quality than any other rental property. The landlord does not warranty or promise that the rental premises or common areas will be free from second hand smoke. The landlord's ability to police, monitor or enforce

<u>POLICY:</u>	<u>NO SMOKING / VAPING</u>
<u>DEPARTMENT:</u>	<u>SELF CONTAINED UNITS</u>
<u>BOARD APPROVAL DATE:</u>	<u>MAY 26, 2016</u>

compliance with this policy is dependent in significant part on voluntary compliance by the tenants. Tenants with respiratory ailments, allergies, or any other physical, mental, emotional or psychological conditions relating to smoke are advised that the landlord does not assume any higher duty of care to enforce this policy than any other landlord obligation under the lease agreement.

<u>POLICY:</u>	<u>PET VISITATION PROGRAM</u>
<u>DEPARTMENT:</u>	<u>SELF CONTAINED UNITS</u>
<u>BOARD APPROVAL DATE:</u>	<u>MAY 22, 2014</u>

IN SUPPORT OF PROVIDING QUALITY CARE, AND TO BALANCE THE ENVIRONMENTAL AND LEGISLATIVE REQUIREMENTS WITH THOSE THAT ENCOURAGE THE EMOTIONAL WELL BEING OF RESIDENTS, THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION HAS ESTABLISHED GUIDELINES FOR PETS VISITING OUR FACILITIES. REASONABLE PRECAUTIONS SHALL BE TAKEN TO INSURE THE SAFETY OF INDIVIDUALS AND TO PREVENT THE TRANSMISSION OF DISEASES FROM ANIMALS TO RESIDENTS, STAFF AND VISITORS.

- 4.06.01 DOGS, CATS AND CAGED TAME BIRDS MAY BE BROUGHT INTO THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION FACILITIES FOR THE PURPOSE OF VISITING RESIDENTS.
- 4.06.02 PROOF OF IMMUNIZATION RECORDS MUST BE PRESENTED PRIOR TO SCHEDULING A VISIT. COPIES OF IMMUNIZATION RECORDS MAY BE KEPT ON FILE IN THE ACTIVITY OFFICE IF VISITORS SO WISH; OTHERWISE, THE COPIES OF IMMUNIZATION RECORDS MUST BE PRESENTED PRIOR TO EACH SCHEDULED VISIT.
- 4.06.03 ANIMALS MUST NOT ATEND IF THEY ARE UNWELL.
- 4.06.04 PETS ARE NOT PERMITTED IN THE DINING ROOM OR THE FOOD SERVICE AREA.
- 4.06.05 THE PET OWNER ASSUMES RESPONSIBILITY FOR THE ANIMAL DURING THE VISIT, AND MUST ACCOMPANY THE ANIMAL AT ALL TIMES. STAFF WILL NOT ASSUME RESPONSIBILITY FOR ANIMAL CARE.
- 4.06.06 UNDER NO CIRCUMSTANCES ARE ANIMALS ALLOWED TO ROAM FREELY IN OUR FACILITIES. ANIMALS MUST BE ON A LEASH OR IN A PET CARRIER AND MUST BE UNDER THE CONTROL OF THE OWNER AT ALL TIMES.
- 4.06.07 THE OWNER WILL IMMEDIATELY CLEAN UP ANY ANIMAL WASTE WHEN ACCIDENTS OCCUR.

<u>POLICY:</u>	<u>PET VISITATION PROGRAM</u>
<u>DEPARTMENT:</u>	<u>SELF CONTAINED UNITS</u>
<u>BOARD APPROVAL DATE:</u>	<u>MAY 22, 2014</u>

4.06.08 SHOULD THE ANIMAL SCRATCH OR BITE AN INDIVIDUAL, STAFF MUST BE NOTIFIED IMMEDIATELY TO ENSURE APPROPRIATE TREATMENT IS GIVEN AND ADEQUATE DOCUMENTATION OCCURS. [e.g. INCIDENT REPORT AND/OR EMPLOYEE WCB REPORT AND SEEK MEDICAL TREATMENT IMMEDIATELY. PUBLIC HEALTH WILL BE NOTIFIED [403-820-6004] IF AN ANIMAL SCRATCHES OR BITES A RESIDENT, VISITOR OR STAFF MEMBER, MANAGEMENT RESERVES THE RIGHT TO REVOKE VISITATION PRIVILEGES.

<u>POLICY:</u>	<u>BED BUGS</u>
<u>DEPARTMENT:</u>	<u>SELF-CONTAINED UNITS</u>
<u>BOARD APPROVAL DATE:</u>	<u>JULY 15, 2014</u>

THE DRUMHELLER & DISTRICT SENIORS FOUNDATION IS COMMITTED TO AN EFFECTIVE AND EFFICIENT RESPONSE TO TENANTS WHO SUSPECT THEY MAY HAVE BED BUGS.

- 4.07.01 AS SOON AS A TENANT SUSPECTS THAT THEY HAVE BED BUGS THEY MUST CONTACT THE RESIDENT SUPERVISOR.
- 4.07.02 THE RESIDENT SUPERVISOR WILL COLLECT A SAMPLE OF THE BUG IF POSSIBLE AND HAVE THE PUBLIC HEALTH INSPECTOR DETERMINE IF IT IS A BED BUG.
- 4.07.03 IF IT IS DETERMINED THAT BED BUGS ARE PRESENT, THE TENANT WILL BE PROVIDED WITH A DETAILED LIST OF INSTRUCTIONS FOR THE REMOVAL AND LAUNDERING OF THEIR PERSONAL ITEMS. DDSF IS NOT RESPONSIBLE FOR WASHING, DRYING AND/OR DRYCLEANING.
- 4.07.04 THE RESIDENT SUPERVISOR WILL NOTIFY THE PEST CONTROL COMPANY AS SOON AS POSSIBLE SO THE EXTERMINATOR CAN BE DISPATCHED. PLEASE NOTE THAT SHOULD A TENANT NOTIFY MANAGEMENT ON A WEEKEND OR HOLIDAY, THE PEST CONTROL COMPANY WILL BE CONTACTED ON THE NEXT BUSINESS DAY.
- 4.07.05 ONCE IT HAS BEEN DETERMINED THAT BED BUGS ARE PRESENT IN THE UNIT, TENANTS MAY NOT, AT ANYTIME DENY THE EXTERMINATOR OR DDSF STAFF ACCESS TO THE UNIT.
- 4.07.06 BED BUGS ARE A SERIOUS COMMUNITY ISSUE AND ALL TENANTS ARE EXPECTED TO COMPLY WITH ALL INSTRUCTIONS GIVEN TO THEM WITHIN 24 HOURS ONCE BED BUGS HAVE BEEN CONFIRMED WITHIN THEIR LIVING SPACE.
- 4.07.07 INSECTICIDES ALONE WILL NOT CONTROL BED BUG INFESTATIONS. TENANT COOPERATION AND FOLLOWING THE INSTRUCTIONS ON THE **BED BUG PREPARATION CHECKLIST** IS REQUIRED FOR THE TREATMENT TO WORK. THE TENANT MUST NOT HINDER THE TREATMENT OF THE UNIT. IF THE TENANT DOES NOT COOPERATE AND/OR DOES NOT COMPLETE THE CHECKLIST, DDSF MAY TERMINATE THE LEASE.

POLICY: INVOLVEMENT IN RESIDENTS' PERSONAL AFFAIRS
DEPARTMENT: PERSONNEL
BOARD APPROVAL DATE: JULY 23, 2015

5.05.01 THE DRUMHELLER AND DISTRICT SENIORS FOUNDATION MUST ENSURE THAT RESIDENTS, THEIR REPRESENTATIVES, EMPLOYEES AND VOLUNTEERS ARE AWARE OF THE POLICIES REGARDING INVOLVEMENT OF EMPLOYEES AND VOLUNTEERS IN THE FINANCIAL AND NON-FINANCIAL AFFAIRS OF RESIDENTS.

THIS POLICY IS IN PLACE TO PROTECT BOTH THE RESIDENTS AND THE EMPLOYEES [IE TO PREVENT THE EMPLOYEES FROM TAKING ADVANTAGE OF VULNERABLE RESIDENTS AND TO PREVENT THE RESIDENTS FROM ACCUSING EMPLOYEES OF THEFT AFTER DOING BUSINESS WITH THEM].

5.05.02 EMPLOYEES / VOLUNTEERS / AFFILIATES WHO ARE ACTIVELY PARTICIPATING IN THE TREATMENT AND/OR CARE OF A RESIDENT SHALL NOT:

- REFER THE RESIDENT TO A PRIVATE PRACTICE OR BUSINESS IN WHICH HOME CARE OR ALBERTA HEALTH SERVICES HAS A VESTED INTEREST
- TAKE MONEY TO RUN ERRANDS OR DO FAVORS FOR A RESIDENT [IE GOING TO THE STORE] NO MONEY OR GIFTS MAY EXCHANGE HANDS BETWEEN A RESIDENT AND A STAFF MEMBER FOR ANY REASON.
- KNOWINGLY BE APPOINTED AS A POWER OF ATTORNEY; NAMED AS A BENEFICIARY OR EXECUTOR IN A WILL; NAMED IN A PERSONAL DIRECTIVE; OR ANY OTHER TYPE OF GUARDIANSHIP OF A RESIDENT.
- USE THEIR EMPLOYMENT AT DDSF TO BENEFIT THEIR BUSINESS. THIS INCLUDES CONDUCTING THIS BUSINESS WHILE ON DUTY, OR WHILE ON THE EMPLOYER'S PROPERTY, OR USING MEANS OF COMMUNICATION AVAILABLE TO STAFF FOR SOLICITING BUSINESS.
- ANY SITUATION THAT MAY ARISE OUT OF THE NORMAL SCOPE **MUST** HAVE PRIOR APPROVAL OF THE CAO.

Five things seniors can do to prepare for an emergency:

1. Keep a record of medical conditions, allergies and current medications with you at all times, if possible. Note the name and contact numbers for your usual pharmacy and doctors in case you need to renew a prescription in a hurry.
2. Keep all of your current medications and an overnight toiletries bag together for ease of collection and quick transport. Same goes for any essential medical equipment.
3. Make a plan of action, and discuss it with your emergency contacts, for what to do in case of an urgent situation; include back up plans, such as determining a safe place to meet up should you be separated or out of communication. Keep an address book with your emergency contacts handy.
4. Make sure your home or residence has an 'emergency kit' which contains 72 hours' worth of non-perishable food, water, can opener, flashlight and back up batteries, hearing aids and batteries, incontinence products, battery-powered radio, copies of important documents and a first-aid kit.
5. Consult Canada's Public Health Agency which lists a number of helpful resources on emergency preparedness: Emergency Preparedness and Seniors and Your Preparedness Guide.

Cottage Fire Procedure:

Each residence is equipped with a smoke detector which is located on the living room ceiling. These smoke detectors are very sensitive and can be set off by something as simple as burnt toast, so it is important to determine what is causing the alarm to go off. It is your responsibility to call 911 if you feel it is warranted. If 911 is called, pull the manual pull station in the common area so all residents know to evacuate, and evacuate immediately.

The cottages are also equipped with heat detectors which are located in the kitchen, bedroom, and storage room. If a fire produces enough heat the alarm will sound in the common area. This is the red coloured bell on the wall. Once the main alarm is activated all residents must immediately evacuate the building and call 911.

If evacuation is necessary, all residents need to go to the main entrance of Sunshine Lodge. This is the Muster Point.

CONTACT NUMBERS

SUNSHINE LODGE 403-823-3290

Melanie Graff 403-820-0853
(Acting CAO)

DEBBIE LAYCOCK 403-823-3290 ext 223
(Resident Manager)

TOM ZARISKI 403-823-4399
(Board Chairman)

KERRY MCLELLAN 403-823-7968
(Board Vice-Chair)

DAWN BANCROFT 403-334-3535
(Board Member)

M'LISS EDWARDS 403-334-0458
(Board Member)

ROBERT SARGENT 403-364-2577
(Board Member)

MAINTENANCE 403-823-3290
Terry Williams
Lloyd Goodine
Paul Smith

VALLEY BUS – 403-823-1319
AMBULANCE-POLICE-FIRE – 911

Any emergency maintenance needed after hours or on weekends please call the Lodge. When the automated system answers DIAL 1

SELF-CONTAINED MOVE OUT PROCEDURES

DATE: _____

TO: _____

We acknowledge your intention to vacate from _____
on or before _____.

To assist you in having the maximum of your Security Deposit returned, we ask your cooperation in ensuring the following duties are performed.

- All areas of your premises must be cleaned and free from garbage.
- Thoroughly clean the refrigerator (inside & out).
- Wash the walls behind and alongside of fridge. Please leave it plugged in.
- Stove: wash the oven, top console panel, sides, range hood, filter, drip pans and bottom drawer. Wash walls behind and on sides of stove.
- Wash cupboards (inside & out), drawers, breadboards, counter tops and closet.
- Wash & thoroughly clean bathroom: vanity, light fixtures, tub, tiles, sink, toilet (inside & out) and ceiling vent.
- Wipe window ledges, vents, doors, and door jams, baseboards, free of dust or finger prints.
- Wash all interior windows, window tracks and mirrors.
- Wash all floor areas including behind fridge & stove.
- Wash all walls.
- Remove all belongings from Resident Storage room.

Carpet cleaning will be arranged by the Drumheller & District Seniors Foundation. Tenants may be billed or the amount may be deducted from the security deposit, if the state of the carpet is left beyond “normal wear and tear”.

We thank you for your cooperation and trust your stay with us has been a pleasant one.

Resident Manager