



A Non-Profit Charitable hub of services including:

Long-Term Care
Seniors Independent Living
Community Outreach
& Training Programs

"Together, we are devoted to making a difference."

Maplewoods Tenant Handbook

Seniors Independent Living

TENANT INFORMATION

Serving Zurich and area community, West Huron Care Centre is an established hub of services, offering Seniors Independent Living, Community Outreach, and Training Programs. In addition, we are home to Blue Water Rest Home, a 65 bed Long-Term Care Home, which is a charitable, non-profit organization.

Welcome.

We hope that you will be comfortable in your new home.

The following information should help you live well among your new neighbors and friends.

A handwritten signature in black ink that reads "Angie Dunn".

Angie Dunn, Chief Executive Officer
West Huron Care Centre/Blue Water Rest Home



Blue Water Rest Home Inc.
37792 Zurich-Hensall Road, Zurich ON N0M 2T0
Telephone: 519-236-4373 Facsimile: 519-236-7685
e-mail: bwrh.info@bluewaterresthome.com web: www.bwrh.ca

General Information

- Your address is: **37799 Zurich-Hensall Road, Zurich ON N0M 2T0**
- Pre-authorized rent payment is preferred. Please contact the office at West Huron Care Centre to make arrangements
- Tenants are responsible for ensuring their guests abide by rules of the apartments (eg. Parking, Risi Room)
- Tenants are responsible for removing and cleaning snow from patio and around their own vehicle. Snow removal has been contracted for the parking lot only (moving of vehicles to clean where they are parked is the responsibility of the tenants)
- Tenants may consider using non-slip mats in apartment showers/tubs, to reduce risk of slipping. The cost of these non-slip mats, are the responsibility of the tenants.
- The Fire Plan is posted in each apartment and on the bulletin board near the laundry area
- Tenants are welcome to participate in weekly Worship Services at West Huron Care Centre Chapel Services: Wednesday 11:00 a.m. Interdenominational Service
Thursday 3:30 p.m. Roman Catholic Mass
- Tenants are responsible for keeping their own apartments clean and tidy; it is recommended that caster cups be used under all furniture in the apartment
- Maplewoods tenants are eligible for rental accommodation on annual Revenue Canada income tax return
- Approved air conditioning units are: portable air conditioning units with 6" exhaust. Tenants are responsible for the cost of purchasing, maintenance and repair

Garbage Room

- Tenants are responsible for taking your own garage to the garbage area
- All garbage must be placed in plastic bags (kitchen catchers or plastic grocery bags that do not leak) tied securely and placed in the black plastic lid container in the garbage area
- Recyclable items go in the blue lid recyclable containers
- Monday is collection day

Laundry Room

- Laundry area is to be used according to the posted schedule, otherwise, on a first-come, first serve basis
- Tenants are responsible for cleaning lint filter after each dryer use
- Please remove your personal laundry when done
- Ensure the laundry area is clean and tidy when you are finished
- The cost of laundry is \$1.00 per load (machines only accept loonies)

Common Rooms

- The common room is used for Wellness Programs, see the Community Outreach calendar for availability
- **If you are interested in reserving the common area or booking other community space at West Huron Care Centre, please contact Community Outreach at 519-236-4373 ext. 632**

- Do not leave personal items in common areas, and always keep areas clean
- Tenants are permitted to use common room with other tenants (eg. coffee, card games), if space has not been reserved

Parking

- Allocated parking spaces have been designated for tenants
- Please only park in your designated space
- There is no parking at Maplewoods entrance unless loading or unloading your vehicle; this area **must** be kept clear for emergency vehicles, mobility bus and school bus
- Driving on the grass and parking at patio doors is **NOT** permitted during wet spells, and therefore, can only be done for timely loading/unloading
- Overnight parking on the grass or patio doors is **NOT** permitted at any time

Maintenance Requests

- Maintenance Work Order Request (yellow sheets) are required if you have an item that needs repaired.
- Work orders are on the laundry area bulletin board
- Maintenance staff check these daily and repair according to priority and material availability
- Maintenance is not responsible for non-maintenance requests such as hanging pictures, changing light bulbs, moving furniture etc.

In case of a Maintenance Emergencies please call Environmental Services Manager at 519-639-6755

Extension Cords

- We encourage the use of surge –protected resettable power bars
- Extension cords are not permitted

Smoking

- West Huron Care Centre is a non-smoking facility and property.

Pets

- New tenants may not bring pets upon tenancy

Secured Entry

- Tenants enter Maplewoods using designated key or entry code
- Each tenant will be provided with one key upon move-in and entry code
- Guests are required to call tenant upon arriving using the entry code unit

Lifeline

- Please designate a family member or friend as first contact for “Lifeline”
- West Huron Care Centre is not responsible for responding

Home Care Supports

- If you require in-home personal supports, please contact Home and Community Care Support Services Southwest at 310-222 (no area code is required), and you will automatically be directed to your local office. Alternatively, you can see their website for more information <https://healthcareathome.ca/southwest/en/Getting-Care/getting-started>. This service is independent from West Huron Care Centre

Community Outreach

- Community Outreach posts a monthly Wellness Calendar and Transportation Calendar on the bulletin board

Wellness Programs Include:

- CHAP Blood Pressure Clinics
- Exercise and Falls Prevention
- Congregate Dining
- Home Support Exercise Program
- Foot Care Clinics

If you have questions or would like to register, please contact the Community Outreach office at 519-236-4373 ext. 632

Transportation Services

- The Transportation Coordinator plans errand days, shopping trips, and outings to support seniors with daily living needs, which are one the Transportation Calendar
- Please contact the Community Outreach office with questions

Contact EasyRide to schedule your ride at 1-877-500-9875

Additional Community Outreach Programs

- Meals on Wheels
- Hairdressing Service
- Barber Shop
- Tub and Shower Rentals
- Community Room rentals

For more information or to book a community rental, please contact Community Outreach at 519-236-4373 ext. 632

Tenant Responsibilities:

- Should any payment be dishonored by the Tenant's bankers for any reason whatsoever, the Tenant agrees to pay an administration fee for any such occurrence
- The Tenant agrees to notify the Landlord of an intended absence of over seven days and will permit the Landlord to enter the premises during the absence if reasonably necessary
- The Tenant agrees not to alter, amend or change the décor of the premises without the express written consent of the Landlord
- The Tenant agrees not to affix adhesives to the interior walls or ceilings
- The Tenant agrees to notify the Landlord, immediately in writing, of any complaints with the premises that are, or should be, the responsibility of the Landlord to remedy
- The Tenant agrees to refrain from erecting flower boxes, awnings, aerials or any other extension or obstruction
- The Tenant agrees to refrain from any activity which would disturb other Tenants
- The Tenant agrees to refrain from disabling or tampering with fire, carbon monoxide, or smoke detection equipment installed by the Landlord
- The Tenant agrees to refrain from installing any Air Conditioning unit except as specified by the established Policy of the Landlord, and in consultation with the Landlord; any Tenant using such a unit will be charged an additional \$30.00 per month from June to September to offset incremental electricity costs
- The Tenant agrees to exercise caution at all times to avoid creating fire hazards
- The Tenant agrees to abide by the terms and conditions outlined in the Residential Tenancies Act of 2006 and the amendments thereto

Statutory Conditions

- The Landlord shall provide and maintain the premises in a good state of repair and fit for habitation and complying with municipal health, safety, and maintenance standards
- The Tenant is responsible for ordinary cleanliness of the premises and for the repair of damage caused by the willful or negligent conduct of the Tenant, other occupants of the premises, or persons permitted on the premises by the Tenant

Occupancy

- Except for casual guests, no other persons shall occupy the Apartment without written consent of the Landlord.

If you have any issues or concerns, please contact the Outreach & Programs Manager at 519-236-4373 ext. 631

IN THE CASE OF EMERGENCY, YOU SHOULD:

FIRE PLAN IS LOCATED ON BACK OF APT DOOR	
IF THE FIRE ALARM SOUNDS:	
<ul style="list-style-type: none"> • Use designated EXITS to leave the building immediately 	
IF YOU DISCOVER FIRE / SMOKE:	
<ul style="list-style-type: none"> • Pull the closest manual fire alarm station. • Do not attempt to put the fire out. • Phone 911 Immediately and give the operator the address: Cedarwoods Apartments – north side of building 37792 Zurich Hensall Road 	
IF THERE IS A BLACKOUT OR POWER FAILURE:	
<ul style="list-style-type: none"> • Stay where you are until power is restored • Tenants are encouraged to have a flashlight accessible 	
General Safety Precautions for Tenants and Visitors	
<ul style="list-style-type: none"> • Do not place articles on handrails • Do not place articles in front of fire protection equipment <p>Report all hazards (eg. faulty equipment, unsafe floor coverings, spills in common areas, etc.) immediately to Environmental Service Manager</p> <p>Do not damage, disable, or interfere with fire safety or first aid equipment</p> <ul style="list-style-type: none"> • Keep hallways and fire exits clear of obstructions 	
Contact Information: 519-236-4373	
Outreach & Programs Manager Environmental Services Manager Chief Executive Officer Administrative Assistant Outreach Coordinator	Ext. 631 Ext. 635 Ext. 630 Ext. 622 Ext. 636

~WELCOME TO MAPLEWOODS AT WEST HURON CARE CENTRE~