



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."

Birchwoods 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". The signature is fluid and cursive, with the first letters of "Angie" and "Dunn" being capitalized and prominent.

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

- 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, Congregate Dining space).
- The Fire Plan is posted in each apartment and on the bulletin board by the laundry area.
- Tenants are responsible for shoveling/cleaning snow from their patio and on/around their personal vehicles. Snow removal has been arranged for the parking lot only.
- 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.
- Tenants may consider using non-slip mats in apartment showers/tubs, to reduce risk of slipping. The cost of non-slip mats is the responsibility of the tenants.
- Blue Water Rest Home Inc. is a *Non-Profit Charitable Homes* registered with *Revenue Canada (#106799067RP)* and therefore, Property Tax is exempt. Birchwoods tenants are **NOT** eligible for rental accommodation on annual Revenue Canada income tax return.
- Tenant mail is delivered to the office at West Huron Care Centre, then will be delivered to each apartment mailbox. **Your address is: 37792 Zurich-Hensall Rd. Zurich ON N0M 2T0.**
- During the COVID-19 pandemic, tenants may not participate in activities at Blue Water Rest Home or enter the lobby of West Huron Care Centre. Please contact the Admin Office for updated guidance.
- If is prescribed or wishes to install handrails and/or grab bars, tenant is responsible for coordinating contractor and will incur all costs associated.

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).
- Change can be made at the Community Outreach office.

Common Rooms

- The congregate dining room is used for Wellness Programs, see Community Outreach calendar for availability (posted on bulletin board).
- **If you are interested in reserving the congregate dining area or booking other**

community space at West Huron Care Centre, please contact the Community Outreach office at 519-236-4373 ext. 632.

- Do not leave personal items in the congregate dining room or common areas, and always keep areas clean.
- Tenants are required to rent all community spaces if using for personal use.

Parking

- Please only park in your designated space.
- There is no parking at Birchwoods entrance unless loading or unloading your vehicle; this area **must** be kept clear for emergency vehicles and mobility bus.

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 Birchwoods 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.

Meal and Activity Package

- Participate in the mandatory Meal and Activity Package, attending the congregate dining room for lunch and supper, seven days a week. I understand that this is an inclusive price and refunds will not be given for any missed meals for single and/or

double occupancy.

- The Meal and Activity Package fee is based on single occupancy; therefore, double occupancy will result in an additional Meal and Activity Package fee.
- Tenant can choose activities of interest to attend at Blue Water Rest Home, using the monthly Activity Calendar.
- Lunch is served at 11:45am and supper is served 4:45pm in the congregate dining room, seven days a week.
- Tenants make meal selection during lunch and supper service.
- **If you will not be attending a meal and would like to cancel, require dietary accommodations or would like to order a meal for a guest, please contact the West Huron Care Centre Kitchen at 519-236-4373 ext. 625, and provide as much notice as possible.**

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 will post a monthly Wellness Calendar and Transportation Calendar on the bulletin board in the laundry area.

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

- 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.

Tenants who have issues or concerns, are asked to 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: Birchwoods Apartments – 37792 Zurich Hensall Road 	
IF THERE IS A BLACKOUT OR POWER FAILURE:	
<ul style="list-style-type: none"> • Birchwoods has generator back-up • 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. 633

