

***Heritage Place  
Supportive Housing  
IOOF Seniors Homes Inc.***



**RESIDENT HANDBOOK**

**20 Brooks Street  
Barrie, Ontario  
L4N 7X2**

For quick reference, this Handbook is best kept in a drawer in your kitchen.

**Revision: May, 2012.**

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Welcome to Heritage Place!

We trust your apartment has been prepared to your satisfaction.

There can be some adjustment time as you become familiar with living in a community apartment building setting. You are encouraged to meet your neighbours and become involved in the many programs and social events we offer.



Any questions or requests for repairs should be directed to our Housing Accommodations Office, which is open Monday to Friday 9am to 5pm and closed for lunch from noon to 1pm. The Office can be reached by calling 705-725-4603

We hope you find this handbook valuable and suggest that you keep it in one of the small drawers in the kitchen for easy reference. If there is anything I can assist you with, please do not hesitate to call me personally at 705-725-4623

We trust you will enjoy your new apartment and all the amenities and fellowship that go along with it.

We wish you good health and much happiness in your new home.

Sincerely,  
Mary MacDougall  
Director of Housing Accommodations  
IOOF Seniors Homes Inc.

## **CONTINUUM OF CARE**

The Independent Order of Odd Fellows (I.O.O.F) has provided programs and services to care for the "disadvantaged, seniors, and orphans" in Ontario for well over a century.

The IOOF Seniors Homes Inc. offers a Continuum of Care for seniors which includes long term care, supportive housing, affordable rental apartments, and independently owned life lease apartments.

Situated on two campuses in Barrie, one located on Brooks Street in Old Allandale and the other on Dean Avenue in the south end of Barrie, The IOOF Seniors Homes is home to approximately 500 seniors.

### **About the IOOF Seniors Homes Inc.**

Established in Barrie in 1940, the IOOF Seniors Homes Inc. is respected in the community as a charitable nonprofit organization offering compassionate care in a continuum of services from long term care through various housing options for seniors.



A Top 100 Employer in Barrie, the corporation is governed by a volunteer Board of Directors and directed by qualified and experienced management who employ more than 240 staff.

Operational funding for both rental housing and long term care is a combination of revenue from Residents, based upon income and ability to pay and the Ministry of Health and Long-Term Care through the NSM LHIN. Operations for Life Lease are funded through owner maintenance fees.

When the long-term care Home was rebuilt in 1984, government funding required the restructuring of the organization as a new corporate entity which now operates independently of the 'Order.' In honour of the contribution of the Independent Order of Odd Fellows, the Home and Manor still bear the Odd Fellow name and the present corporation is still known as the IOOF Seniors Homes Inc.

### **The Odd Fellow and Rebekah Home**

The 162 bed IOOF Home, administered under the Ontario Long Term Care Homes Act, 2007, has a sound record for compliance to Ministry of Health & Long Term Care



regulations and an excellent reputation for providing services and programs to a frail and elderly who may have a number of chronic conditions or suffer from some degree of cognitive impairment or dementia. Continually

evolving, the Home provides a full range of secure and supervised health services for Residents 24/7, offering standard, semi and private rooms, short stay care, a secure unit, and palliative care. The living environment is enhanced with a worship centre, hair salon, tuck shop, and auditorium, greenhouse, visiting rooms, and enclosed outdoor gardens. Resident and Family Councils are active. Based on need and referral through the NSM CCAC, the Home principally serves the communities of Barrie/ Simcoe County area and Ontario.

### **The IOOF Long Term Care Home Redevelopment**

The Long Term Care Home now accommodates primarily those with chronic and debilitating physical conditions and/or cognitive impairment. As a different type of facility is now needed to meet emerging Resident's needs, the Home is evolving through a significant rebuild, as funds permit, the Home must be completely reconstructed to meet the new provincial government building design standards and to



accommodate the increased acuity of the Residents now served. The first phase being the construction of the new 96 bed wing which was completed in early 2008. The second phase (currently delayed due to funding needs) will be the renovation of the best part of the existing Home reconfiguring it to 66 beds. The net result will be a new 162 bed long term care Home, meeting or exceeding the “A” standard. The Corporation is now actively raising funds to continue with Phase 2 of the Home redevelopment. Fundraising is a vital and ongoing need for our Corporation and its’ growth.

### **Heritage Place**

Officially opened in 1994, Heritage Place features 80 affordable, accessible apartments, (70 one-bedroom and 10 two-bedrooms,) in which seniors can benefit from available supportive housing. Such services include a meal plan where nutritious home cooked meals are offered in a pleasant dining room setting, housekeeping, and laundry services, therapeutic bathing assistance, an emergency alert system, a convenience store, numerous activity programs and bus outings. The Residents served by Heritage Place can enjoy the security, independence and support in a community setting without the worry of living alone.



### **The Manor**

Situated on the Brooks Street Campus, the Manor apartment building was established in 1984. This complex has a total of twenty apartments, 18 one bedroom and 2 two bedroom, for fully independent seniors. The Residents of the Manor can enjoy all of the programs offered at Heritage Place including religious services, physiotherapy programs and entertainment. The Manor Residents take pride in their lovely

quiet building located adjacent to the LTC Home. The Manor and Heritage Place Residents can state their views as part of an active Residents Housing Association.

### **The Terraces**

A 161 condo-style apartment facility and services pavilion, "The Terraces at Heritage Square" based upon the "Life-Lease" purchase option, completed construction in mid 2004. Located at Madeline St. and Dean Ave. in the south end of Barrie, 5 km distant from our Brooks Street campus, the Terraces is a successful upscale development with thirteen different styles and models of suites which appeal to well seniors 60+.



90 and 94 Dean Avenue are 81 and 80 suite, 5 storey buildings linked together by a ground level covered garage and a central pavilion for the provision of amenities for dining, wellness, fitness, and convenience services. The roof top gardens accommodate a number of activities such as lawn bowling, shuffleboard, putting green, bocce ball, and walking paths as some of the features that make this a great adult lifestyle community. The Terraces is also fortunate to have the onsite services of a full time nurse practitioner who provides primary health care services for these seniors and some community folks too.

### **In conclusion**

As the community's population increases and the "Boomers" age, there will be a drastic increase in demand for seniors' services, healthcare, and programs.

The IOOF Seniors Homes Inc. in partnership with the community will continue developing and improving its' buildings and services for seniors making greater care options available.

## **Guiding Principles**

### **Mission**

***At the IOOF Seniors Homes 'caring is our reason for being'.....***

.... by providing exemplary services and accommodation to Residents and clients through an effective continuum of support that promotes independence and well being through the latter stages of life.

.... by respecting the rights, dignity and integrity of all persons and by creating a nurturing environment for each other; fostering in all ways, a positive climate for the practice of our vocations.

.... by working in partnership with families, the community we serve, and other health care organizations in a cooperative, accountable, and innovative manner while pursuing excellence.

.... by building on our century-long tradition and striving to be a leader, recognized for high quality care and compassionate service, in meeting the long-term care and housing needs of the future.

### **Values**

***Caring is our reason for being....In all we do, we will uphold respect, trust and integrity; leading to compassion, accountability, customer focus, fairness, teamwork, collaboration, innovation and excellence.***

**CONTACT NUMBERS:** To reach the IOOF Seniors Homes dial **705-728-2389 with an extension number.** Office hours are 9am – 5pm Monday to Friday.

***Chief Executive Officer:***

**Doreen M. Saunders**

705-728-2389          Ext 305

***Director of Housing Accommodations:***

**Mary MacDougall**

705-728-2389          Ext 336

Sales Office          705-720-4318



***Housing Accommodations Office:***

**Irene Delisle**

705-728-2389          Ext 324

Monday to Friday 9 am -12 noon and 1 pm to 5 pm

***Heritage Place Support Staff Office:***

705-728-2389          Ext 335

***Heritage Place Support Staff After Hours:***

705-725-4653

***Director of Food Services:***

**Travis Durham**

705-728-2389          Ext 314

***Heritage Place Dining Room:***

705 -728-2389          Ext 339

***Director of Program Support and Volunteer Services:***

**Gaja Damas**

705-728-2389          Ext 338

***Heritage Place Program and Therapy Services:***

705-728-2389      Ext 328

***Coordinator of Spiritual & Religious Care:***

**Paul Wilkes**

705-728-2389      Ext 381

***Hairdresser at the Odd Fellow and Rebekah Home:***

705-728-2389      Ext 319

***Director of Finance and Information Technology:***

**Anne Newberry**

705-728-2389      Ext. 329

***Accounting Office:***

**Agnes Upper**

705-728-2389      Ext 337

**Bonnie Gowanlock**

705-728-2389      Ext 325

***Director of Revenue Development:***

**Linda Muszynski**

705-728-2389      Ext 315

***Revenue Development Office:***

**Judy Cruse**

705-728-2389      Ext 322

***Director of Facilities & Environment:***

**Tom Manley**

705-728-2389      Ext. 334

## **CORPORATION GOVERNANCE**

The IOOF Seniors Homes Inc. a non-profit and charitable Corporation, and is governed by a thirteen member volunteer Board of Directors and directed by qualified and experienced management. The Board is comprised of individuals who are elected from the Corporation's membership, six of whom must be members of the I.O.O.F. Order and Rebekahs. A number of Committees of the Board are established to advise the Board. Sub committees may be represented on such Board Committees. One such committee is the Residents' Housing Association.

## **RESIDENTS' HOUSING ASSOCIATION**

You are encouraged to join the Residents' Housing Association, which meets on a monthly basis and represents Heritage Place and the Manor Residents. Meetings are held the third Wednesday of each month at 10:00 a.m. Sept- June in the Heritage Place Auditorium. The Association is run by Residents for Residents, and is a member of the Ontario Association of Resident Councils (O.A.R.C.). The Residents' Housing Association promotes social activities, fellowship, fundraising opportunities and information sharing with Residents. The Association often invites the CEO and managers to the meetings to discuss activities occurring within the organization. Elections to the executive are conducted annually, and everyone is invited to participate and/or stand for election.

## **INSURANCE COVERAGE**

You are required to have a tenant insurance policy with a minimum of two million dollar liability coverage. When you receive your annual insurance renewal a copy of the face or binder page must be provided to the Housing Accommodations Office to keep on file.

**-Section 2 -  
FIRE PROCEDURES**

**Fire Safety**

Heritage Place is equipped with an up to date life safety systems. The IOOF Seniors Homes' management have prepared a Fire Safety Plan for Heritage Place. The Plan has been approved by the Barrie Fire Department. It will be tested twice a year so that Residents will be familiar with what to do during a fire alarm. Residents will be advised beforehand when a drill is being planned. It is the responsibility of the IOOF Homes to oversee the regular maintenance of all fire/life safety systems.



**FIRE ACCESS ROUTES: “NO PARKING”**

Fire Access Routes are to be kept clear at all times. Signs are clearly posted and routes must be kept free of parked vehicles to allow access for emergency vehicles. There is to be absolutely no parking or standing allowed in the designated fire routes directly in front of the building. Significant fines are imposed by local authorities.

**Fire Drills**

The purpose of a Fire Drill is to ensure that Residents and staff are completely familiar with Emergency Response procedures.

Residents will be notified of a drill at least forty-eight hours in advance by the posting of notices at elevators on all floors, and lobby.

**The fire alarm bells are very loud so please be prepared.**

As part of Heritage Place's safety system heat and smoke detectors lights and sprinkler systems are located in every apartment. Fire alarm pull stations, extinguishers and illuminated EXIT signs are located throughout the building. When an alarm is activated and the bells ring, fire zone doors in the hallways automatically close, dividing the building into safe zones to prevent the spread of smoke and fire. In case of an actual emergency, the Barrie Fire Department would be on the scene in a matter of minutes. To ensure that our fire safety procedures remain effective, simulated fire drills are held at least two times a year.



# **FIRE PROCEDURES**

## **IN CASE OF FIRE**

### **UPON DISCOVERY OF FIRE**

**LEAVE FIRE AREA IMMEDIATELY AND CLOSE DOORS**

**SOUND FIRE ALARM**

**CALL FIRE DEPARTMENT**

**911**

**LEAVE BUILDING VIA NEAREST EXIT**

**DO NOT USE ELEVATORS**

### ***UPON HEARING FIRE ALARM***

**LEAVE BUILDING VIA NEAREST EXIT DOORS**

**IF SMOKE IS HEAVY IN THE CORRIDOR,**

**IT MAY BE SAFER TO STAY IN YOUR AREA.**

**CLOSE DOOR AND PLACE WET TOWEL AT BASE OF DOOR.**

**IF YOU ENCOUNTER SMOKE IN STAIRWAY,**

**USE ALTERNATE EXIT.**

### **REMAIN CALM**

#### **CAUTION**

Please do not attempt to put out a fire by using the fire hose cabinets in the hall.

Please wait for Staff or the Fire Department.

### **In the Event of a Real Fire:**

If you **cannot leave your apartment** because of fire or heavy smoke in hallway:

- Move to the most protected room (preferably a room with a window and a telephone.)
- Close the door but leave it unlocked for possible entry of Fire-fighters.
- Telephone the Fire Department **at 911** and tell them your exact location.
- Seal all cracks where smoke can get in by using wet towels or sheets to seal small slots, ductwork and central air conditioning outlets (roll of wide masking tape is useful).
- Signal to fire-fighters by waving a sheet at the window.
- Crouch low to the floor if smoke enters the room.

**WAIT TO BE RESCUED.  
REMAIN CALM.  
DO NOT PANIC.**

Listen for instructions or information which may be given by authorized personnel.

## **-Section 3-**

# **SAFETY AND SECURITY**

### **EMERGENCY RESPONSE**

An emergency response system is built into each apartment at Heritage Place. There is an emergency pull station located in the bathroom. The system is monitored by IOOF Homes Support Services staff on a 24-hour basis, and should be accessed for emergencies **ONLY**.

### **SMOKING**

Each Resident apartment is a private residence. Therefore, Residents who smoke may do so within their apartments only. As per the Smoke Free Ontario Act of May 2006, the remaining common areas of the building and the IOOF Seniors Homes campuses are smoke free environments.

Residents and their visitors must refrain from smoking while any IOOF Homes Staff are in an apartment in order to provide service. If you do not refrain from smoking when staff are present, staff have the legal right not to provide the necessary service. If you continue to refuse to refrain from smoking and service or maintenance cannot be provided, your continued tenancy may be affected. Smoking regulations are strictly enforced and may result in termination of your Tenancy Agreement.

### **EXITS**

There are three sets of stairs per floor, one at each end of the North, West and East hallways. A flashlight has been provided and placed in your apartment's storage closet to use in emergencies and in case of power outages. The Corporation checks the flashlights annually to keep them in proper working order.

## **KEYS**

When you move in, you are provided with keys: one apartment key per Resident and one mail box key per apartment. If your keys are lost, a replacement fee of \$10.00 will be charged per



key. **Ensure that you carry your keys with you whenever you leave your apartment,** staff going into your apartment to provide services when you are not there will lock the door behind them when they leave. In addition, apartment doors that have automatic door openers will lock automatically when the door closes.

## **SECURITY ACCESS CARDS**

Upon moving into Heritage Place, each Resident will be required to have a security access card in order to travel internally throughout the building on the campus. A refundable deposit fee is required to obtain an access card. If the card is lost or damaged and needs replacing, there will be a replacement cost charged to the Resident. Please do not put the card on a metal key type ring as it will get damaged and become unusable. The card allows you access to all the doors to enter Heritage Place and into the inner hallways, access to the bridge over to the Odd Fellow and Rebekah Home, and access to the Manor from the Odd Fellow and Rebekah Home. The card also allows you to obtain meals in the dining room.

Families can obtain cards with a refundable deposit from the Housing Accommodations Office. To ensure security access will be restricted to entry to Heritage Place only.

## **LEAVES OF ABSENCE**

Please inform the Housing Accommodations Office or Support Service Staff if you will be away. This information is provided to Support Service Staff and Food Service Staff and is an important part of our security and emergency information.

## **ENTERPHONE SYSTEM**

The building's enterphone system is controlled from your own touch tone telephone in your apartment. You are reminded that **granting entrance to someone ringing the doorbell without first confirming the identity of the caller places everyone in the building at risk.** It is for the safety and security of EVERYONE at Heritage Place that the Entrance Security system was installed. Please report any inappropriate or suspicious person or activity to the Housing Accommodations Office.

**When someone comes to visit you they will use the enterphone system to call to your apartment. Your phone will ring. If you wish the visitor to access the building, press '9' on your phone (you must hold the '9' for at least 10 seconds). This will trigger the door to open. If you wish to hang up without permitting access to the visitor, press '7' and hang up.**

**If you are already engaged in a conversation on the phone, a click will be heard on your handset if a visitor is trying to reach you. To place the phone call on hold, press '3' and establish conversation with the visitor. You may then press '9' to permit access to the building if you choose. You will be returned to your original connection. To return to your original conversation without permitting access, press '3'.**

## **VISITORS**

You are required to sign and be familiar with the Corporation's Visitor Policy. It outlines the guidelines that you must follow while having visitors on the premises.

## **-Section 4- ADMINISTRATION**

### **CRITERIA**

Heritage Place was developed and is funded as a supportive housing model. In 2012, the Community Care Access Centre will be taking over the application process for Heritage Place. In order to be considered for admission you must require a degree of supervision and/or assistance with activities of daily living. Based upon the completion of the Inter RAI CHA Assessment, support services are scheduled on an as-needed basis, to maintain your independence.



### **Criteria For Admission:**

- You must be able to manage/direct your own care.
- You must be cognitively aware of surroundings and can assist with decision making.
- You must be able to ambulate on your own or with assistive devices and able to transfer yourself.
- You must be independent with your bowel and bladder care.
- You must be independent with eating and the ability to feed yourself.

- You must be able to participate/assist with the activities of daily living.
- You must be able to have your needs met by visiting health care professionals.

It is not the intention of Heritage Place to permit external professional services in the long term to provide care if you cannot meet the above criteria on a regular ongoing basis. Such outside professional services are permitted for a short period of time to assist you as you recuperate after an illness/hospital visit or are waiting for placement to an alternate level of care. When the time comes that you are unable to meet the above criteria; you will be required to transfer to a facility which can provide an increased level of care for you.

On occasion, Residents have questioned why a Resident is permitted to remain at Heritage Place. The purpose of Heritage Place is to assist people to remain in their homes and be as independent as long as possible-even if it means more care on those occasions when health problems arise. If there are situations when you think a Resident should not be here, try to put yourself in their place. Ask yourself if you would be ready to move to greater level of care if you were in a similar situation or if you would prefer extra care in your home until hopefully your health improved. We try our best to keep Residents comfortable here as long as it is reasonable, practical and safe to do so.

## **COST OF TENANCY**

There are three parts to the costs of tenancy:

**Basic Rental Accommodation** rates payable to the IOOF Seniors Homes Inc. Some Residents may qualify for Rent-Geared-to-Income (RGI) assistance which will ensure that their monthly rent will not be more than 30% of their total household income. You must apply to the Housing Accommodations Office for RGI assistance. Approval is subject to the availability of RGI funding and your name will be placed on the internal RGI wait list.



**Basic Service Package** fees are determined by the IOOF Seniors Homes Inc. based on a per diem formula which reflects the cost of providing the services. Acceptance of the Basic Service Package is a condition of tenancy.

**Optional Service fees** are the additional charges for programs and services that are not included in the Basic Support Package. This fee is based on a formula which reflects the cost of providing each service. You will be billed for any additional services provided on a monthly basis.

## **PRE AUTHORIZED DEBIT**

The IOOF Seniors Homes prefers that Residents use pre-authorized debit (PAD) from your bank. Should you be away or in hospital your rent and additional approved fees will be paid automatically out of your personal bank account. Two main charges are withdrawn on the fifth of every month: your rent and any extra billings. Your extra billings may include: extra meals, telephone charges, personal maintenance work orders or additional services. If your bank returns your payment to us with insufficient funds, a significant administration fee will be charged to your account in addition to the required payment.



## **BASIC SUPPORT SERVICES PACKAGE**

The Support Services Program has been developed based on the Province's Residential Alternatives programs and the IOOF Home's belief in quality services and each individual's right to self-determination. The program concentrates primarily on supporting and encouraging Heritage Place Residents to maintain independent, healthy and happy lifestyles while remaining part of the community. The program also fosters a broadly focused approach to providing flexible need-related services and encourages the continued involvement of families and friends in the provision of care.

A Basic Service Package is provided as a condition of tenancy. Details of the services will be included in the "**Support Service Agreement**" attached to the Occupancy Agreement. *(Refer to Schedule C of the Occupancy Agreement.)*

The Support Service Package has four components: support services, meals, administration fees and emergency response.

## **SUPPORT SERVICE**

The Director of Housing Accommodations will provide assistance and coordinate a service program to meet your personal needs. The new Inter RAI CHA Assessment will be completed to ensure what type and when your service best meets your needs and make adjustments as necessary. Support services are provided to you on an as-needed basis with a maximum of four hours per month. Support Services are not provided to you as you would 'like them' but rather as you 'need them'. Additional services may be scheduled and purchased.

There is a limit to the amount of subsidized services available through the Ministry of Health & Long Term Care funding. If you require more than the number of available subsidized hours for

personal care, housekeeping and laundry you will be billed for those additional hours after authorization for these hours has been approved by you.

Services are billed for a minimum of 15 minute blocks. Some examples of the support services are: assistance with personal hygiene, dressing, ambulation, nutritional assessments, meal programs, light housekeeping, personal support and reassurance, laundry and opportunities for recreation and social interaction. Once your needs consistently exceed what can be offered at Heritage Place, it will be recommend that you move to an alternate level of care to provide a greater level of care for you.

Staff are scheduled 24/7 throughout the building during their shift and are not on call except in emergency situations. Individual 24 hour care is not available nor are support service staff available to drop in at anytime. Support Service schedules may change depending on daily availability of staff. Priorities will be established if the facility is short staffed due to illness or for holidays. For instance, your housekeeping service may have to be postponed in order to meet another Resident's more important personal care need.

## **MEALS**

Residents are responsible for their own breakfast. Included in your monthly Support Package is a required meal plan of approximately 20 meals (lunches/dinners) per month. Additional meals may be purchased as well. You may be served meals in your own apartment only if you are ill. There is a charge to deliver meals.



## **ADMINISTRATION FEES**

You are charged a minimum monthly administration fee.

## **EMERGENCY RESPONSE SYSTEM**

All apartments are equipped with emergency response pull stations in the bathrooms. In addition as part of the monthly Emergency Response fee, each Resident is provided with a pendant 'petite' to be worn on their person and activated in the event of an emergency. These systems are for emergency needs only and are answered by Support Service staff 24 hours a day.

## **POWERS OF ATTORNEY**

It is very important for you to designate or have appointed, a Power of Attorney (POA) for both personal care and financial matters if you are no longer wish or are no longer able to make these decisions.

We will be happy to provide you with explanatory booklets and kits to guide you through this process. We will request copies of both types of POA for our files upon your move into Heritage Place.

## **ADMISSION TO LONG TERM CARE**

Please note, that as a Resident of Heritage Place you **do not receive priority for admission to the Odd**

**Fellow and Rebekah Long Term Care Home.** Should you

eventually require that level of care, placement is coordinated through the Simcoe County Community Care Access Centre (CCAC) in Barrie. Each client must complete an application with CCAC



in order to be considered for admission to the IOOF Home just the same as any other Long Term Care Home. Current members of the I.O.O.F. Order or Rebekah's do receive some small consideration on the Wait List.

## **FAMILY AND FRIENDS**

Family and friends are encouraged to visit regularly and to continue their support and care giving roles.

## **CODE OF CONDUCT FOR SUPPORT STAFF**

The Corporation maintains a Code of Conduct for staff to help ensure high standards of service and behaviour.

*Staff may NOT:*

- Accept tips, money or gifts from you including gift cards.
- Personally sell items or services to you.
- Buy or take property or personal belongings from you.
- Accept gifts or other items from you in return for service.
- Accept payment for service during or after work hours.
- Borrow money or anything else from you.
- Witness a will, oath, Power of Attorney or affidavit for you.

## **COMPLAINT PROCESS**

For general issues you are encouraged to bring your concern to the Residents' Housing Association, which meets the 3<sup>rd</sup> Wednesday of the month Sept through June. Complaints should be dealt with quickly. If the issue concerns Support Service Staff, initially discuss your issue with them. If you believe that your issue has not been resolved please see the Director of Housing Accommodations regarding your concerns. If you are still unsatisfied, you may then discuss the issue with the Chief Executive Officer. The last resort of resolution is the Board of Directors. If you are still not satisfied your issue has been addressed you can file an appeal with the Health Services Appeal and Review Board at 1-416-327-8512.

### ***GOOD NEIGHBOUR'S***

We encourage everyone coming to live in Heritage Place to help create a sense of community by showing an interest in the safety and well-being of other Residents and abiding by the communal rules. With assistance and support from one another, each person's quality of life can be enriched in a pleasant and safe living environment.

### ***FOOD FOR THOUGHT***

As in all societies, individuals have not only rights but also responsibilities. You have a responsibility to ensure that other Residents, visitors, and staff, are treated in a way that you would like to be treated.

We ask that in a situation where a Resident is waiting to move to a higher level of care that you support and understand their needs and are kind to them. One day you may need similar assistance and support.

Heritage Place is your home and neighbourhood. Please help us to keep it attractive, clean, safe, and a source of pride. Pick up any refuse on the grounds and deposit it in the garbage containers. Remind yourself, your guests and their children not to litter.

Also please remember that you are living in an apartment complex and noises can be heard easily by your neighbours so please confine noisier activities to daytime hours.

**Section -5-**  
**HEALTH SERVICES AND WELLNESS**

**MEDICAL EMERGENCIES**

The **Royal Victoria Hospital** is located less than 20 minutes away by ambulance or by car, should you require emergency services.

For all major medical emergencies, yourself or the staff will call 911.

You are encouraged to retain your own family physician.

Please provide the Housing Accommodations Office with a copy of your Advanced Directives in order for us to provide it to the ambulance attendants to send with you to the hospital if you become unwell.

**There are NO Registered Nursing Staff at Heritage Place.**

In-home recuperative medical care can be arranged through the Community Care Access Centre. If you qualify, your medical care will be administered by visiting professionals from the community.



## **Barrie after Hours Clinics: Address and Phone numbers**

**480 Huronia Rd.                      705-792-0933**  
**Monday to Friday 8am-7pm;**  
**Sat., Sun. & Holidays 9am - 2pm**

\*will not register patients less than 1 hr to closing time

**121 Wellington St. W.    705-726-1544**  
**Monday to Friday 8am-10pm;**  
**Sat., Sun. & Holidays 10am - 4pm**

**555 Essa Rd                              705-726-1544**  
**Mon-Thurs 1 p.m. - 8 p.m.**  
**Fri- 1 p.m. - 8 p.m**  
**Sat- 10 a.m. - 4 p.m**

**505 Yonge St.                              705-726-1544**  
**Monday to Friday 8am-10pm;**  
**Sat., Sun. & Holidays 10am - 4pm**

**125 Bell Farm Road                      705-726-1544**  
**Mon,Tues,Thurs, Fri 6pm – 10pm**  
**Wed. 2pm – 10pm,**  
**Sat., Sun. and holiday 10am-4pm**



## **ASSISTIVE DEVICES PROGRAM**

Should you require a wheelchair, specialty walker, or other mobility aids, the Ontario government ADP Program may provide funds for up to 75% of the cost of rehabilitative mobility devices for those who qualify. You are encouraged to apply for and take advantage of this Ministry subsidy to purchase your own personal equipment if needed. More information about this program may be obtained from the Director of Housing Accommodations.

## **EQUIPMENT ON LOAN**

Equipment is sometimes donated to the Corporation and is available for you to use on a temporary loan basis while you are waiting to obtain your own. You are able to loan equipment for one month, after which there will be a daily charge for the rental. The equipment includes: wheelchairs, walkers, bath benches, etc. If you need to loan equipment contact the Program and Therapy Services Office at 705-725-4618



## **CONSUMPTION OF ALCOHOL**

The IOOF Homes has a Liquor Licence. Alcohol is sometimes available for purchase in the 4<sup>th</sup> floor dining room at meals and special events on the campus. Alcohol consumed privately must not affect the enjoyment of the other Residents. There is a potential for adverse reactions between medications and alcohol. Please discuss this matter with your physician. Staff are not permitted to purchase alcohol for Residents.



## **FOOTCARE**

Professional foot care services are available to all Residents. You will be invoiced directly for these services by the foot care provider. Foot care services can be provided in the therapy



room located on the main floor at Heritage Place or in your apartment.

### **DENTAL CLINIC**

If you require dental work a Mobile Dental Service comes to Heritage Place once a month to provide dental screening, cleanings, and fillings. You may book an appointment on a fee for service basis. To arrange for an appointment call Toothpicks at 705-309-6424.

### **INFECTION CONTROL**

Keeping everyone healthy and limiting the spread of illness is essential. An alcohol based hand wash station is provided in the front lobby and at the elevators and exits. Please use yourself and encourage your guests to use these sanitizing stations when they come into and leave the building. When the Odd Fellow and Rebekah Home is in outbreak the bridge linking the buildings together is closed to minimize the spread of illness between buildings. If you become unwell staff will request that you stay in your apartment until your symptoms have resolved and will deliver your meals to your apartment.



### **LAB WORK**

In addition to the Blood Lab Clinic held monthly on the 3<sup>rd</sup> floor at Heritage Place, you may arrange for a Life Labs technician to visit you in your apartment at Heritage Place to have routine blood work done as ordered by your physician. Life labs will bill you directly for this service. To arrange for an appointment call 1-877-849-3637.

## **B12 CLINIC**

A B12 clinic for injections is provided to the Residents once a month. Residents are responsible to bring their own B12 as prescribed by their own physician.

## **NUTRITIONAL ASSESSMENT**

A Registered Dietitian is available for consultation and nutritional assessment for special diets on request on a fee for service basis. Contact the Housing Accommodations Office to book an appointment.

## **PHARMACY**

As a new Resident you must obtain your medications through the IOOF Home's contract pharmacy, Medi Systems. You must be able to manage your own medications at Heritage Place. Support Service staff provide assistance with cuing, puffers and eye drops.

You are strongly encouraged to use the "Blistercard" program as this system provides a visual cue to assist Residents to take their medications as prescribed and maintains independence.

## **PHYSIOTHERAPY**

Should you require the services of a physiotherapist a referral must be arranged by your physician. For rehabilitation and wellness purposes, the fitness equipment on the main floor may be used under the direction of an authorized physiotherapist with approval from your personal physician.

You can also access services from our Registered Massage therapist at a cost. Simply contact the Housing Accommodations Office at 705-725-4603 to make arrangements.

## **WHIRLPOOL TUB**

A whirlpool tub is located on the fourth floor. The whirlpool jets do not have to be used. In order to use this tub, a Support Services staff will need to be with you. Scheduling for the use of this tub is done by the Housing Accommodations Office. Residents must supply their own toiletries and towels.

## **Section -6- IN-HOUSE SERVICES**

### **BANKING**

The TD Canada Trust Bank provides personal banking services for you at their Yonge Street location. The IOOF Homes bus takes two outings a month to the TD bank. Two bank tellers are assigned to help the seniors from the IOOF Homes at that time. You will need to sign up for these bank outings in the main floor Program Room across from the Housing Accommodations Office.

### **SPIRITUAL CARE AND RELIGIOUS SERVICES**



Heritage Place shares the services of a Co-ordinator of Spiritual and Religious Care with the Odd Fellow and Rebekah Home. The Co-ordinator is available to provide spiritual support and services to all Residents even if you do not belong to any religious denomination. Interdenominational services are held weekly. One service is held at Heritage Place and one at the Odd Fellow and Rebekah Home: Residents at Heritage Place are welcome to attend the service at the Home. A schedule of services is published in the monthly Calendar for Heritage Place and the Home.

## **CONVENIENCE STORE**

We are very fortunate to have an in house convenience store which is located in the main lobby, directly opposite the entrance doors, for your easy access. Bread, milk, soft drinks, sundries, canned goods and other staple food items as well as cards and stamps may be purchased as an alternative to going out to the grocery store for a few items. No tobacco products are available.



The store is staffed and operated by Resident volunteers. All profits go to the Residents Housing Association to fund special projects.

The store is open Mondays, Wednesdays and Fridays from 10:00 a.m.-12:00 p.m.

The store is closed on Statutory Holidays.

Also there are pop and snack food vending machines located in the Main Dining Room at the Odd Fellow and Rebekah Home for you to use.

## **DINING ROOM**

The ***Southview Dining Room***, located on the fourth floor seats up to 70 people at tables of four. You may invite guests to join you for a meal at a reasonable price. You must sign up in advance for dinner by 1:00 pm (sign up book is located just outside the dining room). A monthly menu is provided to each Resident. Our Executive Chef's goal is to provide a varied selection and schedule of meals from lunches and dinners. We are sure you will enjoy the dining services at Heritage Place.



### **Meals Offered:**

Lunch: Tuesday, Wednesday, Thursday and Friday at 12:00 noon to 1:00 pm. Guests are WELCOME!! Each meal consists of soup or juice, two choices of entree, two dessert choices and coffee and tea. You do not need to sign up for lunch. A copy of the menu is sent out with the monthly newsletter. The current day's menu is posted just outside the dining room.

Dinners: Tuesday, Wednesday, Thursday, Friday and Sunday service starts at 5:00 pm Guests are WELCOME! Residents must sign up for dinner prior to 1 pm on the day of the dinner (book located just outside of the dining room).  
**Residents may sign up for dinners in advance as well.**

**You are asked not to reserve seats in the dining room.**

Should you require a special diet due to a medical restriction, please make the arrangements through the Director of Food Services.

### **GREENHOUSE**

You are encouraged to use the greenhouse facilities located on the fifth floor next to the outdoor deck for your own plants and gardening hobbies. You must supply your own gardening materials. It is best to label your plant if you intend to leave it in the greenhouse.



### **GAMES ROOM**

On the fifth floor, you are welcome to use the pool table and the dart board in the games room.



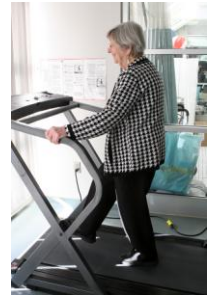
## **HAIR SALON**

The Odd Fellow and Rebekah Home has an in-house hairdressing salon. The hairdressers cut and style both men's and women's hair. You may have your hair done by making an appointment directly with one of the hairdressers at 705-728-2389 ext. 319. All charges for this service are posted in the salon at the Home.

## **FITNESS ROOM**



To maintain your weight and fitness, you are encouraged to use the exercise equipment in the Fitness Room on the main floor at Heritage Place at your leisure. A treadmill, two types of exercise bikes and a stepper are provided along with free weights, mats, and other fitness equipment.



With authorization from your physician you can use the fitness equipment.

If you would like to use the equipment on an individual basis, you must participate in a brief orientation to the equipment provided by the Program and Therapy Services staff in order to understand how to operate it safely before you start to use it.

You may also enjoy participation in an organized fitness program. You can also arrange to participate in in-house physiotherapy that takes place in the Fitness Room provided that enough Residents are requesting this service.

## **INCOME TAX CLINIC**

Residents with an income of \$25, 000 or less can participate in an income tax clinic that runs in the Heritage Place Auditorium in late March or early April. The clinic is run on a donation basis. Residents will be notified.



## **LIBRARY**

A small library is located on the third floor for the convenience of everyone at Heritage Place. It's shelves are well stocked with a variety of hard and soft cover books including large print Readers Digests. Residents are asked to sign out the books and return them when they are finished. The Barrie Public library provides our library with a rotation of large print and talking books for Residents to borrow. Audio tapes, DVD and VHS movies are also available.

The Library is also equipped with a computer and monitor with internet connection for Residents to use as this is a great way to keep in touch with family.

## **MAIL:**

**The Heritage Place** address is:

Your Name

Your Apartment Number

**20 BROOKS STREET**

**BARRIE, ON**

**L4N 7X2.**

Canada Post will deliver mail into your mail box which is located in the main lobby. **Please ensure that your correct apartment number is included on all correspondence.**

Outgoing mail can be dropped off into the mail boxes on the wall on the main floor Program Room or can be taken to an exterior mailbox located at Baldwin Lane beside the bus stop. Stamps are available at the Last Minute Store. If you leave Heritage place you must arrange with the post office to have your mail forwarded to your new address.

## **NEWSPAPERS**

You may subscribe to your favourite daily and/or weekly newspaper directly from the



specific newspaper's office. Papers are delivered and left in the Main Lobby for you to pick up.

Do not take any newspapers that have apartment numbers on them. These belong to those Residents.

## **RECREATION**

The IOOF Seniors Homes Inc. supports the concept of wellness promotion and illness prevention. Adaptable equipment and specially trained staff have been incorporated into programming. A qualified Activationist is available to provide fitness, recreation, and social programs. Programs may include daily, evening, and special events as well as trips and outings.

You are also encouraged to use the facilities to plan, conduct, and participate in your own Resident run social events.

Every month you will receive a newsletter entitled, "*The Inside Scoop*" that includes Resident poems, upcoming events, the monthly menus and a place for open communication with Residents.

Upcoming activities, programs and events are also posted in large print calendars, on bulletin boards throughout the building or on the Medisystems TV in the main lobby on a monthly basis.

If you wish to go on bus outings, please sign up in the Program Room located on the main floor across from the Housing Accommodations Office.

## **SHOPPING**

The IOOF Seniors Homes Inc. owns a 16 passenger bus and a 10 passenger van which may be scheduled to take you shopping. Once or twice a week, for a small fee, you can be taken to stores/malls where you are dropped off to do your grocery shopping.





Shopping Sprees to the local shopping malls are scheduled regularly and other trips may be arranged through Activation as a group function. A transportation fee may apply to cover cost of operating the vehicles.

Also for your convenience, you may place phone orders to local grocery stores who may deliver groceries to you at Heritage Place for a fee.

## **VOLUNTEERS**



As a Charitable, non-profit corporation, the IOOF Seniors Homes Inc. relies heavily on volunteers. Without volunteers, the IOOF Homes would be constrained in providing the consistent, high quality and variety of services that have come to be associated with this organization.

### **“WE NEED YOU”**

Volunteer opportunities include:

The Tuck Shop at the Home

The Last Minute Store at Heritage Place.

Assisting with programs:

Social Clubs

Tea Services

Pub Nights

Read to the blind

Music therapy

Outings

Gardening

Visit the lonely

Accompanying Residents who need assistance and who have no available family to help them get to appointments.

The IOOF Homes encourages you to get involved by meeting your neighbours and making friends in your new home through

volunteering. The social benefits of volunteering within the IOOF Seniors Homes can be very rewarding.

If you, your family, or friends would like to become a volunteer at Heritage Place or the Odd Fellow and Rebekah Home, please contact the Director of Program Support and Volunteer Services at 705-728-2389 ext 338.

## **WORKSHOP**

There is a workshop located on the lower level at Heritage Place available for use by all Residents of both genders. However, use of this workshop must be supervised by a volunteer who is willing to be available at set times. Please contact the Housing Accommodations Office 705-725-4603.

## **-Section -7- YOUR APARTMENT**

*WHEN YOU MOVE OUT YOU WILL BE RESPONSIBLE FOR THE CLEANING AND PAINTING CHARGE. PLEASE DO NOT ARRANGE FOR YOUR OWN CLEANING AND PAINTING.*

## **APARTMENT DOOR NAME PLATES**

When you move in, a name plate is made for your apartment door with your name on it. We ask that these plates remain at Heritage Place when you move out.

## **HOUSEHOLD FURNISHINGS**

You are reminded that consideration must be given to the space limitations within your living environment. Overcrowding your premises with too much furniture may severely restrict the IOOF Homes ability to provide emergency assistance in a safe and timely manner if needed. Too much clutter also poses a fire hazard as well. The following is intended as a guide.

## **LIVING ROOM**

There is room for 2 to 3 pieces living room furniture, eg. sofa **or** love seat plus 2 other chairs in the living room. Room is also available for end tables (2), a coffee table, telephone table, and TV table or stand. Self-adhesive



picture hangers are not to be used at any time. You may contact the Housing Accommodations Office to request a work order to have maintenance hang pictures for a fee.

Your lamp, radios, television, VCR, stereo systems and other electronic appliances or equipment must be CSA approved. Contact the Housing Office at 705-728- 2389 ext 324

## **DINING ROOM**

You are welcome to bring in a table that seats 4 to 6 people. You also have space for a buffet or china cabinet that is 36” – 48” in length.

## **KITCHEN**



There is room for a table, up to 48" in length with 2 chairs. (*Note: major appliances are provided, with the exception of a dishwasher & microwave.*) We ask that all additional appliances **be CSA approved**. Small appliances such as toasters, mixers, etc. are your responsibility to provide, as are china, cutlery, cooking utensils and table linens.

**DO NOT USE adhesive shelf liners in the kitchen cupboards.**

## **BEDROOM**

Your apartment bedroom best suits a single, double, or queen size bed and a suitable dresser. (*Note: king-sized or twin beds will be crowded in the one bedroom apartment.*)

## **BATHROOM**

Each apartment bathroom is equipped with grab bars and an emergency response call bell system.



## **CABLE TELEVISION**

A single cable TV outlet is provided in the living room and is available as soon as you plug your television in. Cable charges are included in your monthly invoice. There are also outlets in the bedroom which only you can activate through Rogers Cable. You are supplied with the basic Tier 1,2,3 cable programming services. Super channel and other specialty cable services must be arranged by you directly through Rogers Cable. You will be billed by Rogers Cable directly for additional services.

## **TELEPHONES**



You must have a telephone installed with a touchtone system. A telephone jack is located in each apartment bedroom and living room. You are encouraged to use the IOOF Homes telephone system as your service provider. Each telephone is connected with the ability to allow visitor access into the building through your telephone and the enterphone system in the main lobby. To arrange for your telephone through the IOOF Homes please contact the Housing Accommodations Office. For other providers please contact the telephone provider directly.

## **CEILING VENTS**

We ask that you contact the Housing Accommodations Office, to arrange any necessary adjustments to your ceiling vents.

## **CLOSET AND STORAGE AREA**

For your safety, please do not touch the electrical panel in the closet and storage area as it is for Maintenance use only. Twice a year, the filter in the storage closet ceiling will be changed by maintenance.

## **FRIDGE**

If the fridge temperature needs to be adjusted contact Housing Accommodations Office for staff assistance. If the wrong knob is turned, it could cause food spoilage.

## **HEATING /AIR CONDITIONING**

You control your temperature settings in your apartment for both heat and air conditioning through your heat pump. During the warm weather, we ask that you **not open windows or leave your apartment door open** as your heat pump will not be able to cool your apartment as it is set to do and the unit may then freeze up. This may result in damage to the heat pump and water leaking into your storage closet.

## **KITCHEN FAN**

We recommend that the overhead stove fan always be turned on when cooking. If it does not work, push the switch on the panel under the stove front or ask the staff to reset it for you.

## **LIGHT BULBS**

You are responsible for purchasing and installing light bulbs in your own personal table lamps. Maintenance staff will replace the ceiling light bulbs and those apartment fixtures in hard to reach places. Please contact Housing Accommodations Office.



## **LINENS**

You must supply your own bed linens, towels and other bath and kitchen linens. A change of sheets is required in order for

staff to change your bed as the laundry is completed on the night shift.

### **MOVING AND DISPOSAL OF BELONGINGS**

Any time you are moving your personal belongings we ask that you notify the Housing Accommodations Office, to arrange for the elevator to be draped for the moving of items.

When moving into or out of Heritage Place you will be charged an administrative move in/move out fee of \$50.00.

You are required to use the garbage room exit to move belongings in and out rather than through the front door of Heritage Place. You are also encouraged to contact organizations such as the Salvation Army or Goodwill to make donations of good and useable unwanted items. Do not leave any items in your apartments, the laundry or the garbage rooms. If the IOOF Homes is required to dispose of such items, a minimum fee of \$150.00 will be charged to your final invoice to cover the cost of disposal of effects.

**-Section -8-**

**FACILITIES AND ENVIRONMENT**

**NO OPEN FLAMES**

“No Open Flames” or “Lighted Candles” are allowed in Heritage Place at anytime.



“No Open Flames within your apartment or common areas. You may wish to reserve common areas for special events such as open houses, birthday parties, anniversaries, family get-togethers, etc. As part of these events, it has often been tradition to have candles lighted. **HOWEVER, the ONTARIO Fire Code Section 2.4.4.1. (2) prohibits apartments from having “OPEN FLAMES”**, i.e. candles in buildings used for public assemblies as they are a potential hazard. Therefore, it is the IOOF Home’s policy that **NO OPEN FLAMES** (lighted candles) are permitted in these settings at any time. This includes religious celebrations. **THERE ARE NO EXCEPTIONS.**

**AUDITORIUM**

You can access the auditorium at the Home or the larger auditorium at Heritage Place for your enjoyment. The Heritage Place auditorium is complete with a stage, sound system, tables, chairs and a piano/organ. In addition the auditorium has a fully-equipped kitchen and is used for special entertainment and functions. Residents may book the Heritage Place auditorium for private functions free of charge but must pay for any additional services such as catering or setup and take down and clean up. The Public can make arrangements to rent these spaces. The Terraces at Heritage Square Pavilion dining room may also be rented for events and meetings. The IOOF Homes will cater for a fee.

Please contact the Housing Accommodations Office.



## **CONNECTING BRIDGE**

On the third floor, you can access the bridge which links Heritage Place to the Long Term Care Home. You can use your access card to travel back and forth. The only time the bridge is closed is during a outbreak or other infection control situation. To ensure their safety, you are reminded not to provide access through the bridge to Residents from the Home. \



## **PARKING**

If you own your own vehicle, the IOOF Homes will, for a monthly fee, lease you a designated parking space in the parking lot adjacent to the building. Parking spaces are assigned only to those who lease a spot. There is limited parking for guests on the property. Visitor parking is available on a first come, first served basis.



**There is to be absolutely no parking or standing in the designated Fire Access Routes directly in front of the building. Fire Access routes are to be kept clear at all times. The Barrie City Police Department does monitor and will ticket any vehicles parked in a Fire Access Route.**

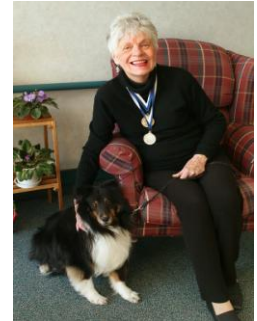
All vehicles must be licensed and roadworthy. Vehicles are not to be repaired in the parking lot. Trailers are not to be parked in the parking lots. Unlicensed vehicles must be removed. You may be asked to move your vehicle during the winter in order that Maintenance can remove snow after a heavy snowfall. Please lock vehicles at all times. Leaving valuables in your vehicles is discouraged but if you must, please lock all valuables in your trunk. The IOOF Homes does not assume responsibility for damage, vandalism of a vehicle, or its' contents.

Please respect the spaces reserved for the “Handicapped.” The Barrie City Police does monitor these spaces and will issue you a fine if you park in one without an approved permit.



## **PETS**

All pet owners must sign and comply with the Pet Policy of the Corporation which outlines the requirements and limitations about having a pet in the building. An apartment is permitted to have **one pet** of “domestic” nature i.e. a dog, cat, bird, or a reasonably sized aquarium with fish. No exotic pets are allowed. Any additional pets or other types of pets, i.e. hamster, gerbil, guinea pig, rabbit, etc. must be approved by the Corporation in writing. The breeding of any animals in Heritage Place is strictly prohibited.



**You must clean up after your pet at all times in a timely and effective manner both outdoors and indoors should a pet have an accident. When outside of your apartment your pet must be leashed and controlled at all times. You shall also provide the Housing Accommodations Office with annual proof of appropriate pet vaccinations.** No pet owner’s behavior surrounding the care, control and treatment of a pet that is deemed and proven by the Corporation, in the Corporation’s absolute discretion, to be unacceptable, or deemed to be a nuisance, shall be allowed. After reasonable consultation, you shall, within one week of receipt of written notice from the Corporation requesting the removal of any pet, permanently, remove such pet from your apartment or be considered in default under the Lease.

## **ELECTRICAL APPLIANCES**

To ensure everyone's safety all electrical appliances, such as table or floor lamps, radio and television are to be CSA approved and carry a CSA/ULA label.

## **UTILITIES**

There is an additional charge for utilities if you wish to have large draw appliances such as an electric fireplace/heater, dishwasher, humidifier or freezer.

We strongly encourage ALL Residents to conserve water and electricity.

## TIME OF USE CHART FOR ELECTRICITY

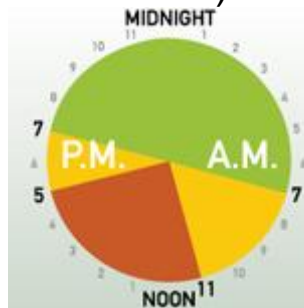
Please note that Time of Use legislation is not in effect as of yet for apartment buildings. However it is coming soon. The chart below shows the peak times for higher prices for electricity use.

Time-of-Use pricing means that the price paid for electricity changes depending on the time of day. The Ontario Energy Board (OEB) has developed daily and seasonal Time-of-Use periods shown below. There are three Time-of-Use periods:

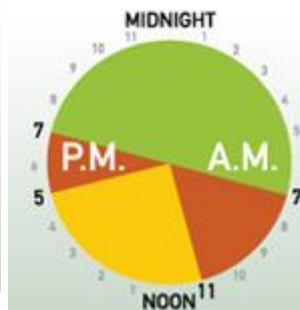
- off-peak (shown in green below)
- mid-peak (shown in yellow below)
- on-peak (shown in red below)



**Summer Pricing**  
(May 1 - October 31)



**Winter Pricing**  
(November 1 - April 30)



**Weekends / Holidays**  
(all year)



The weekends and designated holidays are off-peak all day. Time-of-Use pricing encourages you to use electricity during low-demand (off-peak) periods. By using off peak periods for your electricity costs, you will help reduce the overall costs of utilities for the Corporation which in turn may reflect in lower annual increases and/or electricity fees for high draw appliances.

## **ENERGY SAVING CONSERVATION IDEAS**

Heating/Air Conditioning: Each apartment has its own heat/cooling pump.

Adjust your thermostat appropriately when you are going to leave **your apartment for any extended period of time**. **Turn your heat down** a few degrees in the winter months if you are going to be away. In the summer months it is the opposite. Turn your thermostat up a few degrees.

## **LIGHTING AND ELECTRICITY**

### ***Lighting:***

- Turn off lights not being used.
- Consider installing timers, dimmer switches.
- Install compact florescent light bulbs.
- Replace halogen bulbs as they use more electricity.

### **Appliances:**

- If you have one, economize on your dishwasher. Always run full loads. Set your dishwasher to the economy cycle and use the air-dry setting.
- Make sure your refrigerator and freezer doors are sealing tightly by testing how firmly they close on and hold on to a piece of paper.
- If it slips out easily, the rubber seals should be replaced. Don't keep an old, extra refrigerator running just for occasional use. It could cost an additional \$150 or more per year in electricity.
- Plan energy-efficient meals. Smaller appliances, such as toaster ovens or microwaves, use less energy than stoves. When using an oven, try to plan a meal that will allow you to use it for more than one dish.

## Sample Chart of Electricity Costs and Alternatives

Appliance	Wattage	Cost/hour	Monthly Cost
<b>Stove/Oven-1 hour/day</b>	5000W	\$0.50	\$15.00
Instead, use toaster oven-20 min./day	1500W	\$0.30	\$1.50
or microwave oven -10 min./day	1000W	\$0.10	\$0.50
<b>Television-7 hours/day</b>	200W	\$0.02	\$4.20
Instead, turn off TV 2 hrs per day when not in use.	200W	\$0.02	\$1.20
<b>Computer- left on 24 hrs/day</b>	200W	\$0.02	\$13.44
Instead, turn on only when needed, 4 hrs per day	200W	\$0.02	\$2.24
<b>10 light bulbs (60 w) – 3hrs /day</b>	600W	\$0.06	\$5.40
Instead, switch to compact Fluorescent bulbs	130W	\$0.013	\$1.17
<b>Air Conditioner-24 hrs/day, cycles off 30%</b>	1050W	\$0.0705	\$50.76
Instead, use only when home, 10 hrs/day	1050W	\$0.0705	\$21.15

### **Electronics:**

- Use power bars with surge protectors and switch off when not in use.
- Consider purchasing a lap top computer as they use less energy.
- Purchase Energy Star rated appliances.
- Use rechargeable batteries.
- Unplug battery chargers, cell phones and small appliances when not in use as they continue to use hydro when they are left plugged in.

## **WATER CONSERVATION TIPS**

### ***Brushing Teeth:***

Turn off the tap while brushing teeth.

### ***Drinking Water:***

If you enjoy drinking cold water, keep a jug of water in the fridge instead of letting water run until it is cold.

### ***Washing Dishes:***

Use a filled sink instead of running water when rinsing dishes or attach a spray attachment.

### ***Toilets:***

Do not use the toilet as a place to throw trash.

Fix leaky toilets as soon as they start. Please contact the Housing Accommodations Office for repairs.

### ***Laundry:***

Adjust water level dial on the washing machine to use the minimum amount required for the wash or put a load of laundry in only when you have a full load.

### ***Leaks:***

Have leaky taps fixed as soon as they start.

Please contact the Housing Accommodations Office if assistance is required.



## **ELEVATORS**

The passenger elevators are located off the main lobby just through the security doors.

**The elevators are NOT to be used during fire alarm.**

## **FLOWER GARDENS**

If you are interested in gardening in the greenhouse or in maintaining one or part of a seasonal flower bed on the campus, please contact the Director of Program Support and Volunteer Services at 705-728-2389 Ext 338



## **RECYCLING**



The IOOF Homes is committed to safeguarding the environment through a program to Reduce, Re-use, and Recycle. We ask that you follow the instructions as provided by the City of Barrie for recycling and deposit. Please deposit recycling in receptacles provided for that purpose.

**RECYCLING  
TWO BOXES FOR TWO REASONS:  
PAPER ITEMS & CONTAINER ITEMS**



**SEPARATE YOUR MATERIALS INTO 2 BOXES**

**Paper Items Include:**

**Telephone books, magazines,  
Newspapers, boxboard and egg cartons**

Remove all plastic wrap and food liner bags, flatten box and place inside another box.

**Cardboard**

All cardboard boxes must be flattened and bundled no larger than 75cm x 75cm x 20cm (30" x 30" x 8") Place in or beside the recycling box.

**Plastic Containers Include:**

Plastics numbered 1-7.

All plastic bottles, jugs, tubs (margarine containers), Styrofoam trays and lids.

Glass food and beverage bottles and jars.

(no broken glass)

Food and beverage cans.

Aluminum trays, pie plates and foil.

Tetra pack boxes, juice and milk cartons.

## **Recycling Continued:**

### **DO NOT INCLUDE:**

#### **Other Glass:**

No china cups, dishes, mirrors, drinking glasses, light bulbs, crystal, porcelain, figurines, clay flower pots, glass pots, pans.

#### **Other Metal:**

No coat hangers, paint cans, aerosol cans, sheet metal, pots and pans.

#### **Other Plastic:**

No plastic bags, plastic wrap, toys, foam products, motor oil jugs, pesticide containers.

#### **Sharps Container:**

No Sharps containers to be deposited in regular garbage or in with recycling. Please bring any full sharps containers to the Housing Accommodations Office when full or treat as Hazardous Waste (take to Ferndale Drive, City of Barrie, for Hazardous Waste disposal).

### **REFUSE**

Refuse chutes are located in a small room labelled garbage chute off the corridor on each floor. Please tie garbage bags securely. When taking garbage through the hallways please be careful that liquids do not drip onto the floor. Try not to use the chute late at night or in the early morning hours while your neighbours may be sleeping. Please do not leave anything on the floor in these garbage rooms. Drop all garbage down the chute. Ensure that the garbage room door is completely closed upon leaving.

Special days are provided by the City for disposal of hazardous waste located at the City of Barrie site on Ferndale Drive.

## **HOUSEKEEPING**

You are encouraged to do your own light housekeeping. Please do not use abrasive cleaners such as Old Dutch or Comet on bathtub, sinks and toilets as they scratch the surface and make them harder to keep clean. A good liquid or paste cleaner will prevent mildew from forming on tiles or porcelain. If you have a spill or have an accident in your apartment or in a common lounge or hallway area, particularly on the rug, please contact the Housing Accommodations Office as soon as possible. We will have our staff clean the spill with the products that we use regularly.

Support Services Service staff provides regular housekeeping services which may include: sweeping and washing linoleum, vacuuming rugs (not moving of furniture) cleaning of bathroom and kitchen. Kitchen counters must be clear of dirty dishes before staff can clean.

Each apartment can be deep cleaned annually by our Support Service Staff or Building Services Staff for a fee: Possible tasks: are oven and the exhaust fans, counter/stove top elements, refrigerator/freezer clean inside and out, kitchen/bathroom floors – wash and wax, carpets shampooed as required, light fixtures washed, clean inside windows and vertical blinds.

## **LAUNDRY**

Laundry rooms are located on the 1<sup>st</sup> and 5<sup>th</sup> floor.

High efficiency front end loading machines are available for



Residents to use. Residents must purchase High Efficiently detergent to use in these machines. Washer and dryer hook ups are

located in each apartment if you wish to obtain your own stackable, apartment-size washer-dryer combinations. If you are planning to install your own washer and dryer set, you must use a flexible steel drainage hose and our Maintenance staff must inspect installation before first use. You may request the installation by our maintenance staff for a fee. If you install and use your own washer and dryer set than the lint trap in the ceiling must be cleaned regularly to prevent fire. Please contact the Housing Accommodations Office if you require assistance to clean your lint trap.

You will be charged an additional monthly fee for electricity for such “large draw” appliances.

## **MAINTENANCE**

For all of your maintenance needs, please contact the Housing Accommodations Office. We take responsibility for completing repairs and maintenance in a timely manner. For after work hours emergency maintenance concerns please call the Support Staff at 705-725-4653 (examples: flood, power failure, elevator breakdown, no heat, or when your safety is at immediate risk.)

Minor maintenance services such as hanging of pictures or installation of chandeliers will be completed as time is available on a fee-for-service basis. Please contact the Housing Accommodations Office to place a work order.

## **GARDENS AND WALKING PATHS**

Throughout the outdoor areas of the property, extending from William St. over to Bayview Dr. is a network of tranquil gardens and walking paths. These safe and pleasant walkways are provided for your pleasure.



## **OUTDOOR PATIOS**



You are also encouraged to use our four outdoor patio areas. One is located on the ground floor at the rear of the building. The second is at the front of the building, next to the Program Room. The third is located off the fourth floor Southview Dining Room, The fourth is located off the fifth floor lounge. All are furnished with patio tables and chairs for summer relaxing.

## **RESIDENT LOUNGES:**

You have full access to the numerous lounge areas throughout the building conveniently located on each floor. Many of the lounges afford splendid views of the City of Barrie and Kempenfelt Bay.

## **STORAGE**

Heritage Place is unable to provide storage space for your personal belongings.

## **Section -9- TRANSPORTATION**

### **AIRPORT SERVICES**



**Simcoe County Airport Service** provides door-to-door limousine Service to Pearson International Airport.

Call 705-728-1148 to book

### **BARRIE ACCESSIBLE COMMUNITY TRANSIT (B.A.C.T.S.)**

B.A.C.T.S. is available to Residents whose disabilities prevent them from using the city bus service. You can make arrangements for this specially equipped handicap vehicle to pick up and drop you off. A small user fee is charged for this service. You must register with BACTS in order to access this service. To receive more information, call 705-739-4209 To Reserve the bus, call 705-737-2304

### **BARRIE CITY TRANSIT**

Barrie Transit provides regular scheduled bus service from the shelter on Baldwin Lane. From there, connections can be made to all areas served by Barrie Transit as well as to Gray Coach Lines. The main bus terminal is located in the heart of Barrie's downtown and is approximately 15 minutes away by bus.



### **BARRIE TAXI SERVICE**

Barrie Taxi 705-721-7777, and Deluxe 705-728-4444. Some local taxi services have handicap vehicles for those confined to a wheelchair.

### **BARRIE GO TRAIN STATION**

Hwy 11 & Mapleview Ave. Phone # 1-888-438-6646



**Section -10-**  
**LOCATION OF AMENITIES**

**1<sup>st</sup> floor or Ground Floor:**

Laundry room  
Workshop  
Doors to walkway and back garden  
Sanctuary

**2<sup>nd</sup> Floor or Main Floor:**

Housing Accommodations Office  
Administration offices  
Front door, mail boxes, Auditorium, Program Room/Lounge  
Last Minute Store  
Fitness Room/Physiotherapy Room

**3<sup>rd</sup> Floor**

Program Support Office  
Clinic Room  
Library  
Bridge to IOOF Home and the Manor

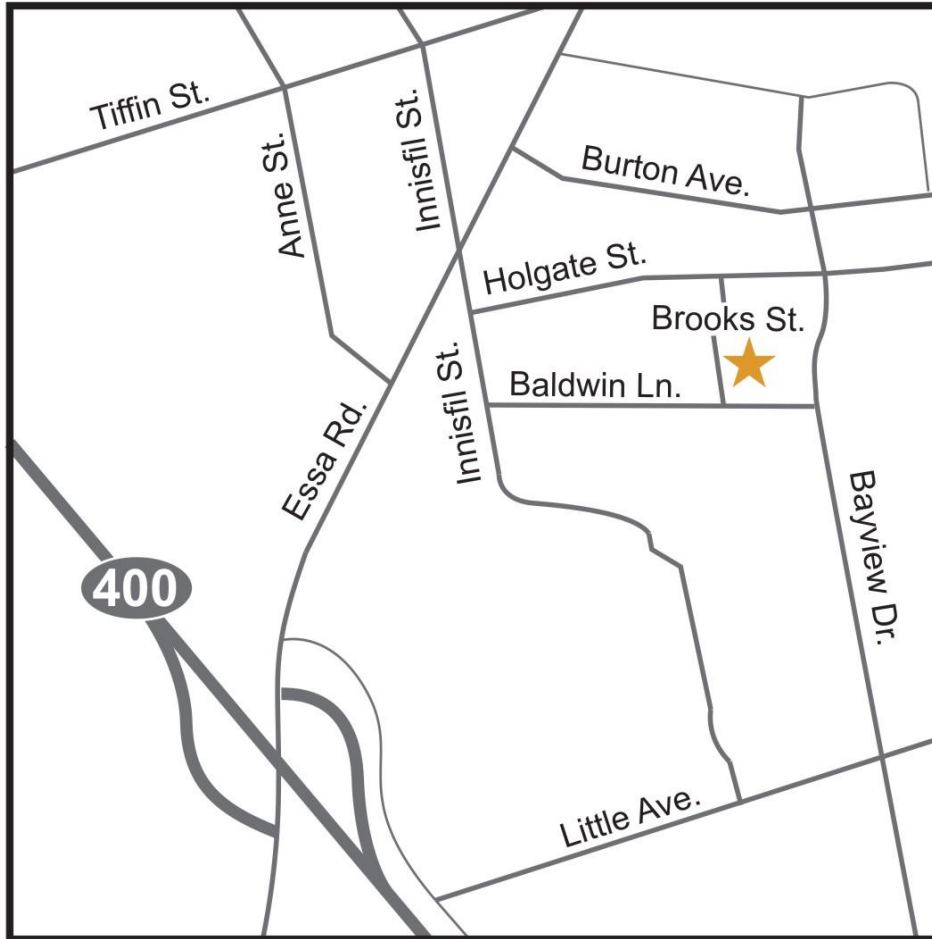
**4<sup>th</sup> Floor**

4<sup>th</sup> floor Dining room  
Apollo Tub and Shower Room

**5<sup>th</sup> Floor**

Laundry Room  
Games Room

**Washrooms, garbage chutes, and emergency exits to stairwells are located on all floors**



## **Directions to IOOF Seniors Homes Inc. Brooks Street Campus**

The Odd Fellow & Rebekah Home, The Odd Fellow & Rebekah Manor and Heritage Place are located near the intersection of Essa Road and Innisfil Street in Barrie.

From Toronto, take Hwy. 400, exit Essa Road and travel north or right to Innisfil Street (3rd Stop light). Turn right onto Innisfil, travel 2 blocks and turn left onto Baldwin Lane. The IOOF Senior Homes Inc. is located on the north (left) side of Baldwin Lane about 500 meters from Innisfil Road.