

“The Terraces”

a community of the

IOOF Seniors Homes Inc.



RESIDENT HANDBOOK

**90 and 94
Dean Avenue
Barrie, Ontario
L4N 0M3**

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

Revision: May, 2012.

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Welcome, to you, our newest Resident!

On behalf of the Board of Directors and the staff of the IOOF Seniors Homes Inc, I would like to welcome you to the Terraces at Heritage Square. We are honoured and pleased that you have chosen to purchase your new home within our organization.

This Handbook has been developed to provide you with information you need to become familiar with living at the Terraces and with which we would appreciate your co-operation. We hope you find this Handbook useful and suggest that you keep it in one of the small drawers in the kitchen for easy reference.

As a new owner you have become a member of a community where you will meet new acquaintances and establish new friendships. We encourage you to meet your neighbours and become involved in the many programs and social events.

You may direct any questions pertaining to life at the Terraces to our Housing Accommodations Office, by calling 705 725-4603 Monday to Friday 9 am to 5 pm, (closed for lunch from Noon to 1 pm).

The information contained in this Handbook has been compiled taking into account relevant legislation. Should any information be found which contradicts Federal and Provincial law or Municipal By-laws, the applicable Federal or Provincial laws or Municipal By-law will take precedence.

We trust you will enjoy your new suite and all the amenities and fellowship that go along with it. We will do our best to provide you with excellent service.

Doreen M. Saunders
Chief Executive Officer
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 St 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 Long Term Care 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 frail 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-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, our Home is evolving through a significant rebuild and as funds permit and must be completely reconstructed to meet the new provincial government building design standards and the increased

acuity of the clients 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 is intended to be a new 162 bed long-term care facility, meeting or exceeding the “A” standard. The Corporation is now actively raising funds to continue with Phase 2 of the Home redevelopment to renew the remaining 66 beds. 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 services. Such services include a meal plan where nutritious home cooked meals are offered in a pleasant dining room setting, housekeeping, 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 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 are encouraged to 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 of suite models 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 individuals from the community as well.

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, 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

Terraces Property Services Manager:
Elvis Pohl
Office Phone: 705-739-6299
Emergency Pager: 705-720-7288



Director of Facilities & Environment:
Tom Manley
705-728-2389 Ext. 334

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

Director of Food Services:
Travis Durham
705-728-2389 Ext. 314

Director of Program Support and Volunteer Services:
Gaja Damas
705-728-2389 Ext. 338

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

CORPORATION GOVERNANCE

The Terraces conducts its' business under the name of IOOF Seniors Homes Inc. a non-profit and charitable Corporation. The IOOF Seniors Homes Inc. 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 and assist in the operation of the Corporation. Sub committees may be represented on such Board Committees. One such committee is the Terraces Resident Liaison Committee.

THE TERRACES RESIDENT LIAISON COMMITTEE

The Terraces at Heritage Square:
Residents' Liaison Committee

IOOF Seniors
Homes Inc.
Board of
Directors

Chief Executive
Officer

Director of Housing
Accommodations

Resident Liaison
Committee
(comprised of 2
elected Owners
from each building)

90 Dean
Resident
Owners

94 Dean
Resident
Owners

The Board of the IOOF Seniors Homes Inc. acknowledges the value of mutual cooperation with a Residents' Liaison Committee in the endeavors of The Terraces at Heritage Square.

A list of guidelines has been developed to provide a structure for the Residents' Liaison Committee of the Terraces and the IOOF Seniors Homes Inc. to work effectively together.

Members of the Residents' Liaison Committee

The Residents' Liaison Committee membership shall represent all "Residents" of the Terraces. The Committee shall be comprised of not more than four (4) Residents, two (2) from each of 90 and 94 Dean Ave. and, **all of whom must be named as both "Resident" and/ o "Purchaser(s)" in the Life Lease Occupancy Agreement.**

Members of the Residents' Liaison Committee shall be elected by the Residents with each suite having one (1) vote.

The Residents' Liaison Committee shall not have any operating authority at the Terraces.

Once the members are elected, the members shall assume the following obligations.



- Represent the majority of their respective constituencies at all times with respect to issues or concerns.
- Attend quarterly Residents' Liaison Committee meetings with the Director of Housing Accommodations to be held at The Terraces.
- Provide Agenda items for meetings in advance to the Director of Housing Accommodations.
- Report regularly to the Residents of the building they reside in and represent.
- Establish particular committees to fulfill a specific function may be established at the discretion of the Resident's Liaison Committee.

Director of Housing Accommodations Shall

- Call meetings quarterly and provide agenda for each meeting comprised of items requested by the Residents' Liaison Committee as well as those tabled by the IOOF Seniors Homes Inc. Board and management.

- Act as liaison between Residents' Liaison Committee and the CEO of the IOOF Seniors Homes Inc..
- Provide members of the Residents' Liaison Committee with minutes of each meeting which shall be posted in both buildings.
- Invigilate at elections for the Residents' Liaison Committee.

Election Process

For the very first election only, in order to maintain consistency of membership on the Committee, one representative per building held a term for one year and the other representative held a term for two years. After the election, it was decided by a coin toss which representative would hold either the one or the two year term.

Thereafter, subsequent annual elections have elected one person for each of 90 and 94 Dean Avenue for a two year term.

Annually in June, the Director of Housing Accommodations will post a request for nominations of 4 Resident/Owners, comprising of 2 Resident/Owners from 90 Dean and 2 Resident/Owners from 94 Dean to sit on the Residents' Liaison Committee.

Nominations will be submitted in writing to the Director of Housing Accommodations within 14 days of the posted request. The Director of Housing Accommodations will confirm interest of those whose names were submitted to serve on the Residents' Liaison Committee. The names of those nominated will be posted in each building respectively for 14 days.

In each building, at the last June coffee chat, following this process, voting by secret ballot for the building's representatives will take place. The Director of Housing Accommodations and another IOOF Seniors Home representative shall facilitate the elections.

Lines of Communication

The Residents' Liaison Committee and Director of Housing Accommodations will discuss management and operational issues related to The Terraces at each quarterly meeting.

If the Residents' Liaison Committee is not satisfied with a decision or action of the Director of Housing Accommodations, the Liaison Committee may provide the Chief Executive Officer of the IOOF Seniors Homes Inc. with written notification of the matter in dispute and request further consideration.

If necessary, the Chief Executive Officer will table such issue(s) at a regularly scheduled Board of Directors meeting and communicate all decisions back to the Residents' Liaison Committee in writing.

As well, one representative may be selected from the Residents' Liaison Committee to sit on the Corporation's Board Residents Services Committee and may table issues at this venue for discussion and decision.

Residents' Liaison Committee members are asked not to direct enquires directly to the Board of the IOOF Seniors Homes Inc. outside of the procedure set-out above as this causes confusion and a formal record of the enquiry may be misplaced or go un-noted in either the Residents' Liaison Committee or Corporation's minutes.

The IOOF Seniors Homes Inc. will call an open meeting annually in June for all Residents and Purchasers to receive general input into the project and its operation. This meeting will be attended by the Chief Executive Officer with other relevant management invited to attend.

INSURANCE COVERAGE RESPONSIBILITIES

While the IOOF Seniors Homes Inc. holds general property insurance on the Terraces, you as a suite owner are obligated to obtain insurance coverage for your contents and personal liability. A Life Lease or Condominium Package is recommended. Liability insurance coverage must be a minimum of \$2 million dollars. Residents are to provide the IOOF Homes Housing Accommodations Office with written verification of insurance coverage on contents and liability prior to occupancy and then annually thereafter at renewal.

YOUR MONTHLY OCCUPANCY FEES/PROPERTY TAXES/ EXTRA BILLINGS ARE PAYABLE BY:

- Pre-authorized debit (PAD). This service allows fees to be paid automatically out of your personal bank account.
- If your bank returns your payment to us with insufficient funds, an administration fee of \$40.00 will be charged to your account in addition to the required payment.
- Two “not sufficient funds debits” will result in future payments being required by certified cheque or money order.
- Two main charges are withdrawn on the fifth day of every month: your monthly occupancy fees and property taxes, plus any extra billings.
- Your extra billings may include:
Meals, or personal maintenance work orders.

Occupancy Fees Review Date

The amount of the monthly Occupancy Fees will be reviewed annually. As there is an incremental rise in fees annually, you will be provided with a Notice of Change 30 days before the change takes effect, which is based on a calendar year and is therefore, usually the first day of January of each year. Occupancy fees may be changed more often than annually if special circumstances arise, after consultation with the Residents' Liaison Committee.

Components of Occupancy Fees

The Occupancy Fees include the costs incurred for maintaining and repairing the common areas and facilities, and parking space, including utilities pertaining to the common areas (e.g. common heating and electricity, hot and cold water and sewer charges), bulk cable television for your suite, general property insurance, lawn care and landscaping, snow removal, garbage removal, repair and replacement of heating and plumbing systems, repair and replacement of keys and security technology, repair and replacement of furniture and appliances forming part of the common areas and facilities, administrative and management services, and any federal, provincial or municipal taxes and levies other than municipal property taxes.

Upon reasonable notice, you will have access to documentation upon which the Occupancy Fees for the current fiscal period and/or the two previous fiscal periods is based including your proportionate share of any property tax.

Reserve Fund

A Reserve Fund is maintained and collected from you and the other owners as a part of the Occupancy Fees, in order to provide sufficient funds for major repair and replacement of common areas, equipment, and facilities. The Corporation shall hold the Reserve Fund in trust and maintain and invest it

in accordance with the Trustee Act of Ontario. No part of the Reserve Fund shall be used except for the purpose for which it was established as based on a Reserve Fund Study done every seven (7) years by a qualified engineering firm.

YOU CAN HELP KEEP OCCUPANCY FEE INCREASES TO A MINIMUM BY ASSISTING US TO KEEP YOUR BUILDING MAINTENANCE AND OPERATING COSTS REASONABLE.



GIFTS AND GRATUITIES

Employees employed by the IOOF Seniors Homes Inc. are **NOT** permitted to accept any gifts or gratuities from Residents as outlined in Corporate Policy.

-Section 2 -
FIRE PROCEDURES

Fire Safety

The Terraces buildings are equipped with up to date life safety systems. The IOOF Homes management have prepared a Fire Safety Plan for the Terraces and that Plan approved by the Barrie Fire Department, 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 an exercise is being planned.

If you require any special mobility assistance in the event of a fire, please complete the required **'Emergency Assistance Form'** in the Appendix: **Section-10-** and forward it to the Property Manager for inclusion in the Fire Plan.

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 free 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.

Fire Drills

The purpose of a Fire Drill is to ensure that the occupants 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, lobby, and parking garage entrances and exits.

The fire alarm bells within each suite and common areas are very loud so please be prepared.

As part of the Life Lease Safety Systems, suite fire bells and strobe lights, heat and smoke detectors, fire alarms pull stations, fire hoses and extinguishers and illuminated EXIT signs are located throughout the Terraces. 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 Property Manager or the Fire Department.

In the Event of a Real Fire:

If you **cannot leave your suite** 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 mail 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

BUILDING EMERGENCIES

A 24-hour / 365 days-a-year BUILDING EMERGENCY service is provided by the IOOF Seniors Homes Inc. and the **emergency number is pager #705-720-7288**.

This service may be used ONLY if the situation is a genuine EMERGENCY, and cannot wait to be dealt with until normal working hours. During regular working hours, for non-emergency concerns, please call 705-739-5299. Maintenance requests concerning any of the common areas at The Terraces should be directed to the Property Manager.

EXITS

There are two sets of exit doors and stairs per floor, one at each end of the hall. Emergency lighting is provided by battery supplied power sources, however it is time limited. You are encouraged to keep a working flashlight on hand for possible power outages in the event that an evacuation is required.

SMOKE DETECTORS

For the safety and protection of everyone, hard wired smoke detectors are located in each suite. Throughout the building, there are also heat detectors. Each suite is also outfitted with an audible horn and strobe light which will activate in the event of a fire alarm. All Life Lease safety system equipment is tested regularly by contractors. Suite owners will be advised when such maintenance is scheduled. Please report any malfunctioning smoke detectors immediately to the Property Manager.

SMOKING

Each suite is a private residence. Therefore, those who smoke may do so in their suites. However all remaining common areas of the building are smoke free environments. Smoking is not permitted on the roof top garden. Please note that smoking does have an impact on the resale value of your suite. It is difficult to remove the smell of smoke and it can be expensive to repaint the suite and replace carpeting in order to restore your suite to resale condition. "NO SMOKING" on balconies, patios or grounds.

SECURITY/SAFETY TIPS

You are requested to notify the IOOF Homes immediately should you discover any item which would affect building security or safety.

- You are encouraged to lock your suite doors at all times.
- Parked vehicles should always be locked securely.
- Do not give your front door key to anyone (i.e. delivery, service or cleaning personnel).
- Do not allow strangers through any secure door. Use the lobby surveillance system and, if in doubt, go to the main door.
- Do not leave any exterior or garage door ajar at any time.
- If you require assistance in evacuating the building in case of an emergency, please inform the Property Manager.

Fire Hazards

In order to avoid fire hazards in your suite, you are advised **TO:**

REFRAIN from putting burning material such as cigarettes and ashes into garbage.

REFRAIN from storing flammable liquids, paint, propane tanks, etc. in your suite or storage locker.

AVOID unsafe cooking practices (deep fat frying, too much heat, loosely hanging sleeves).

AVOID unsafe electrical appliances, frayed extension cords, over-loaded outlets or lamp wire for permanent wiring.

AVOID careless smoking - use ashtrays - **never smoke in bed.**

-Section 4 - YOUR SUITE

BALCONY

For those owners that have balconies you are responsible for your own balcony, including snow removal. You are asked to keep your balcony free from clutter because of the risk of falling debris. You are discouraged to put bird feeders on your balcony. For fire safety reasons, BBQs are not permitted on the balconies. Permanent outdoor carpets are not permitted on the balconies. Please take care when sweeping or watering plants on your balcony that you do not disturb your neighbour below. "NO SMOKING" on balconies.

PATIO GAZEBOS

For those owners who have ground level or pavilion level patios you may install a portable gazebo providing you have discussed the specifications with the Terraces Property Manager and received approval and that the intended gazebo is aesthetically pleasing, well maintained and does not

interfere with the neighbour's enjoyment of their outdoor areas. NO SMOKING on patios.

CABLE TELEVISION

A cable TV outlet is provided in your suite and access is available as soon as you plug in your television. Cable charges are included in your monthly maintenance fee. You are supplied with Basic, Tier 1, 2 and 3 cable packages. Super channel and other specialty cable services must be arranged by you directly through Rogers Cable TV who will bill you directly. **For information messages and the front entrance vestibule camera please see channel 991 on your TV.**



CARPET CLEANING

It is your responsibility to arrange for cleaning of the carpet in your suite. The Property Manager can advise you on the type of equipment and solutions that should be used for such cleaning in order to preserve and prolong the life of the carpet. The IOOF Homes will provide this service only when the apartment is vacant. (There will be a charge.)

CLOTHES LINES

Outdoor clothes lines, of any type, are not permitted.

HEATING & AIR CONDITIONERS

Your suite at The Terraces has its' own individual heating/air-conditioning system. The maintenance of this equipment is your responsibility and filters must be changed every six months, (Spring and Fall); however the Property Manager will assist you and order filter replacements .You will be billed for the cost of the replacement filter. Additional air conditioner units are not necessary and are not to be placed in any windows due to the unsightly exterior appearance these present and the potential for damage to the windows.

INTERNET

It is your responsibility to arrange for internet service. You will be billed directly from your service provider.

LAUNDRY

Each suite has the necessary hook-ups for a washer and dryer should you have your own appliances. All laundry hook-ups need to have braided stainless steel hoses. Above your washer/dryer (wall or ceiling) are lint traps that are used to protect booster fans that exhaust your dryer to the outside. **Accumulated lint is a fire hazard so please clean monthly. If you are not able to do this, please contact the Property Manager to provide this service for a fee.**



There is one set of coin-operated laundry equipment available for use on the 3rd floor of each building. Please remember to clean out the dryer lint traps after use. The cost is \$1.50 per washer load and per dryer load. Coinage is not supplied. Please remove your items promptly to allow others to use the machines. Also please clean up the area and wipe up any water or spills.

LIGHT BULBS

You are responsible for purchasing and installing light bulbs in your own suite light fixtures. You are encouraged to use energy efficient light bulbs where possible. If you require assistance with installation, please contact the Terraces Property Manager **to provide this service for a fee.** Common area light bulb replacements are the responsibility and cost of the Corporation.

MOVING AND DISPOSAL OF BELONGINGS

Please notify the Terraces Property Manager in advance to arrange for the elevator to be draped for the moving of furniture and other items. Please use the moving room exit in your building to move belongings through. Moving vans must use

the rear entrance only. You are also encouraged to contact organizations such as the Salvation Army or Goodwill for donation pickups, but please **do not leave** such donations in your vacant suite, the laundry room or the garbage room for pick up. **If we are required to dispose of these items, a minimum fee of \$150.00 will be charged to your final invoice to cover the cost of disposal of your effects.** There is a \$50.00 administrative fee for moving in and out of the building.

- 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, please call 911.

You are encouraged to retain your own family physician.

There is NO Registered nursing staff at The Terraces.

In-home care, if needed, can be arranged through the Community Care Access Centre 705-721-8010. If you qualify, your care needs 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



WELLNESS CENTER

The Wellness Clinic at the Terraces is a Nurse Practitioner led clinic funded by Ontario's Ministry of Health and Long Term Care. The Nurse Practitioner in consultation with a local physician provides a wide variety of health, education and counselling services to people who reside within our buildings and some from the local community. Patient load is finite but preference is given to the IOOF Homes Residents of the Terraces and Heritage Place and the Manor. Please call 705-739-9889 for an appointment.

CONTRACTED HEALTH CARE PROVIDERS

There are various Health Care Services that provide contracted services to the Residents at the Terraces:

Physiotherapy
Massage Therapy
Foot Care Clinic
Mobile Dentistry
Dietitian
Acupuncturist
Chiropractor

Your Physician can provide you with a referral in order for you to access the Physiotherapy, Massage Therapy and Foot Care Clinics.

The Mobile Dentistry and Dietitian Services are provided at comparable rates, and are provided at lower rates than are offered in the community due to reduced operational costs.

CONSUMPTION OF ALCOHOL

You may purchase and consume alcohol in the privacy of your own home just as you would if you lived elsewhere. Of course, everything in 'moderation' please. Since there is a potential for adverse reactions between medications and alcohol, you are encouraged to discuss this matter with your physician. Just a reminder that IOOF Homes staff are not allowed to purchase alcohol for you at any time. You are not permitted to drink alcoholic beverages in any of the common areas with the exception of the meeting rooms in 90 and 94 Dean Avenue when either Corporate staff are serving alcohol at an event using the Corporate Liquor License or if an owner has secured a Special Occasion permit to serve alcohol for a specific event. The Pavilion Dining Room is covered under our Corporate Liquor License and sells alcoholic beverages with meals.



TRANSFER TO IOOF HERITAGE PLACE:

Currently owning a suite at the Terraces **Does Give You A Priority Status To Move Into Heritage Place**, a supportive housing facility operated by the IOOF Homes at 20 Brooks Street, if your needs meet admission criteria. If you are interested in completing an application for accommodation at Heritage Place or receiving more information, please contact the Housing Accommodations Office at 705-725-4603. Applicants from the Terraces are admitted to Heritage Place as a market value tenant. The Community Care Access Centre (CCAC) will be assuming the application process for Heritage Place sometime in 2012.



ADMISSION TO LONG TERM CARE:

Purchasing a suite at the Terraces **DOES NOT GIVE YOU PRIORITY** to move into the Odd Fellow and Rebekah LTC Home should your needs require such care. If you require admission to a Long Term Care facility, please contact the

Community Care Access Centre (CCAC) at 705-721-8010. CCAC will arrange for a Case Manager to visit you to assist you with the necessary steps for Long Term Care placement.

ASSISTIVE DEVICES PROGRAM

If you require a wheelchair, specialty walker, or other mobility aids, the Ontario government has a program which funds up to 75% of the cost of rehabilitative mobility devices for those who qualify. You are encouraged to take advantage of the Ministry subsidy available to purchase your own personal equipment. More information about this program may be obtained from the Director of Housing Accommodations at 705-725-4623.

POWER OF ATTORNEY

We strongly encourage that every Resident of the Terraces designate or have appointed a Power of Attorney for both Personal Care and Financial should a time come where you are no longer able to make care decisions and/or look after your personal business affairs. We will be happy to provide you with a Power of Attorney booklet to guide you through the process or your own legal counsel can assist you with these documents.

- Section 6 - IN HOUSE SERVICES

BARBECUES

Due to fire regulations, no personal barbecues are permitted at The Terraces. The BBQ that is located on the roof top garden is for the IOOF Homes Food Services staff's use only and for infection control reasons, may not be used by anyone else.

PAVILION DINING ROOM

Menus are posted at the end of the pavilion corridors.

Buffet Style Dinner Service is offered every Tuesday and Thursday evening at very affordable prices. You will need to sign the reservation book in the front lobby of your building to reserve your table should you plan to attend dinner.



Meal plans are available.

Take-out Dinners are available at reasonable prices.

Selection varies - substitutions are not available.

Frozen Dinner Entree's can be picked up Tuesdays and Thursdays after 12pm.

Outside footwear is not permitted in the Dining Room.

Catering

Customized Catering is available at your request for a Special Event: Please call us for a quote.

Fully licensed and Smart Service Certified Staff.

Call 705-728-2389 ext. 345 or ext. 314 for more information about the meal plan or for a quote for your special event.

GUEST SUITES

There are two guest suites which are available for rent on a first-come, first-served basis to people visiting Residents.

The use of the suite is in strict accordance with the rules approved by IOOF Seniors Homes Inc. which are made available at the time of rental. All arrangements will be made with the IOOF Homes and the Resident. The Resident will be responsible for their guests. The suite check-out time is 11:00 am. Pets are not allowed to stay in the guest suites.

If you are interested in booking one of the guest suites, please contact the Terraces Property Manager.

GAMES ROOM

There are two games rooms, each one located on the 4th floor of each building. There are tables and chairs provided; and any game donations are welcome.

COMPUTER LAB

There is a computer lab on the 3rd floor of 90 Dean for use by all Residents of the Terraces at both 90 and 94 Dean. This computer lab is operated by volunteers and was made possible through a Federal New Horizons Grant.

HAIR SALON

The Terraces' Hair Salon is located in the pavilion, (on the 2nd floor between the 2 buildings, by the dining room). Hours and prices are posted at the Salon.

Hair Salon Hours are Tuesday, Thursday and Friday 9am – 3pm; Wednesday 9am – 1pm.

Services offered at good prices are: colour, haircuts, sets, perms and waxing. Appointments are preferred. Please call 705-739-9577.

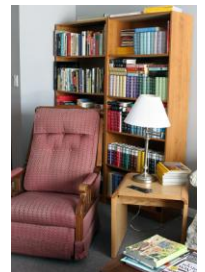


FITNESS ROOM

A waiver must be signed with the Terraces Property Manager. Please consult with your physician. A phone has been provided in the fitness room for your safety: 705-739-6299, ext. #6. Instructions on how to use each piece of fitness equipment are posted.

LIBRARY

Small libraries are located on the 5th floor of both buildings for the convenience of everyone at The Terraces. Shelves are well stocked with a variety of hard and soft cover books and some talking books.



You are asked to sign out the books and return them when you are finished. Donations are always welcome.

MAIL:

The Terraces address is:

**94 Dean
Barrie, Ontario
L4N 0M3**

**90 Dean
Barrie Ontario
L4N 0M3**



Canada Post will deliver mail into your mail box which is located in each building's main lobby. You are responsible for the mail keys that have been provided to you upon move-in.

Please ensure that your correct suite number is included on all correspondence. All outgoing mail can be deposited in the mail box close by your mail box in each building's main lobby..

When you move from The Terraces you must arrange with the post office to have your mail forwarded to your new address.

NEWSPAPERS

Newspaper delivery must be arranged personally by each Resident. Please contact your newspaper provider to stop delivery if you will be away.

RESIDENT LOUNGES:

You may access and enjoy a number of furnished lounge areas throughout the buildings.

SHOPPING

The IOOF Seniors Homes Inc. owns a 16 passenger wheelchair accessible bus and a 10 passenger van which may be scheduled to take you on an organized outing. With enough interested participants a shopping trip to the local shopping malls may be scheduled. Other outing trips may be arranged through the IOOF Homes Activation Department as a group function as well. A fee per participant will apply to cover



the cost of operating the vehicles. Please watch for posters and also the TV lobby channel for any upcoming outings. If you are interested in participating in a scheduled outing, please sign your name on the list outside the Terraces Property Manager's Office. A minimum of 8 Residents are required for an outing to proceed as planned.

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 services that have come to be associated with our organization.

WE NEED YOU!

Volunteer Opportunities at the Terraces:

Newspaper Delivery

Coordinating of Programs

Gardening

Computer Lab

Library organization

Floor Representatives

Resident Liaison Committee

Committee members

Volunteer opportunities are also available at Heritage Place at 20 Brooks Street and at the Odd Fellow and Rebekah Long Term Care Home at 10 Brooks Street.

Such opportunities include:

Social clubs

Tea services

Pub nights

Reading to the blind

Music therapy

Outings

Gardening

Visiting the lonely

Assisting at our Tuck Shop at the Home or the Last Minute Store at Heritage Place.

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 with the IOOF Homes can be very rewarding. If you, your family, or friends would like to become a volunteer at The Terraces, Heritage Place or within the Odd Fellow and Rebekah Home, please contact the Director of Program Support and Volunteer Services at 705-725-4624

WORKSHOP

There is a workshop for your use located on the main floor at 94 Dean Avenue. Use of the workshop is at your own risk and you will be required to sign a waiver stating same. There is an annual membership fee of \$10. The Terraces Property Manager will provide you with a waiver form to complete and the list of Workshop Committee members so you can arrange for your orientation and to sign out a workshop key. For your safety, we request that you wear personal protective equipment and use all equipment guards provided while working in the workshop. Workshop members are asked to return their Workshop key to a Workshop Committee member before moving out.

SOCIAL ACTIVITIES

The Terraces Residents organize the many activities and social events. There are numerous card games, exercise classes, a craft club, computer lab, etc. You are encouraged to attend the regularly scheduled Coffee Chats in your building or contact one of the Terraces Resident Liaison Committee members for your building to find out how to get involved in some of these groups or to share your ideas to organize a new activity.

BARRIE SOUTH PUBLIC LIBRARY

The Barrie South Public Library is located on Dean Ave next to the entrance to the strip mall and behind Zehrs.

**-Section 7 -
FACILITIES AND ENVIRONMENT**

BULLETIN BOARDS

Bulletin boards are in place on the first floor of each building, outside the recycling room, on which notices will be placed from time to time. As the bulletin boards are for everyone's use, any Resident who wishes to place a notice on the bulletin board may do so. If you post a notice please also maintain the notice while it is on the board and please remove the notice once the need for it is done.

COMMON FACILITIES

The common facilities located throughout The Terraces include the lobbies, washrooms, catering kitchens, dining-common room with patio, laundry rooms, guest suites, workshop, personal care area, libraries and games rooms. The common areas are there to be used for social gatherings, meetings, and are generally a place where you can meet together and enjoy the company of your friends and other Residents. You may also use the main floor dining-common room in each building for social programs. For room rentals for personal special events, please see the Terraces Property Manager.



NO OPEN FLAMES

“No Open Flames” are allowed within the Pavilion or other common meeting rooms. You may wish to reserve these 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 Condominiums 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 in the pavilion or common meeting rooms.

DECORATIONS

Personal seasonal decorations and lights must **not** be tacked to any exterior common area surface of the buildings (i.e. suite/suite doors or corridors).

Decorations are not permitted in the hallways as per Fire Marshall Regulations. No nails or screws are to be placed in the oak suite entrance doors. You are encouraged to use two-sided tape for knockers or other such items.

ELECTRICAL APPLIANCES

To ensure everyone’s safety you are asked that all electrical appliances, such as table or floor lamps, radios and televisions be CSA approved and carry a CSA/ULA label. The wiring in many electrical items now manufactured off shore are of questionable quality and require regular monitoring even though they may carry a CSA approved label.

ELECTRICAL PANEL

There is an electrical panel located in each suite which contains circuit breaker switches for all electrical fixtures in your suite. Should one of the breakers switch off; simply press the appropriate switch back from the "off" into the "on" position to restore power. If you have pressed the appropriate switch and you continue to have problems, DO NOT tamper with the electrical box. Immediately contact the Terraces Property Manager and report the problem.

ELEVATORS

Passenger elevators are located off the main lobby just through the security doors in both buildings.

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

The elevators do not function during power outages.

ENTERPHONE AND LOBBY SURVEILLANCE SYSTEM

The door entry system installed in your building operates with your suite's touch-tone telephone. 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 The Terraces that the Entrance Security System was installed.

When someone comes to visit you, they will use the enterphone system to call to your suite. Your phone will ring. If, after answering the phone and confirming who is at the door, you wish the visitor to gain access to the building, press

'9' on your phone (you must hold the '9' for at least 2-3 seconds). This will trigger the door to open. If you wish to deny access to the visitor, simply hang up the phone.

If you are already engaged in a conversation on the phone when a visitor at the main entrance engages the Enterphone system, a click will be heard on your handset to indicate a visitor is trying to reach you. To place the phone call on hold, press Flash or Link and you will be connected with the visitor at the door. You may then press '9' for 2-3 seconds to permit access to the building if you choose. When you release '9' you will be returned to your original phone call.

PLEASE do not open doors without determining the identity of the caller.

Channel 998 has been assigned so that Residents can see the front entrance vestibule in order to admit access to those visiting them. This television channel also has the ability to convey messages to Residents regarding scheduled building maintenance and other messages we may need to convey to Residents from time to time. You will require a digital box from Rogers in order to receive the signal to view the entrance vestibule. Please see the Property Manager for the contact information for Rogers. **Please note that by fall of 2012 the television channel will change to 991.**

FLOWER BEDS



Formal landscaping has been done around the grounds which will be maintained by the IOOF Home's contractors and staff; however, additional Resident flowerbeds are acceptable in designated areas around the Terraces. Residents who are interested in creating and maintaining such beds must request approval to do so, in writing, from Property Management of the IOOF

Homes. This approval is necessary to ensure a neat and uniform exterior appearance is maintained. Fences or other edging materials are not to be installed. The Resident who creates the flower bed will be solely responsible for it's' upkeep and maintenance. When the ownership of a Suite is transferred, additional garden beds created by the current owner must either be accepted by the new owner or if not, they must be filled in and restored to the original state before the current owner leaves.

WILDLIFE

KILLING/ TRAPPING/POISONING of WILDLIFE including those animals perceived as rodents is PROHIBITED on IOOF Homes property.

Report any such issues/concerns to the Terraces Property Manager to resolve appropriately and humanely if needed.

KEYS/LOCKS

Residents have been provided with and have signed for receipt of two (2) Key fobs for building access/ two suite door keys,(2) common area keys (2) mail box keys and one (1) garage door opener.

You are asked to notify the Terraces Property Manager if you wish further keys cut in order that we can keep accurate records and maintain security for all Residents.

If you lose your keys, replacements can be obtained from the Property Manager. A fee will be charged to cover the cost of replacement keys. Please be aware that the suite key is a specialized key and is non-duplicable. Additional copies can only be obtained from the Terraces Property Manager.

Residents shall not change or add locks to their suites without notifying the Terraces Property Manager in order that authorized personnel can gain access in the event of an emergency. We also encourage Residents to use a lock on their locker.

COMMON OUTDOOR PATIOS

Three outdoor patio areas have been developed and provided for everyone's outdoor pleasure. One each is located on the first floor of each building outside the multipurpose rooms. The other is our beautiful roof top garden which has patio tables and chairs for summer dining and relaxing along with walking paths and a variety of outdoor games. **Please be aware that you will need your keys to gain re-entry into the building.** **VISITING CHILDREN MUST BE SUPERVISED AT ALL TIMES. "No SMOKING" in these areas.**

PAINTING

Owners are responsible for any repair and painting and/or cleaning charges when moving into or out of / selling a suite.



PETS

All pet owners must sign and comply with the Pet Policy of the Corporation which outlines the requirements and limitations around having a pet in the building. A suite 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 the Terraces at Heritage Square 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 suite 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 suite or be considered in default under the Lease.

PARKING

All vehicles must be licensed and roadworthy. Owners will be requested to remove unlicensed and/or *unroadworthy* vehicles or their vehicles will be towed away at the Resident's expense. Vehicles are not to be repaired in the parking lots. Trailers are not to be parked in the parking lots without the IOOF Home's written permission.

Residents may be asked to remove from the property any vehicle which is noticeably leaking fluids which will damage the asphalt. During the summer months, those owning motorcycles will be expected to ensure that the motorcycle kick-stand does not in any way damage the parking lot asphalt.

There is limited parking for guests around the property. Residents are asked to avoid using guest parking spaces for their own vehicles.



Note: Please respect the spaces reserved for the handicapped.

PARKING IN THE GARAGE

In the covered garage one parking space is assigned to each suite. Please park only in your assigned space. Garage parking spaces are for Resident's vehicles only.

When you enter or leave the garage, please drive your car slowly, less than 10 km/hr. After activating the door with your garage door opener, it is important that you do not drive into or

out of the garage until the electric door has opened fully. Doing this allows the “quick-close” security feature to operate. The door is then programmed to close 10 seconds after being fully opened. It is not recommended for two vehicles to pass through during one opening. In case the door does not close, or you suspect an unauthorized entry, drive on and inform the Property Manager immediately.

Parked vehicles may not be left idling.

You are encouraged to lock vehicles at all times.

Leaving valuables in your vehicles is discouraged; if you must, please lock all valuables in the trunk and out of sight.

The IOOF Homes does not assume responsibility for damage, vandalism or theft of a vehicle or its' contents.



PARKING FOR ADDITIONAL CARS

Each suite has been allocated one reserved parking space in the garage. If you own more than one car, and cannot find additional space by renting an unused bay, it is your responsibility to make private arrangements for parking on the Life Lease community property. Please contact the Property Manager for assistance.



GUEST PARKING PASS

Guests visiting overnight are requested to obtain a parking pass from the Property Manager for the duration of their stay and must park in the visitor parking.

Overnight guests **MUST** register their cars with the Property Manager if staying more than one night.

Any improperly parked vehicle will either be ticketed or removed at the owner's expense.

PARKING GARAGE CAR WASH

A car wash for Residents' use is located in the parking garage. The car wash is open from May 1st to October 31st. There is no cost for its use. ***Please ensure the water is turned off by the key located on the top of the hose wheel, not by the sprayer on the hose.***

RECYCLING



The IOOF Homes is committed to safeguarding the environment by the implementation of 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 in the Garbage Room on the main floor.

RECYCLING
TWO BOXES FOR TWO REASONS:
PAPER ITEMS AND CONTAINER ITEMS



SEPARATE YOUR MATERIALS INTO 2 BOXES

Paper Items Include:

Telephone books and magazines

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.

Food and beverage cans 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 off the corridor on each floor. Used kitty litter and larger parcels may be disposed of directly in the garbage room on the first level. 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 and please flatten all boxes and deliver them to the garbage and recycle room on the lower level.

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

SNOW REMOVAL



Snow removal from the parking lot areas and driveways will be the responsibility of an outside contractor. Sidewalks and entrance doors will be cleared as well by staff. In the event of a heavy snowfall, please be patient and wait for the parking lots, driveway and sidewalks to be properly cleared. The rooftop gardens and perimeter walkways are closed during the winter months. Please do not use. There will be notices posted in spring when they are available for use again.

STRUCTURAL

No major structural changes are permitted inside the suite.

UTILITIES

Electricity

Your monthly maintenance fees **DO NOT** include the cost of the electricity for your individual suite.

Residents are responsible for setting up and paying for the electricity costs for their suite. Each suite at the Terraces is individually sub metered. You will receive a welcoming package from CARMA Utilities Sub Metering and Billing Solutions to set up your account for the hydro consumption for your own suite.

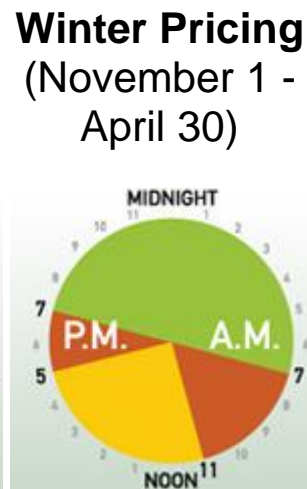
Natural gas, and water are included as part of the Monthly Occupancy Fee. However, we encourage all Residents to conserve in order to control the maintenance costs.

TIME OF USE CHART FOR ELECTRICITY

Please note that Time of Use legislation is not in effect as of yet for condominium style 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)



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 needs, you will help reduce your overall costs of utilities

ENERGY SAVING CONSERVATION IDEAS

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

Adjust your thermostat appropriately when you are going to leave **your suite 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 and hold on to a piece of paper, such as a five-dollar bill. 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 to Use:

Appliance	Wattage	Cost/hour	Monthly Cost
Stove/Oven-1 hour/day	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
Television-7 hours/day	200W	\$0.02	\$4.20
Instead, turn off TV 2 hrs per day when not in use.	200W	\$0.02	\$1.20
Computer- left on 24 hrs/day	200W	\$0.02	\$13.44
Instead, turn on only when needed, 4 hrs per day	200W	\$0.02	\$2.24
10 light bulbs (60 w) – 3hrs /day	600W	\$0.06	\$5.40
Instead, switch to compact Fluorescent bulbs	130W	\$0.013	\$1.17
Air Conditioner-24 hrs/day, cycles off 30%	1050W	\$0.0705	\$50.76
Instead, use only when home, 10 hrs/day	1050W	\$0.0705	\$21.15
Portable heater-24 hrs/day, cycles off 50%	1500W	\$0.075	\$54.00
Instead, use only when home, 10 hrs/day	1500W	\$0.075	\$22.50

Chart above provided by CARMA Billing Solutions

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 Property Manager if assistance is required.

A fee will be applicable 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 Property Manager if assistance is required. A fee will be applicable for repairs.

MAINTENANCE PROBLEMS

Please report any non-emergency maintenance problems that are not your responsibility immediately to the Property Manager. The problem will be looked after as soon as possible. Personal maintenance requests may be made by calling the Property Manager during business hours.

Emergency maintenance problems should be directed to IOOF Homes “on-call” pager 705-720-7288. Very Important: Leave home telephone number first, and then state your name and emergency – to avoid any delay in a return call.

FOOD FOR THOUGHT:

The Terraces at Heritage Square is your home and community. Please help us to keep it attractive, clean, safe and a source of pride.

SOME THINGS THAT MAY HELP:

Pick up any refuse on the grounds and deposit it in the garbage containers provided.

Remind your guests not to litter.

Do not store garbage or discarded furniture on your patio or balcony.

Keep your flower beds and planters well maintained.

Remember that you are living in a condominium style complex and noise can be heard easily by your neighbour’s stereos, televisions, pianos etc.

Shovelling snow off your balcony, while not necessary, is your responsibility but please watch below!

**- Section 8 -
TRANSPORTATION**

AIRPORT SERVICES

Simcoe County Airport Service

Provides door-to-door transportation service to Pearson International Airport.

Call 705-728-1148 to book.



BARRIE ACCESSIBLE COMMUNITY TRANSIT

B.A.C.T.S. is available to those whose disabilities prevent them from using the city bus service. You can make arrangements for this specially equipped handicapped accessible vehicle to pick you up and drop you off. A small user fee is charged for this service. You must register with B.A.C.T.S. 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 located at Madeline and Dean. 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 wheelchair accessible vehicles. You must call and book ahead of your appointment date.

BARRIE GO TRAIN STATION

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

-SECTION 9-
LISTING YOUR SUITE FOR RESALE

LISTING PROCEDURES

If you would like to list your suite for resale you should contact the Terraces Sales Representative/Director of Housing Accommodations to discuss the listing procedures. They will be able to assist you to determine the value of your suite based on market trends and Terraces sales history.

At this meeting the following will be discussed:

- Discuss and agree upon list price for your suite. You will be required to sign the Request to List Document.
- Disclose if you have a mortgage on the suite.
- The administrative fee will be explained to you as outlined in the Life Lease Agreement.
- Discuss any legal fees associated with closing costs.

STAGING YOUR SUITE

It is important to stage your suite as if you were the potential purchaser looking to purchase it. You may need some assistance so ask a family member to help you. There are also professionals in the community that provide this service for a fee.

The following are some ideas and tips how to stage your suite:

- Remove some furniture/clutter; large furniture and clutter can make the suite look smaller. Store large bulky pieces of furniture. Keep personal items out of sight; counters table tops should be clear of clutter.
- If you decide to paint your suite use a neutral colour like off

- white or beige tones. Not everyone likes yellows and greens so you narrow the market of potential purchasers when you use more intense colours.
- If your carpet is stained have it professionally cleaned.
- Hire a housekeeper to completely deep clean your suite; oven, refrigerator, windows, and ledges, bathrooms, all light fixtures should sparkle. etc...
- Spending a few hundred dollars to prepare your suite for resale could result in a purchaser offering closer to the list price you are asking for your suite or for a faster resale.

TUESDAY OPEN HOUSE TOUR

During our Tuesday afternoon tours the open houses have been very successful to show people interested in seeing available suites for resale. It is also a great opportunity to show off the building and all of the amenities we have to offer today's senior.

We ask that current in-house owners interested in available suites set up a time prior to or after the regular tour to view any available suites you may be interested in. This will assist us to maintain the flow of our tours and give the potential new owners a better chance to view available suites.

CLOSING PROCEDURES

Terraces closing appointments take place at the IOOF Seniors Homes main campus at Heritage Place located at 20 Brooks St.

You will be required to provide all keys to the suite prior to the closing appointment:

- Suite Keys
- Common Area keys
- Mailbox Keys
- Key Fobs
- Garage Door Opener.

You will be required to sign a Surrender of Lease in order for the suite to be transferred to the new purchaser.

Following most closings you will be able to pick up your certified cheque or bank draft following the closing appointment. The exception to this is Estate sales when the purchase funds must be held in trust until the previous owner's Last Will & Testament has been probated.

You will be required to pay any final invoices for services, meals, legal fees etc. at the time of closing.

**-Section 10 -
LOCATION OF AMENITIES**

90 Dean

1st Floor

Multi Purpose room
Public Washrooms
Serving
Bulletin Board
Guest Suite
Mail Boxes
Storage Room
Moving Room
Resident Lounge
Car Wash in Garage

2nd Floor

Link to the Pavilion
Terraces Sales Office

3rd Floor

Laundry room
Computer Lab

4th Floor

Games Room

5th Floor

Library

Pavilion:

Wellness Center, Hair Salon, Dining Room, Fitness Room,
Property Managers office, Roof Top Gardens, Water
Fountain, Public Washrooms, Coffee Bar.

94 Dean

1st Floor

Public Washrooms
Serving
Bulletin Board
Guest Suite
Mail Boxes
Storage Room
Moving Room
Resident Lounge
Car Wash in Garage
Workshop

2nd Floor

Link to the Pavilion

3rd Floor

Laundry room
Therapy Room

4th Floor

Games Room

5th Floor

Library

Directions to the Terraces 90 and 94 Dean Ave

Directions from the 400 take the Maplevue Drive exit and turn right onto Maplevue Drive. Travel east on Maplevue Drive for about 4 kilometers. You will pass through two major intersections.

Turn left onto Madelaine Drive for 1.5 kilometers to Dean Avenue. You will see the buildings on left corner.

Turn left onto Dean Ave and then left again into the Terraces parking lot.



Directions to IOOF Seniors Homes Inc. Brooks Street Campus

From The Terraces at Heritage Square, turn right onto Dean Ave and proceed to Big Bay Point Road. Turn left on Big Bay Point Road, and follow it about 3 kilometers until you come to Bayview Drive. Turn right onto Bayview Drive. Proceed 4 kilometers and turn left onto Baldwin Lane.

IOOF Seniors Homes Inc, will be on your right hand side about 100 meters along Baldwin Lane.

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.

