

WOODLAND TOWERS



**639 West Gore Street
Stratford Ontario
N5A 7N2**

Apt: _____

Telephone number: _____

(Revised 2012)

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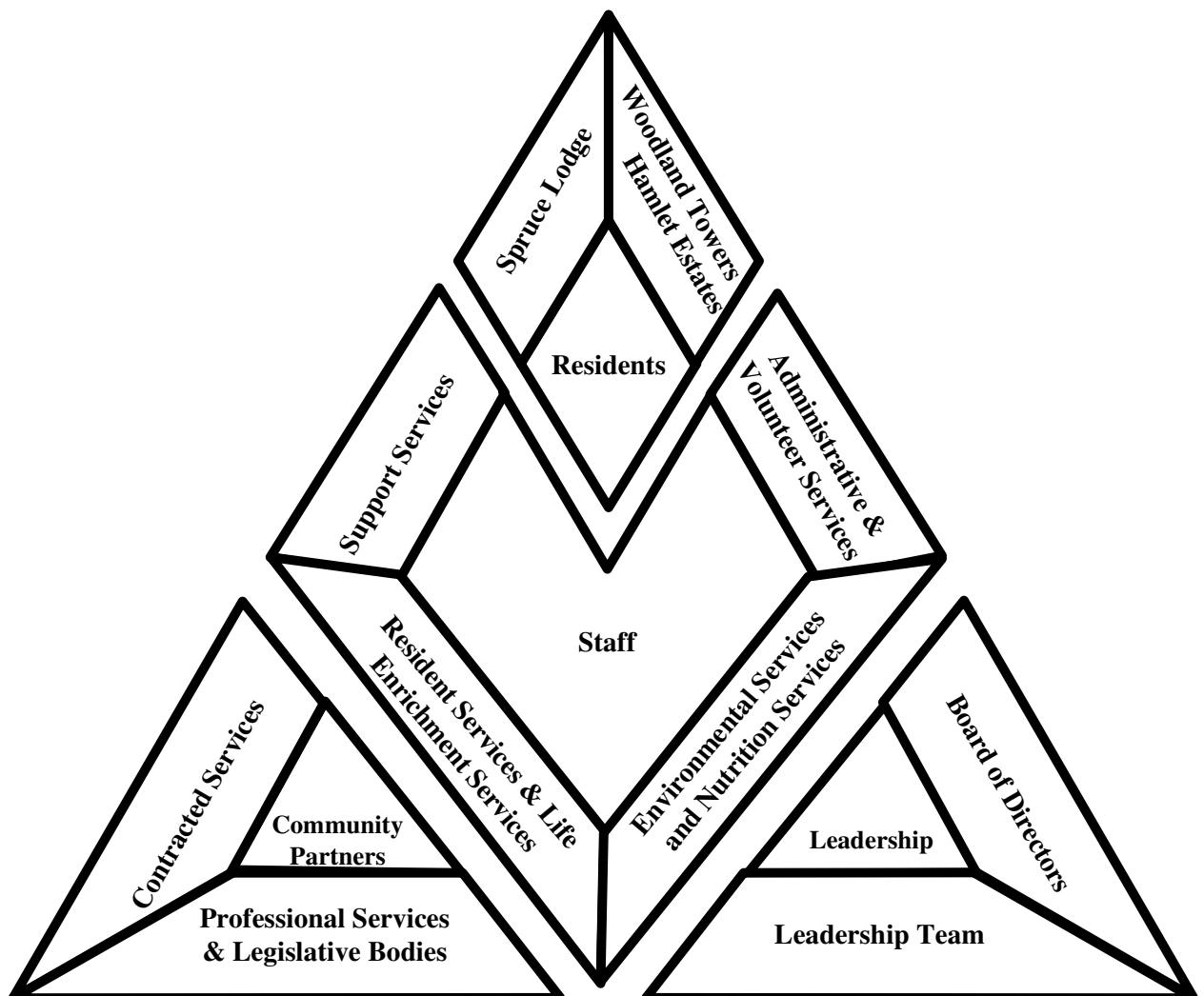
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OUR VISION & LOGO

Our VISION is “People”: The Spruce Lodge logo, or “people first tree”, pictured below reflects our vision to put people first, as opposed to placing a priority on buildings or profits. This geometric spruce tree, depicts a diamond at the top, a heart in the middle and two pyramids at the base. The diamond symbolizes Residents as our top priority; cared for by staff, who are the heart and soul of our operations; with our Leaders and our Community Partners at the base of the tree, serving staff as solid foundations of support. Our vision is to strive, in all things, to put the needs and best interests of People First, by involving them in decisions that affect their experience, and by continuously striving to improve these experiences.

Our LOGO for Spruce Lodge Non-Profit Housing is the “People First” Tree,



OUR MISSION & VALUES

Our Mission Statement: The mission of the Spruce Lodge Community is to strive for excellence in accommodation and services for seniors and the physically and mentally challenged, in a pleasant, caring, home-like environment ensuring dignity and quality of life.

Our VALUES are “First”: While there are many noble and worthy guiding principles or moral standards, when it comes to these values, it is more important that they are remembered and lived out. Here at the Lodge our values are First. Presented below are the FIRST values, that we hope you will live out while employed here at the Lodge.

Friendly: We value people that strive to be friendly to each other and to all stakeholders. (ie. kind, considerate, positive attitude and generally fun and joyful)

Inspired: We value people that are inspired by the work they do such that their passion shines through and they inspire others to be at their best. (ie. empathetic and willing to go the extra mile, its not just a job)

Resident focused: We value people that understand and appreciate that all we do is intended for the immediate or the eventual benefit of our residents. (i.e. its about the residents and not about us necessarily)

Solution oriented: We value people that focus on the solutions and not the problems. (i.e. creative, flexible, and able to think through and past a problem)

Teamwork: We value people who understand they are part of a team, by caring how their actions affect others, by putting the interests of the team above their own, and by realizing that doing so helps everyone. (ie. understand their role, accepts direction from others, always willing to pitch in, and strives to do what’s best for the team)

GOVERNANCE AND COMMITTEES

Spruce Lodge Non-Profit Housing, Board of Directors:

The Board of Directors is responsible for the day to day governance of the Spruce Lodge Non-Profit Housing, which is the corporation that owns and operates Woodland Towers.

Woodland Towers Resident Council:

The Residents Council is an advisory body that comments and provides advice to the management and staff of Spruce Lodge, about how programs and services are being received, and how they can be improved upon.

Woodland Towers Store Committee:

The Store Committee oversees the operations of the Woodland Towers corner store. This committee is comprised of resident volunteers and staff that together manage the day to day operations and volunteer coordination for the corner store.

APARTMENT CARE INFORMATION

Move-in Process

1. Contact the Administrative Assistant in the Main Office for the keys to your apartment.
2. The Support Services Manager will contact you to verify the time and date that you wish to move in on. You will be asked to come in and receive an overview of the “Guidelines” for the Move-In Process of Woodland Towers.



Move-in Times

9:00am until 11:00am

2:00pm until 4:00pm

6:00pm until 9:00pm

Move-in GUIDELINES

- a) Moving into Woodland Towers I, use the driveway to the double steel doors located at the side of Towers I.
- b) Moving into Woodland Towers II, use the driveway to the double steel doors located at the side of Towers II.
- c) Moving into Woodland Towers III, have the moving truck park on West Gore and follow the cement path to the lower level side entrance steel doors.



Woodland Towers III
Move in area



Woodland Towers II
Move in area



Woodland Towers I
Move in area

- d) Do not use the **front entrance** at anytime to move items into the Towers.
- e) **Moving Equipment** such as trolleys are available upon request. Please advise the maintenance department prior to your moving date if trolleys will be required.
- f) **Parking** is available to your family while you are moving in. We ask that you ensure your vehicles are parked in parking spots clearly marked "*Visitor parking*" in the upper front lot.
- g) **Residents Responsibilities:**
 - Telephone and Internet hook-up with whomever you choose.
 - Cable T.V. connectivity is automatic, through a bulk arrangement with Rogers, however cable may be disconnected if you wish. Additional channels available through Rogers.
 - Hydro for Woodland Towers III, through the company Ener-care, contact the Administrative Assistant at 271-4090 ext 219.
 - Gas heat for Towers III Residents, through Union Gas

- h) **Moving containers:** (i.e. cardboard boxes): Please break down any cardboard boxes and place them beside the recycling boxes in their designated areas.



i) **Welcome Visit:**

- The Support Services Manager will try to schedule a visit with you shortly after you move into the Towers to discuss life at the Towers and to answer any questions you may have. Please phone Janine our Support Services Manager at 519-271-4090 x 2212 to set up an appointment.
- The Activity Coordinator will invite all new residents to attend the “Newcomer’s Information session and tour of the building.” These are usually held 2-3 times per year.
- A member of the “Resident Welcoming Committee” will also meet you within the first few days to give you a brief tour of the main areas and invite you to join them in the dining room for a meal.

j) **Apartment Decorating:**

- Apartments may be personally decorated at residents expense. Residents are required to notify the Maintenance Department regarding choice of colors. Darker colors are discouraged.
- Window treatments (blinds, valances and curtains, etc) for apartments are the responsibility of the residents.
- Carpeting is provided with the apartment. Residents however are welcome, at their own expense, to upgrade their carpet or to otherwise change the flooring type. Again all such work must be pre-approved by the Administrator.
- Light fixtures may be changed or switched for a ceiling fan, at residents’ expense. Original fixtures to be given to the maintenance department for safe storage.
- Please put your request into writing, as all installations must be pre-approved by the Administrator and installed by a certified electrician.

Air Conditioners

Each resident is responsible for the purchase of an Air Conditioning Unit should they desire one. For those in Tower I please speak to the Environmental Services Manager for direction prior to purchasing a unit. Air Conditioners can be installed each spring and removed each autumn by the Maintenance Department at the resident's request. (A fee will be charged) The Air Conditioners are stored in designated area by contacting the Maintenance Department. **Note**: Tower III has built-in air conditioning in each unit.

Balcony Care

- Balcony plants (i.e. hanging) are permitted, provided they are not hung from the balcony ceiling. They must be secured inside the balcony railing.
- No barbecues allowed on the balcony
- No bird feeders are allowed on the balcony
- No carpet allowed on balcony
- Residents to report any concerns to maintenance (i.e. railings)
- Pets are not permitted on the balconies.

Garbage Disposal

- All residents are responsible for the appropriate disposal of personal garbage.
- Household garbage to be secured in a tied container and placed directly into the garbage chute and pushed down the chute.
- NO GARBAGE IS TO BE LEFT ON THE FLOOR IN THE GARBAGE DISPOSAL ROOM.
- Garbage chutes are found on each floor of Tower I and II.
- Tower III garbage is to be taken to the basement where it can be placed in the appropriately marked container.
- If you are disposing of larger items like furniture, mattresses or electronic equipment, please let the maintenance department know at x 2218. There will be fee to you for us to dispose of these items. (+-\$10)

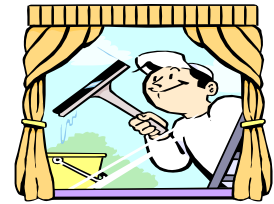
Recycling

- Cans – to be collected and placed in proper recycling bin in each towers recycling area
- Glass – to be collected and placed in proper recycling bin in each towers recycling area
- Plastic - to be collected and placed in proper recycling bin in each towers recycling area
- Papers - to be collected and placed in proper recycling bin in each towers recycling area
- Cardboard – (i.e. boxes) leave in garbage room and Maintenance *Staff* will dispose. Please flatten boxes.
- Batteries and light bulbs may be taken to the



General cleaning

All residents are responsible for maintaining the cleanliness of their apartments. This can be accomplished by residents, family members or by private Housekeeping arrangements.



General cleaning of the following areas are resident responsibilities.

- Kitchen:** Sinks, drains, countertops, cupboards, appliances and exhaust units above the stove.
- Bathroom:** Sink, tub, toilet, drain and vanity. Please Note: the bath tubs are fiberglass, so we ask that you do not use abrasive cleaners.
- Living Room & Bedroom:** General upkeep (i.e. vacuuming and dusting).
- Carpet Care:** residents responsibility (i.e. shampooing can be arranged through Housekeeping or a private agency)
- Insects & rodents:** As insect or rodent concerns arise, discuss this with the Maintenance Department for advice.
- Light Bulbs:** are the resident's responsibility. Should you require Maintenance assistance, please enter your request in the Maintenance Work Order book in the Front Lobby.

Pets

Woodland Towers welcomes pets if the Resident follows the following protocol:

- Please inform Administration prior to your move in about your pet.
- Only one pet per unit is allowed. i.e. one bird or one cat or one dog
- All cats or dogs must be house trained, have their vaccinations, including rabies, on an annual basis and proof of this must be provided to us for our file.
- When you have your pet out of the apartment, it must be on a leash.
- You are responsible for **immediately** cleaning up after your pet, whether indoors or outside. Please double bag kitty litter before putting it down the garbage chute.
- While in hospital, or away from your apartment, you are still responsible to arrange for the care of your pet.



Water Supply

Hot water taps in the kitchen and bathroom as well as the cold water tap in the bathroom are all soft water. The cold water tap in the kitchen is hard water.

Work-Order Book for Maintenance Requests

The Work Order Book is for residents to communicate their request for assistance from the Maintenance Department. (i.e. broken appliances, plumbing concerns, electrical concerns, picture hanging, light bulb changing etc.) The Work Order Book is found on the ledge by the mailboxes in the main lobby of Woodland Towers I. This book is checked daily by the Administrative Assistant. All orders are processed to the Maintenance Department. Some charges may apply.

GENERAL RESIDENT INFORMATION

Absence from your Apartment

Residents are asked to please inform the Support Services Manager, Support Workers or the Housing Administrative Assistant when they will be absent from their apartment overnight. Residents are not to be away from their apartment for a period exceeding 60 days.

Access for Visitors

As a resident, when you receive a call from someone at one of the entrance areas, please follow the following steps to allow your caller access into the building:

- Ask who is calling. Do not let anyone into the building, unless you know them or are expecting them (delivery or otherwise).
- Press the #9 button on your phone. This will unlock the door to allow your guest into the building.

Access to Spruce Lodge

Spruce Lodge may be accessed by the following:

- ✓ 2nd floor of Woodland Towers I, past the Jim Henry Lounge.
- ✓ The elevator or stairwell across from the main Administrative Office.
- ✓ Walk through the front parking lot to Spruce Lodge main entrance.

Access to Spruce Lodge may at times be restricted due to illness outbreaks. Information will be posted for all residents in the event of an Outbreak. The door into Spruce Lodge from the 2nd level of Tower I and the doorway between Woodland Towers and the offices are locked at 9pm.

Access to the Building

There are three entranceways into Woodland Towers:

- ✓ The main front Lobby entrance, accessed by driveway #2.
- ✓ The West Gore entrance used by residents who park in the back parking lot off drive-way #3.
- ✓ For those who park in the lower lot, off laneway #2, there is an entrance at the end of Woodland Tower III, near the parking lot.
- ✓ The Pool Entrance may be used by residents wishing easy access to the Towers via the back parking lot, off drive-way #3.
- ✓ The Griffith Auditorium Entrance can be used to access the City Bus Stop.



Main Entrance



Tower III side



Pool Entrance



West Gore St

Common Area (hallway outside apartment doors)

- No door/boot mats outside apartment door.
- No personal items to be hung on the walls outside of the apartment.
- Residents may decorate their own doors with appropriate hangings.
- Residents may place their names on their doors.

Elevator Information

- ✓ If the elevator should stop between floors, pick up the telephone found in the elevator. This will ring to the Support Services staff and will be answered immediately.
- ✓ Residents are responsible for their guests using the elevators in a safe manner. (i.e. no jumping in elevators.....children to be supervised)

Information Boards

There are five information boards within Woodland Towers.

- ✓ The main board is located in the Front Lobby of Woodland Towers I, to the right of the elevator.
- ✓ A smaller board is located in Tower III by the mailboxes.
- ✓ The other three information boards are located in each Woodland Towers elevator.
- ✓ We ask that you do not remove any items from these boards or place any information upon them without the permission of the Activity Coordinator, or Support Services Manager.



Key Fobs

All residents will receive a keyless remote called a “**key fob**”. This activates the automatic doors by unlocking and opening without having to use a key.


- ✓ One swipe of your key fob over the designated area at each entry gives easy entry into the building.
- ✓ Should you lose your fob there will be a \$10 charge to replace it.

Key Fob



Laundry Facilities

The use of the laundry facilities is shown as a separate line on your rent statement.

- Each tower has its designated laundry room.
- These rooms are equipped with washers, dryers, folding tables, ironing boards and irons.
- The Support Services Manager, on admission to the Towers schedules laundry times for each residents. These times may change from time to time.
- NO BLEACH is to be used in the washing machines.
- Please clean out the dryer lint trap after each use.
- Laundry Schedules are posted in each Laundry Room.
- There are also bulletin boards in each Laundry Room for everyone’s benefit and use.
- Most Residents in Woodland Towers III have their own front loading laundry machines. Be sure to care for these machines as their ongoing repair and replacement is at the expense of the individual Resident.
- **PLEASE NOTE:** Front loading washing machines work best only if the correct amount of laundry detergent is used. Use of excessive amounts of detergent will damage the machine and your clothes over time.
- **Only HE** (high efficiency)  **liquid laundry detergent is to be used.** The use of any other soap will damage the machines and possibly your laundry.



Motorized Scooters and Wheelchairs

- ✓ The use of motorized wheelchairs and/or motorized scooters are not permitted for use in the building, unless a medical note is supplied to the Support Services Manager indicating that the resident can not use a manual wheel chair or walker while in the building.
- ✓ Scooters and bicycles are to be stored in the basement of WT I & II and are intended for outdoor use. Please advise the Support Services Manager should you use a scooter and a parking space will be allocated. There is minimal parking for scooters in the lobby of Tower III.
- ✓ Those residents permitted to use motorized wheelchairs or scooters will always use the slow speed when traveling in the building and will always give the right of way to residents who are walking, using a walker or a manual wheelchair.
- ✓
- ✓ Woodland Towers will not be held accountable for the theft or loss of scooters/wheelchairs.

Paying your Rent

- ✓ Residents will have signed their leases prior to their move to Woodland Towers.
- ✓ Rent is due at the beginning of each month. Due dates are posted on the main bulletin board in the Front Lobby.
- ✓ Rent and service invoices are distributed to each resident's apartment the week prior to the rent due date.
- ✓ On rent day, the Rent Deposit Box is a locked white mail box on the wall outside the Support Workers office. This box is emptied by Administrative staff frequently throughout the day. This mail box is a convenience for those residents who do not use the Automatic Withdrawal System.
- ✓ Should a resident have any question pertaining to their rent please contact the Administrator. For questions related to services and meals etc, please contact the Support Services Manager. Questions related to the collection of rent should be directed to the Main Administration Office.

Insurance

You must obtain, maintain and show proof of *contents and liability insurance* while you reside in Woodland Towers. This information is outlined in the resident lease which you sign each year. Please deliver a copy of your insurance certificate to the Spruce Lodge Business office.

Outside Hazardous Conditions

Contact the Maintenance Department if there are any concerns about snow or ice removal, or other safety hazards in public areas.

Parking

Should you require a permanent parking spot it will be assigned to you at the time of your move in by the Support Services Manager. The two handicap parking spaces located in front of the main entrance are for visitor use only with the appropriate handicap permit displayed. Visitor parking is available in the upper parking lot of Woodland Towers. Visitors are not to park at the front entrance to Woodland Towers or along the sidewalk of Tower III. This is a “drop-off” area ONLY. (This area is part of the fire /emergency vehicle route)

Program Calendar

All residents receive a monthly Program Calendar of events. This calendar is also located on our web site at www.sprucelodge.on.ca

Recreation and Lounge area

These facilities are for your enjoyment. They include:

- The basement Activity Room and outside patio.
- The Green Room Lounge found near the main lobby of Tower I.
- The Jim Henry Lounge/library found on the second floor beside the laundry room in Woodland Towers 1.
- The Pool Table area which is located off of the main dining room.

Room Rentals

Various common areas are available to residents for entertaining guests.

- Available rooms i.e., Griffith Auditorium, Conference Room.
- These rooms may be rented by contacting the Administrative Assistant at 519-271-4090 ext 2274, or visit the main office.
- To reserve the Activity Room please contact the Activity Coordinator at 519-271-4090 ex 2230.
- To reserve the Private Dining Room please contact the Support Services Manager at 519-271-4090 ex 2212.

Soliciting

Soliciting is not allowed in Woodland Towers, which means that residents are discouraged from inviting sales people or uninvited guests into the building.

Special Needs Housing, What does it mean

Woodland Towers is more than just a place to live, and are intended for those that need more than just a place to live. The Towers are apartment buildings that provide what is referred to in legislation as “special needs housing”. Special needs housing is intended for those who need and would benefit from both safe, secure and affordable shelter, as well as the necessary support services to enable them to live independently in the community. As such, each resident at Woodland Towers benefits from an array of support services; including meal services, emergency response services and health promotion services. Your tenancy at Woodland Towers confirms your need for and interest in such programs and services and the understanding that your tenancy is dependent on your ongoing need for these services.

Storage

- ✓ There is a limited amount of storage space available to residents in the basement of Woodland Towers II. Residents wishing to use this storage area are to contact the Support Services Manager.
- ✓ Woodland Towers will store for all residents in designated areas, balcony furniture and air conditioners.
- ✓ Residents are to contact the Support Services Manager to use this service

SAFETY

Fire Safety

A) Each apartment in Tower I and II has a smoke detector in the entrance hall as well as in each bedroom and a heat detector in the kitchen. For safety reasons, residents are asked not to tamper with these safety devices. Tower III has a heat detector in their units located in the main living area.

- ✓ If activated, these devices will ring the general fire alarm in all buildings and a signal will alert the local fire station.
- ✓ The pull stations to activate a fire alarm are beside the stairwells on each floor. When pulled they activate the fire alarm.

If fire occurs in your apartment;

- ✓ Stay calm.
- ✓ Leave your apartment unit and remember to close your door.
- ✓ Do not use the elevator.
- ✓ Pull the fire alarm beside the stairwell door.
- ✓ Use stairway to go to the next floor down if physically able or sit on the bench across from the elevator.
- ✓ Handicapped residents are to move to the farthest point away from the fire on their floor

B) Should you hear the fire alarm and the fire is not in your apartment:

- ✓ Turn off your appliances (i.e. stove and oven).
- ✓ Feel your door to see if it is warm or hot.
- ✓ If your door does not feel warm, check the corridor for signs of fire.
- ✓ If fire is not in your unit, remain in your apartment unit with the door closed until you are notified all is clear.
- ✓ If your door is warm or there are signs of fire on your floor, close your door, place a wet towel or blanket at the base of your door, call the fire department to let them know where you are, then wait near a window for assistance. Attempt to signal those outside your window.

AGAIN DO NOT USE THE ELEVATOR!!!

In a fire resistant buildings like each of the Towers, the Fire Department advises that residents are safer in their own apartments with the door closed, than attempting to escape through fire conditions. When the fire alarm has been activated, Support Staff will check the panel to find out where the fire is located and respond in an appropriate manner.

Safety Precautions-General

- ✓ Do not prop stairway doors open.
- ✓ Do not store flammable liquids in storage or locker rooms.
- ✓ Do not put burning materials into garbage chutes (cigarette butts /ashes, etc.).
- ✓ Do not barbecue on balconies
- ✓ Do not tamper with fire protection equipment within the apartment unit. (i.e. heat detector or smoke detector)
- ✓ The apartment doors of residents who may need assistance to evacuate shall be designated with a strip of fluorescent tape on the upper right hand corner.
- ✓ A sticker with instructions in case of fire is placed on the inside of all apartment doors exiting into the corridors.
- ✓ The fire alarm goes directly to the fire station, the Woodland Towers and Spruce Lodge staff will also respond by going to the unit where the alarm has been activated.

Power failure

- ✓ Check the reset panel in the storage room in the apartment.
- ✓ Contact the Maintenance Department. After 5:00pm contact the Support Workers at 519-271-4090 x 2278 or 2279.
- ✓ The elevator in Woodland Towers I will work when power is off, as will the lights in the elevator and in the hallways.

IN HOUSE SERVICES

Included: (as part of care home service package)

Banking Service

Location: Activity Room, basement of Woodland Towers #1
Date: Wednesday (as indicated on your Program Calendar)
Note: the Neighborhood Credit Union comes every Wednesday morning and Scotiabank comes every second Wednesday afternoon.
Time: Neighborhood Credit Union: 10 am, Scotiabank: 2 pm
Procedure: The Banks will come in and provide basic banking services such as withdraws or deposits. You do not have to bank with either institution in order to make withdrawals, but you will not be able to deposit monies into your account if you bank with another institution. Service is on a first come first served basis.

Blood Pressure Clinic

Location: Activity Room unless stated otherwise on the calendar
Date: First Wednesday for the month unless posted otherwise
Time: 11:00 am
Procedure: This service is provided by the Support Services Manager who is a nurse. It is provided on a first come first serve bases and there is no cost associated with having your blood pressure monitored.
The Support Services Manager on request will send BP information to resident's Family Doctor or when concerns arise.

Church Services

Location: Spruce Lodge Chapel
Date: Varies, please refer to your Program Calendar
Time: Varies, please refer to your Program Calendar
Procedure: There are several different religious services. The "Chapel Service" is a non denominational service. There are also specific denominations that will provide Communion to Members. Please watch your Program Calendar so you will know the times of the different Communion programs.
* All residents are advised to notify their respective churches about their move to Woodland Towers.

Emergency Call Bell System

- ✓ Each apartment has an Emergency Call Bell system. There is a pull station located in the bathroom and a RED Emergency Call button located on the Tunstall unit located in your bedroom. Each unit will also have a personal emergency call button which you wear on your wrist or as a necklace. Please note these buttons only work in your apartment, but we advise you to wear them at all times unless you are leaving the building overnight. In this case please leave it in your apartment unit.

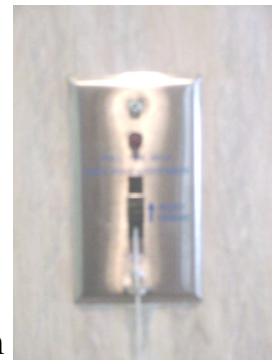
- ✓ The call bells in the bathroom may be activated by pulling the attached cord.

Once you have activated the call bell system, please do not turn the system off, the Support Worker will do so when they answer your call.

- ✓ If your problem is not an emergency please phone the support workers at 519-271-4090 x2278



Wall mounted
Tunstall unit in
bedroom



Pull Station
in Bathroom

Please Note: If you are experiencing any problems with the Tunstall unit or your phone, please contact the Support Services Manager or Maintenance. We will trouble shoot any problems prior to having the phone company or KR Communications make a service call. Any costs that are incurred as a result of KR having to make an unauthorized service call will become the responsibility of the Resident.

Should the hydro go out, once it is restored, please press the green button on the Tunstall unit to reset it, to prevent unnecessary calls to the Support Workers.

Silent Safety System

This non-intrusive resident monitoring system ensures that each resident has been up by 10 am and has reactivated the system before 9:30pm. This system is monitored in the Support Workers office of Woodland Towers. It is activated by the apartment bathroom light switch being turned off and on.

If the panel is not activated by 10am and by 9:30pm the staff will:

- ✓ Phone the resident's apartment.
- ✓ If no answer by phone, staff will go to the apartment and knock on the door, announce themselves and enter the apartment.
- ✓ This system is one of the reasons residents are asked to notify staff if they will be away over night.

Personal Care, Support and Security Services

The provision of personal care, support and security services is key to the success of Woodland Towers. These services include:

- ✓ An emergency call bell system.
- ✓ Nightly security checks.
- ✓ Self serve Laundromat, not coin operated.
- ✓ Heat and smoke detectors in each apartment.
- ✓ A Silent Safety System.
- ✓ Recreational activities, the services of an Activity Coordinator, use of all facility amenities and prime time use of the therapeutic pool.
- ✓ 16 meals per month.
- ✓ Availability of Support Worker Staff 24 hours a day to provide assistance to the residents of the Towers.
- ✓ The service of a Support Services Manager who will help you to select, as required, from an array of programs and services to meet your needs.
- ✓ Light bulbs are changed free of charge provided that the resident supplies and/or pays for the light bulbs.

Volunteer Programs

There are a variety of Recreational programs available in Woodland Towers and Spruce Lodge that depend upon the dedication of Volunteers. Such programs are Social Hour, Woodland Tower Birthday Party, the Corner Store, Resident Council, Afternoon Teas, fundraising just to name a few. If you are interested in becoming involved with the Spruce Lodge continuum's recreational programs contact the Activity Coordinator at 271-4090 ext 2230. If you are interested in volunteering you can contact the volunteer coordinator at x 2257. Woodland Towers has a Resident Council that meets monthly. **Woodland Towers General Residents Meetings are held 4x/year.*

Available Services: (involve additional fees)

Residents wishing to purchase services on a regular basis are to make these arrangements with the Support Services Manager. Charges for these services will be billed in advance. Service agreements can be re-negotiated on the request of either the resident or the Support Service Manager one week in advance of the date changes are to begin.

Optional services can be cancelled for prolonged periods, one week in advance. Extenuating circumstances may indicate a policy change as per the Support Services Manager or Administrator's recommendations.

Housekeeping

Residents requiring any of the following services are asked to contact the Support Services Manager. Costs are a per hour fee.

- a) Housekeeping – which includes, dusting vacuuming, washing of kitchen and bathroom floors – staff do not move heavy furniture or move and or clean knick knacks.
Cost: 25.00 per hour
- b) Carpet cleaning.
Cost: \$30.00 per hour
- c) Window washing services are available every fall and spring
Sign up sheet will be posted in the main lobby.
Cost: variable.
- d) Bed making: Cost \$6.00
- e) Meal tray delivery service: cost \$3.00. Resident to let Support Services Manager know the circumstances for Tray Services.
- f) Heavy Housekeeping (i.e. moving appliances, etc.)
Cost: \$25.00 per hour

Laundry

Residents requiring this service are asked to contact the Support Services Manager.

- a) A resident may have their laundry done by Spruce Lodge.
- b) The fee is according to weight

Maintenance

Residents requiring Maintenance Services, please request by using the Work Order Binder.

- ✓ The fee is time & material with a minimum ½ hour charge. This may include, but not limited to:
 - i. Wheelchair repairs
 - ii. Picture hanging
 - iii. Installation and removal of shelves
 - iv. Installation and removal of telephones
 - v. TV/VCR hook up
 - vi. Drapery track alteration
 - vii. Taking down and or putting up drapery
 - viii. Moving furniture
- ✓ Air Conditioners
A flat rate for the installation removal and storage of ones air conditioner.
Cost: \$25.00 to install & \$25.00 to remove and store.

Whirlpool Services

- ✓ Woodland Towers has a whirlpool equipped with a mechanical lift.
(some restrictions apply)
- ✓ Residents may access the service by contacting the Support Services Manager – 272-4090 ext 2212
- ✓ Cost: Woodland Towers Resident- \$8.00 (rate subject to change with 90 day notice)

Hair Salon, Spa Services, and Barber Shop

- Location:** The Golden Years Spa, basement of Woodland Towers II. Services include men's and ladies hair cuts, reflexology, manicures, pedicures and basic footcare.
- Date:** Wednesday, Thursday and Friday
- Time:** 9:00 a.m. to 4:00 p.m.
- Procedure:** To book appointments please visit during operating hours to speak directly to the Hairdresser. You may also call the hairdresser at 519-271-4090 ext. 2284 and leave a message.

Foot Care Clinic (V.O.N.)

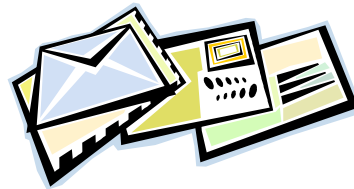
- Location:** The Golden Years Spa, basement of Woodland Towers II
- Date:** Tuesday (twice per month as indicated on your Program Calendar)
- Time:** 9:00 am until 3:30 pm (appointment necessary)
- Procedure:** This is a service that is provided by an external Certified Footcare Nurse. To register for your first appointment, contact the Activity Coordinator at 271-4090 ext 2230. The cost of the appointment will be given upon request. V.O.N. information sheet available on request.

Canada Post

Residents are responsible for notifying Canada Post of their change of address to Woodland Towers. Residents are reminded to include the apartment number.

The apartment address is:

***639 West Gore St. Apartment Number
Stratford, Ontario
N5A 7N2***



DO NOT note Spruce Lodge anywhere in the address.

This ensures your mail will not be delivered to Spruce Lodge. Individual mailboxes are on the ground level in the front foyer. Mail box for outgoing mail is located at the Main Entrance between the inner and outer entrance doors.

Cable TV – Rogers

Woodland Towers has a bulk service cable arrangement with Rogers cable, such that residents receive discounted cable services. In order to have this service activated, please contact the Housing Administration office at 271-4090 ext 2219 to discuss this service. Should you wish to cancel your cable service at anytime please contact the Housing Administrator along with providing written confirmation that you do not wish to receive cable TV services.

Catering Services

- ✓ Catering Services can be purchased from Spruce Lodge
- ✓ This service must be arranged at least two weeks prior to the event
- ✓ Please contact: Administrative Assistant – 271-4090 ext 2274

Dining Services

- ✓ To use the Private Dining Table please contact:
Monday – Friday: Support Services Manager 271-4090 ext 2212
Saturday, Sunday and Holidays: Main Kitchen 271-4090 ext 2270
- ✓ Please notify staff no later then 10:00 am on the day that you wish to use this service.
- ✓ This request is for residents who are having more than three guests attend a meal.
- ✓ Residents are asked not the access the dining room prior to 11:30am and 4:30pm.
- ✓ Woodland Towers Dining Room provides two meals per day seven day per week.
Noon Meal – 12:00 noon to 1:00 pm
Evening Meal – 4:45pm to 5:15pm
- ✓ Meal service begins at 11:50am and 4:45pm. If due to unforeseen circumstances you are late arriving in the dining room and meal service has begun, you will have to wait until staff has finished what they are presently doing.
- ✓ The weekly menu is posted at the entrance to the Woodland Towers Dinning Room, in each elevator and on the main bulletin board in the front Lobby.

- ✓ Residents are reminded that there is no designated seating and they are encouraged to be welcoming and neighborly to fellow diners.
- ✓ All hats must be removed when entering the dining room.
- ✓ Attendance is taken at each meal.

Main Dining Room



Newspaper Service

Residents are advised to notify their paper of choice of their move to Woodland Towers. The Beacon Herald delivers to the Towers.



Pool

First priority for use of the pool is given to Spruce Lodge residents and residents. Please contact the Pool Coordinator for swim schedules at 271-2773. Rules and Regulations for the pool will be similar to public pools. However, it is suggested that residents may wish to advise their doctors before entering exercise programs. Residents may arrange for “Pool Parties” by contacting the Pool Coordinator. There is a cost associated for private pool parties.



Woodland Towers Corner Store

There is a convenience store located on site for your needs. It is organized and operated by the residents of Woodland Towers. Special requests are welcomed.

Hours of operation:

Monday, Wednesday, Friday,
as posted on Corner Store bulletin board.
Closed on Statutory Holiday's



SUPPORTIVE HOUSING PROGRAM

- ✓ Residents who are receiving Community Care Access Centre services may require increased care to continue living independently in their apartments. Depending on availability residents may have the option to access the Supportive Housing Program. This program is staffed by the Support Workers of Woodland Towers on a 24 hour basis. A resident may access this program by contacting the Support Service Manager will follow through with this request by contacting the CCAC to assess the resident's eligibility to the program.
- ✓ Once accepted to the program, the resident's name is placed on the Supportive Housing Wait list.
- ✓ While on this wait list CCAC Homemaking Services will continue.
- ✓ Services of this program are intended to prevent or postpone placement into long-term care. As well, these services facilitate supported independent community living through the tailoring of an array of personal care and 24 hour support services unique to each resident involved
- ✓ There are no costs to receive services from this Supportive Housing program.

COMMUNITY SERVICE INFORMATION

Community Care Access Center: (CCAC)

The residents of Woodland Towers can access services from CCAC for assistance in maintaining their ability to live independently in Woodland Towers. To access CCAC residents may:

- Contact CCAC directly 519-273-2222 and ask for the Stratford intake team
- Contact the Support Service Manager for assistance to access CCAC 271-4090 ext 2212.
- Residents who are already receiving CCAC services in the community will continue to receive their services upon moving into Woodland Towers.

One Care Home & Community Support Services

One Care is located on the lower level of Spruce Lodge, down the corridor from the Spruce Lodge Business Office. Services available include Meals on Wheels and the Easy Ride Program. This not-for-profit organization prides itself on providing independence to those who remain living in their home. Contact 271-2217.

VON Adult Day Program

Also located in the vicinity of the Spruce Lodge Business Office, the VON has an administrative office as well as an Adult day program. The VON also has an Adult day Program on Romeo Street in Stratford. These adult day programs are intended for those that would benefit from and are eligible for a structured program of activity. Please visit the VON offices should you have any questions about their programs.

City Transit

There is a city transit service drop located at the top of the parking lot #3 for the use of the City Bus. A schedule may be found on the wall by the Griffith Auditorium entrance.

City Bus Tickets are available at the Corner Store.

Cab Companies

There are several cab companies operating in Stratford. Please refer to the Yellow Pages of the local phone book under “taxis” to utilize this service.

Mobility Bus

Stratford Mobility Bus is available to those who qualify under the provision of the Mobility Bus Guidelines. To find out more information on this service please contact 271-4000.

Volunteer Transportation

One Care (Easy Ride) provides volunteer transportation for those who qualify under their guidelines. For more information please contact 519-272-9875.





CONTACT INFORMATION

Spruce Lodge

Telephone 271-4090

<u>EMERGENCY CALLS</u>		<u>EXTENSION</u>
After Hours and on Weekends (e.g. health related, maintenance etc, 24 hours/day) Support Workers)		2278, 2279
<u>NON-EMERGENCY CALLS</u>		
Environmental Services		
- Manager	Rob Campbell	2218
- Maintenance Co-coordinator	Trevor Longhurst	2272
- Maintenance office		2215
Business Office (10:00 am – 3:00 pm)		
- Manager	David Schlitt	2220
- Business Office (rent)	Gail Willows	2210
Support Services Manager	Janine Hamilton	2212
Woodland Towers Activity Co-rd.	Kim Luckhardt	2230
Spruce Lodge Volunteer Co-rd	Susan Bray	2257
Housing		
- Administrator	Peter Bolland	2236
- Administrative Assistant (pm)	Erin Klumper	2219
Pool Co-coordinator	Amy Nelder	271-2773
Room Rental/Catering (Special Events)	Jennifer Facey	2274
Support Workers		2278, 2279
Hairdresser		2284
Woodland Towers Corner Store		2400

