

Hamlet Estates

Life Lease Equity Residences

300 John Street South
Stratford, Ontario
N5A 7V5



RESIDENTS' HANDBOOK

Reviewed/Revised/Effective May 2019

Table of Contents

TELEPHONE LIST FOR SPRUCE LODGE EXTENSIONS.....	1
HAMLET ESTATES RESIDENTS' LISTING.....ERROR! BOOKMARK NOT DEFINED.	
CORPORATE BACKGROUND.....	2
Mission.....	2
Guiding Principles of the Hamlet Estates Mission Statement.....	2
Hamlet Estates Board and Corporate Plans for 2018.....	3
Corporation Membership (By-Law #4).....	4
Rights of Membership	4
Residents' Council.....	4
RESPONSIBILITIES OF THE CORPORATION.....	5
Inside Maintenance.....	5
Outside Maintenance.....	6
Garbage	6
Snow Clearing	7
Window Cleaning.....	8
RESPONSIBILITIES OF THE RESIDENT	8
Unit Maintenance	8
GENERAL INFORMATION	9
Access to Spruce Lodge Controlled Entrance	9
Activity Services	9
Antennae.....	10
Barbecuing	10
Clotheslines.....	10
Communication Board	10
Condensation	10
Contacting Maintenance	11
Garage Door and Garage Door Openers	11
Gardens, Trees, Shrubs	12
Insurance	12
Keys, Key Fobs	13
Library.....	13

Table of Contents

Mail	13
No Soliciting	13
Operating Fees	13
Overnight Guests	14
Parking	14
Pesticides	15
Pets.....	15
Privacy Screens, Wind Breaks, and Awnings	15
Prolonged Absence from the Unit.....	15
Role of the Support Services Manager	16
Sale of Units	16
Screen Doors, Storm Doors, and Patio Doors	17
Signs	17
Smoke Detectors/C.O. Detectors.....	17
Smoking.....	18
Unit Alterations	18
Use of the Spruce Lodge Amenity Areas and Services	19
Water Softeners	19
Work Orders	20
HEALTH RELATED INFORMATION	21
Health Related Emergencies (eg. Buddy System & Cool Aid Program)	21
Health & Wellness.....	21
Cool Aid Program	22
EMERGENCY RELATED INFORMATION.....	22
Emergency Procedures.....	22
Fire Hazards	23
Fire Safety and Equipment	23
Suggested Emergency Kit	24
PROCEDURES SPECIFIC TO PRINCE UNITS.....	25
HAMLET OPTIONAL SERVICES	26
SPRUCE LODGE SITE MAP.....	28



TELEPHONE LIST FOR SPRUCE LODGE EXTENSIONS

<u>EMERGENCY CALLS</u>	
For health related emergencies, it is expected that residents call 911. (except for Prince Unit Residents – see page 20)	911
<u>TELEPHONE</u>	<u>EXTENSION</u>
After Hours and on Weekends 5 p.m. – 10:30 p.m. For non-medical emergencies, (eg. no heat) residents are to contact Spruce Lodge at 519-271-4090 <div style="text-align: right;">Maintenance on Duty 10:30 p.m. – 5 p.m.</div>	0
	2656
<u>NON-EMERGENCY CALLS 519-271-4090</u>	
Environmental Services <div style="text-align: right;"> Manager - Rob rob@sprucelodge.on.ca Co-ordinator Maintenance Office PM Worx Contact - Jennifer Smith jennifers@sprucelodge.on.ca </div>	2218 2315 2215 2258
Business Manager <div style="text-align: right;"> David davids@sprucelodge.on.ca </div>	2220
Support Services <div style="text-align: right;"> Manager – Janine Co-ordinator - Jeanette Activity Co-ordinator - Kim Exercise & Balancing Classes - Lindsay </div>	2212 2246 2230 2257
Administrator <div style="text-align: right;"> Peter peterb@sprucelodge.on.ca </div>	2236
Pool Co-ordinator <div style="text-align: right;"> Aqua-therapy - Jamie </div>	271-2773
Room Rental <div style="text-align: right;"> Jenn Facey jennf@sprucelodge.on.ca </div>	2274
Catering (Special Events) <div style="text-align: right;"> Kim kima@sprucelodge.on.ca </div>	2229
Life Lease Sales (Housing Co-ordinator) <div style="text-align: right;"> Erin Klumper erink@sprucelodge.on.ca </div>	2219
For additional information about the Spruce Lodge Continuum, please visit the website www.sprucelodge.on.ca	

Hamlet Estates Non Profit Housing Corporation is committed to the promotion of independent living for seniors through the provision of quality accommodation that is both comparatively affordable, and virtually maintenance free. This handbook is intended to familiarize and to **be a source of instruction** for Hamlet Estates Residents and their family members with regard to the various Hamlet Estates operation practices.

CORPORATE BACKGROUND

Mission

Hamlet Estates is a non-profit organization which operates aesthetically pleasing residential facilities for seniors and the physically challenged in a community setting designed to provide independent living in accessible, individual homes located close to health services, social amenities, parks, shopping and transportation.

This life lease community provides seniors and the physically challenged with independent living, and peace of mind resulting from the corporation's ownership of, and responsibility for maintenance of the physical property.

The mandate of this organization is to enable seniors to "age in-place" by providing quality accommodation in an independent but supportive setting.

Guiding Principles of the Hamlet Estates Mission Statement

The following principles are intended to serve as a guide for the Board of Hamlet Estates Corporation to live out its Mission and to better serve the changing needs of its members.

1. Enabling residents to Age-In-Place and to lead healthy independent lives by addressing their needs for a safe, secure and accessible living environment, by informing them about available city wide community services and by making available a variety of programs and activities that promote health, wellness and active lifestyles. This principle implies that residents are encouraged to live independently with or without care and support services for as long as they remain willing and able to do so.
2. Promoting awareness to residents that Hamlet Estates is part of the larger Spruce Lodge continuum of care project and that this continuum may be able to respond to their changing needs over time. This principle recognizes that Hamlet residents, due to a 1994 Ministry of Health and Long Term Care directive, are not given priority consideration for moves to other elements of the continuum by virtue of their residency. However underlying this principle is a sense of shared community and a commitment on the part of Spruce Lodge

to facilitate information sharing and access to other services of the full continuum of care. Residents interested in a future move to Woodland Towers are required to have their name put on the active waiting list.

3. Soliciting resident advice and input into the day to day operations of the project by supporting an independent resident advisory committee otherwise known as a Residents' Council. The Hamlet Estates Residents' Council communicates to Management directly on a regular basis, and a Council representative is invited to attend monthly Board meetings. Should they wish to do so, they are encouraged to make arrangements with the Board Chairperson.
4. Supporting resident and community involvement in the governance of the Corporation by involving both the residents and the community on the Corporation's Board of Directors.
5. Supporting the association and affiliation with Spruce Lodge by involving a member of the Spruce Lodge Board of Directors on the Hamlet Estates Corporation's Board of Directors, and also by allowing access to and from Hamlet Estates by other members of the Spruce Lodge community of care.

Hamlet Estates Board and Corporate Plans for 2019

The Hamlet Estates Board of Directors is comprised of three (3) resident elected representatives, three (3) community appointed representatives, and one (1) Spruce Lodge appointment. Board members serve three (3) year terms, and may, subject to their election or appointment, serve for a second three (3) year term.

Each year the corporation assesses the various needs of the Hamlet Estates project. These needs may involve significant capital expenditures, some of which may not be known until the need presents itself during the course of the year. At the time of issuing this handbook, the following is a sampling of the projects proposed this year:

- **Prince Unit Grading and Patio Work**
- Privacy Fence Replacements

2019 – 2020 Hamlet Estates Board of Directors	
Frank Mark - Treasurer	Community Appointed
Sam Moore – Vice-Chairperson	Community Appointed
OPEN Position	Community Appointed
Councillor Rhonda Ehgoetz - Chairperson	Spruce Lodge Appointment
Bill Crawford	Resident Elected
Ken Neumeister	Resident Elected
Sue Campion	Resident Elected

Corporation Membership (By-Law #4)

Members include all directors of the Corporation plus new members approved from time to time for a specified term.

Rights of Membership

All members are entitled to attend special or general meetings of members, and to vote on questions arising.

Residents' Council

Residents' Council members are selected by the residents of Hamlet Estates to represent them as per established guidelines. Council members are reminded to notify the chairman if they will be absent from a meeting, and to find an alternate attendee where possible. The council functions in an advisory capacity to the Board of Directors. The council will;

- Liaise with Administration and maintenance regarding the well being of residents, maintenance of property, planning of programs and services, and review of handbook rules and regulations from time to time.
- Produce and circulate the Resident Council minutes, and circulate the Hamlet Herald newsletter, understanding that these circulations do not necessarily represent the opinions and position of the Hamlet Estates Board of Directors.



RESPONSIBILITIES OF THE CORPORATION

Inside Maintenance

The corporation is responsible for the maintenance of electrical, mechanical, and plumbing equipment.

These items shall include:



- All space heating equipment
- All space cooling equipment
- Preventative maintenance every two years for both heating and air conditioning systems
- All plumbing systems (eg. all water lines, sink tail, traps, drain pipes, and toilet waste seals) except if caused by negligence. Note that the cost of water is not the responsibility of the corporation.
- Light Ballasts (**Note that most ballast fixtures are being replaced with LED fixtures – eg. under-counter lighting, utility rooms, etc.**)
- All ventilating equipment (eg. air exchange, roof vents, dryer vents, bathroom vents)
- All window seals, window locking mechanisms, and window panes where excess moisture is evident.
- Furnace filters will be changed twice each year by the corporation.
- Annual testing and/or repair/replacement of thermostats, smoke detectors and carbon monoxide detectors as needed, as well as change of batteries each spring.
- Maintenance and cleaning of common hallways, entries and foyers (eg. Prince Units).

Maintenance staff may assist by visiting units to co-ordinate needed repairs. While maintenance staff may attempt what they determine to be minor handy person repairs, any repair or replacement that requires materials and supplies, or the services of an outside contractor will be at the resident's expense. (For example, unclogging of toilets, repairs to or replacements of toilets, sinks, bath tubs, interior locks, dripping taps, showerheads, etc. are all at the resident's expense.)

Maintenance staff may provide contact information for outside contractors as needed.

Outside Maintenance

The corporation is responsible for the maintenance of all buildings and property with the exception of building or property modifications installed or maintained by residents. (eg. garden areas maintained by residents)

These items shall include:

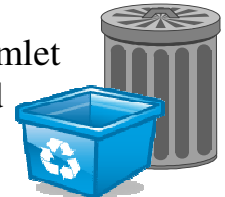
- All building maintenance
- All maintenance of grounds, and the corporate garden at the John Street entrance, and cluster courtyard gardens.
- Annual exterior cleaning of windows (1x/year)
- Street lighting systems
- Snow clearing (see page 16)
- Garbage removal (see page 11)
- All sewage and drainage systems (eg. eave cleaning & downspouts)
- Ensuring outside water hoses are disconnected and shut-offs are turned off before winter. (Residents are informed in advance of the day maintenance will visit.)
- Scheduling one or two days each fall to collect patio items that residents wish stored in the Spruce Lodge pavilion for the winter. Storage of these items to be at the owner's risk. Furniture to be returned prior to Mother's Day weekend.



Garbage

Garbage shall be placed and collected from areas designated by the Hamlet Estates Board. All garbage should be put in a bag properly tied off and placed in a covered container. Garbage will be removed each week.

Garbage removal is intended for each residents' personal garbage, and not for garbage brought in from off-site. Your garbage container should be stored in your garage throughout the week, and taken out on garbage day. If you put the garbage out the evening prior, please be sure to secure it so it doesn't blow away.



The garbage container must be left at the end of each driveway for pick up by maintenance staff on Thursday morning. Recycling containers are provided by the owner and picked up every second Thursday by the City as per the City schedule. Clear bags should be used for recycling to avoid loose articles blown around. (Note that the City will communicate the products that cannot be recycled.) Recycling does not need to be separated, but should be cleaned.

Prince Unit residents are also welcome to recycle and are to bring their recycling to the Prince Unit maintenance room for bi-weekly pick-up.

Large items may be collected upon request at the cost of \$10.00 per item. (eg. T.V., BBQ, microwave oven, easy chair, mattresses, etc.)

Snow Clearing

Clearance of snow from the Hamlet roadways is done by contractual arrangement.

Driveways are also cleared of snow where vehicles have been moved.

Maintenance staff shovel snow from doorways, porches, patios and sidewalks as soon as possible in the morning and during the day if snow is in excess. For safety reasons, please remove exterior door mats as well as electrical cords used for seasonal lighting from these areas. The patio area, in the winter, is for emergency exit only and snow will be cleared enough to allow the patio door to open (**eg. 3' x 3' area**).



If snow build up behind cars is excessive, maintenance staff will remove on an individual's request. For those who use their car only occasionally and know in advance when they wish to go out, please call a day or so in advance for this service. Prince and Princess unit occupants are encouraged to move their vehicles after a snowfall to facilitate proper clearing of snow between vehicles, and to return vehicles after these parking areas have been cleared. **Residents are reminded that they are responsible for sanding and salting their walkways, porches, and driveways as necessary to prevent slips and falls. If you are not able to, or if you need to have your shoveling completed during a snow storm, please call the Maintenance office, and they will get there as soon as possible.** This procedure requires 24 hr notice. Where such an appointment is pre-scheduled, you may wish to make prior arrangements with the Maintenance department.

Outside furnace vents will be kept free of snow build up. In order to shovel in this area, patio furniture and garden ornaments must be removed prior to winter.

In the event of a heavy or continuing snowfall, please be patient and wait for the roadways, driveways, porches, patios and sidewalks to be properly cleared and, **if applicable**, sanded/salted, as decisions for such removal may be delayed for safety reasons. Be aware, that on weekends, typically only one staff member is available for snow shovelling. While maintenance supplies a pail of ice melt to each unit, residents are required to spread this ice melt as needed.

Markers will be put in place each year to identify the width of the driveway for snow plowing purposes.

Please contact the maintenance office if any damage is caused by snow removal.

Window Cleaning

Hamlet Estates will clean the inaccessible outside windows once each year.

Residents are encouraged to clean the insides of their windows as required, and particularly to wipe down any excess moisture that may result in mould or mildew (eg. hydrogen peroxide spray).

Interior window frames and tracks should be cleaned annually.

Residents not able to perform such ongoing maintenance are encouraged to contract out window and window frame cleaning services at their own expense. Feel free to contact maintenance for assistance in finding a cleaning service.



RESPONSIBILITIES OF THE RESIDENT

Unit Maintenance

Maintenance staff may assist, on the resident's request, to coordinate the necessary repairs. Occasionally minor repairs may be performed by maintenance, albeit parts or supplies may be required, and these will be at the expense of the resident. In these instances residents are to be informed of related charges in advance.

The occupant shall be responsible for the following:

- Interior decorating/cleaning
- Exterior litter and minor debris removal (eg. candy wrappers and pet droppings)
- Floor covering, cleaning or repair (Replacement pending Property Committee recommendation)
- Replacement or repair of any plumbing or electrical fixtures (eg. lights, light bulbs, toilets, bath tubs, taps, etc.)
- All unit chattels including minor repairs or replacement to appliances, water softeners, kitchen cabinetry, garage door openers, awnings, fireplaces, water heaters, central vacuums, etc.
- Those with pets are encouraged to clean or change their furnace filters more frequently, at their own expense.
- To coordinate necessary repairs and to perform minor repairs and adjustments where appropriate (eg. washers in taps)
- Any rental equipment must be serviced by contacting the respective utility company (eg. water heaters serviced by Reliance Home Comfort 1-866-735-4262) (Note: Residents may also wish to purchase their water heater.)
- Not to use their balcony or patio area for storage.
- **Spreading of salt/sand/ice melt on walkways, porches, and driveways where applicable, and as needed to prevent slips and falls.**
- Maintenance is always available to assist where safety is a concern.

GENERAL INFORMATION

Access to Spruce Lodge Controlled Entrance

Residents who choose to go to Spruce Lodge for recreational and visiting purposes via the Prince Unit may use their key fob for access. When Spruce Lodge is in an outbreak, the access door to Spruce Lodge may be locked.

Because the Prince door is electronically controlled, the “hold-open” time is pre-established. To exit, feel free to use the handicapped accessibility button, or push on the door for your convenience to go outside. Please do not prop open these doors.

Note that able bodied Hamlet residents (other than Prince Unit residents) are asked to use the side "main" entrance, so as to prevent drafty hallways.

Activity Services

The residents of Hamlet Estates may avail themselves of a wide array of social and recreational programs and activities, as well as accessing the Woodland Towers Wellness Room. These programs and activities are identified on an Activity calendar that is circulated to Hamlet Estates and Woodland Towers residents each month. For further information, please visit the website for the Spruce Lodge continuum (www.sprucelodge.on.ca). These programs and activities are coordinated and facilitated by the Woodland Towers/Hamlet Estates Activity Coordinator. Note that every resident of Hamlet Estates and Woodland Towers is automatically registered as a member of the Spruce Active Living Centre. Each member is provided with a key chain membership tag that can be scanned for various activities, for exercise and fitness programs, and for meals in the Woodland Towers dining room. While there may be fees charged for some activities, most are free of charge, and all are intended to be affordable.

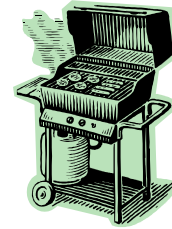
For specific Hamlet social events (eg. New Years dinner, Spring lunch, June and September BBQ, and Christmas Tea) the Hamlet Residents’ Council Social Convenor will meet with the Activity Co-ordinator to discuss the date, the menu, and the booking of the appropriate venue. The Activity Co-ordinator will book the venue, she will then inquire about the desired menu and prices, and then communicate this information back to the Social Convenor, and to the Resident Council Chair. The Hamlet Estates Social Convenor works closely with the Hamlet Estates entertainment committee. The Social Convenor will co-ordinate arranging two volunteer representatives for the day of the event, and will book the entertainer(s). Once plans have been set, the Social Convenor will then gather numbers of residents attending, and 10 days prior to the event, the number will be confirmed for billing purposes. On the day of the event the designated Hamlet volunteers will assist the Activity Co-ordinator with decorations, and after the event, they will assist with clearing decorations, and general clean-up.

Antennae

No radio, television antennae or satellite dish shall be installed on any building or property. Note that as a Rogers Cable T.V. bulk service provider, Spruce Lodge offers the ultimate cable service package at the basic cable rate. Residents should have a digital adapter, provided by Rogers Cable for free. These adapters are to stay with the unit. Additional digital adapters may be purchased. Residents wishing an enhanced digital signal may rent or purchase a digital terminal from Rogers Cable.

Barbecuing

Barbecuing is permitted on personal outdoor patios, not however on upper decks as per City of Stratford by-law.



Clotheslines

Portable (eg. folding & non-structural) clotheslines are permitted on balconies and patios. In-ground clotheslines will not be permitted on the Hamlet Property/grounds. In the interest of resident safety, and lawn cutter safety, clotheslines will not be permitted to stretch across any area other than the resident patio and/or garden area.

Communication Board

There is a bulletin board located in the Prince Unit side/main entrance located between the two doors. This bulletin board is intended to serve the purpose of communicating information to all Hamlet Estates residents. Should you wish to post information on the bulletin board, please forward it to the Business Office or to the Activity Co-ordinator.

Condensation

Window condensation occurs when warm, moist air touches a cold window surface. Over the years Hamlet residents have experienced condensation on their windows, largely affected by exposure to wind and sun, partially due to lifestyle choices that impact air moisture, and partially associated to the actual windows and patio doors being used. Hamlet Estates will consider on a case by case basis the replacement of window panes with low-e glass **with argon**, where excess moisture is present. Listed below are some lifestyle considerations you may wish to make to reduce condensation on windows:

- Open windows and doors to improve ventilation, and air circulation, which reduces humidity levels.
- Turn down the heat which reduces the temperature difference between the air and the glass. (eg. 20-21 degrees Celsius)

- Turn on the exhaust fan when cooking.
- Turn on the bathroom exhaust fan when showering, and for 20 minutes afterwards.
- Turn a fan onto the window to evaporate the moisture, and put it back into the air.
- Use a dehumidifier to remove moisture from the air.
- Reduce the number of plants and aquariums in your home, because both add water to the air.
- Invest in **new** double or triple pane windows. Prior approval of the Hamlet Estates Board of Directors is required.
- **Make sure the air flow can get to the glass by opening curtains, and blinds on an as needed basis.**

Contacting Maintenance

General maintenance problems, be they the responsibilities of the corporation or occupant, must be reported to the maintenance office at 271-4090 ext. 2218. Spruce Lodge has preferred rates for electrical, mechanical, plumbing, home repairs, and gardening. As a resident of Hamlet Estates you are entitled to the rates charged to Hamlet Estates. Residents are encouraged to inquire about service rates before the work commences. (eg. Minimum charges if any, hourly rates, etc.)

Where maintenance has been called for a minor repair, and have first determined that they are able to perform the repair, and secondly that they will need parts for the minor repair, there will be charge to the resident equivalent to \$25 per hour, plus the price of the parts. Maintenance will provide an estimate for the repair in advance of doing the work, and Residents will receive an invoice from the Spruce Lodge Business office sometime after the repair has been completed.

For maintenance emergencies arising after office hours or on weekends: Contact Spruce Lodge at 271-4090 and dial 0. The Spruce Lodge Registered Nurse on duty will contact the appropriate maintenance representative.

Garage Door and Garage Door Openers

Garage door openers, and remote controls are the responsibility of the resident. While normal wear and tear on the garage door (eg. door seals, track and guides) is the responsibility of the corporation, damage to the garage door due to their negligence or that of their visitors (eg. by vehicle), is the resident's responsibility. Residents are encouraged to report any damage to their garage door immediately.

Gardens, Trees, Shrubs

The maintenance of the gardens is a resident responsibility, with the exception of those gardens located at the main entrance to Hamlet Estates (off John Street), and in the courtyards of each of the Clusters. All trees and shrubs belong to the corporation and will be maintained, removed, or replaced at the discretion of the corporation. The following are guidelines for the creation and maintenance of additional gardens:



1. Additional garden areas or planting of additional trees or shrubs are required to have prior approval of the Board, failing which the Board may choose to return the grounds to its condition prior to the approval. The ongoing maintenance of such gardens will be the resident's responsibility.
2. Such requests are to be in writing and addressed to the President of the Corporation or the Administrator.
3. Written approval by the Board must be received prior to proceeding with the work.
4. If a garden area has been created with the Board's approval, yet in time, the resident can no longer take care of the area, then the additional garden area must be returned to sod by the resident or appropriately maintained at the resident's expense.
5. The corporation contracts with a gardener to maintain corporate gardens. These services are available to residents for a fee.
6. Residents are to avoid the planting of invasive species of plants.



Insurance

The resident shall be responsible for obtaining and maintaining, at his/her own expense, insurance coverage to cover personal contents and belongings such as furniture, jewellery, artwork, etc, as well as liability insurance to protect yourself in the event of any liability issues or claims against you (**eg. slip and fall on a driveway or bathroom floor**).

Residents are required to submit copies of their insurance certificate/policy initially, and as policy changes are made, to the Spruce Lodge Business office to be kept on file. All insurance claims must be reported to the Property Committee of the Board by way of informing the Administrator. (For further information, see prolonged absence and sale of units.)

Keys, Key Fobs

The Corporation shall retain an extra key, giving access to each unit. Note further that all locks/keys are to be on the Hamlet Estates master key system. No occupant shall change any lock or place additional locks on doors. Should there be a need for the lock to be changed, notify the Environmental Services Manager to make the necessary arrangements. The cost for this service will be billed to the resident. This procedure is necessary so as to ensure quick access to each unit for emergency response personnel.

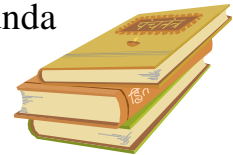


Except in emergencies, the Corporation, or its agent, may not enter a Hamlet Estates residence without giving twenty-four (24) hours written notice to the occupant. Such notice should state a general range of time for the visit.

Replacement key fobs may be purchased for \$20.00 from the Environmental Services Manager.

Library

Be aware that all residents are welcome to visit the Prince Unit rotunda area should they wish to take out books from the self-serve library.



Mail

Residents from the east side of the Hamlet Estates property (eg. units 1-36) collect their mail from the Prince Unit mailroom, accessed via the south entrance door to the Prince Units, whereas residents from the west side of the property (eg. units 37-68) collect their mail from the community mailbox located on the south end of the property, across the roadway from the Princess Units.

No Soliciting

Hamlet Estates is a no-soliciting project. For safety and security reasons, residents are advised not to permit access to their unit/home to any door to door commercial enterprise that may wish to solicit their business. Please contact the Environmental Services Manager should a particular vendor attempt to solicit your business.

Operating Fees

An annual review of costs will be undertaken by the Hamlet Board at the Corporation's year-end to determine the operating fees for the ensuing year. Since the Hamlet Board is a non-profit organization, any increase or decrease will reflect only the necessary costs for the continuation of services. Fees are due on the 1st day of each and every month. Residents are required to use pre-authorized payments for monthly fees.

Overnight Guests

The Hamlet Estates life lease units are intended for the benefit of all lease holders, and are to be occupied as private single family dwellings, such that only those that sign the approved life lease agreement may occupy the unit. Lease holders are responsible for ensuring that non-lease holders do not occupy the life lease unit unless agreed to, in writing, by the Hamlet Estates Board of Directors. When a resident wishes to host guests for an extended stay of more than two weeks, they must please inform Hamlet Estates in writing, such that there is shared responsibility to ensure life lease units are occupied as intended. Extended stays will be considered by the Board of Directors on a case by case basis, however are generally for specific purposes such as:

- Convalescent care, where the resident is recovering from illness or injury as confirmed by a medical practitioner's note
- Palliative or hospice care, where the resident is deemed palliative as confirmed by a medical practitioner's note
- Supportive care to enable independent community living as confirmed by a medical practitioner's note.

Residents wishing to have a guest on an extended stay will be asked to review and sign a letter of understanding, which among other things, outlines the term and expectations of the extended stay.

Parking

1. Each resident is assigned a parking spot, and either they or their visitors are permitted to use the parking spot. (Once assigned, these parking spots are not to change unless considered and approved by the Board.)
2. Parallel parking along Hamlet roadways is not allowed because these are fire routes. Residents are responsible for informing all guests. Contractors may parallel park if and as necessary, while performing their contracted work.
3. Absolutely **NO PARKING** on the grass. Any resulting damage shall be at the expense of the resident.
4. Guests must use visitor parking at Hamlet Estates. Additional parking spaces are available at Spruce Lodge. Residents are responsible for their guests' parking.
5. Unauthorized vehicles, or vehicles parked inappropriately may be towed away at the owner's expense.

Pesticides

Hamlet Estates supports a pesticide free program of weed control for its lawns and gardens as per the City of Stratford by-law. Residents wishing to assist Hamlet Estates in this regard are reminded to use an environmentally friendly approach. One such environmentally friendly weed control recipe involves mixing 4 cups of white vinegar with ¼ teaspoon of salt and 2 teaspoons of dish soap. This mixture should be spot sprayed on weeds when it is sunny and warm, being careful not to spray flowers.

Pets

Residents may keep a pet subject to prior written approval from the Hamlet Board, provided such a pet does not unduly disturb the peace and comfort of other residents, and does not damage the property.

Those with a pet must sign a pet policy and/or a new lease. Pets must be vaccinated and have an up-to-date rabies shot.



Pets are to be on a leash when outside and are to be allowed in public areas only, not on other residents lawns or patios. Owners, and their guests are to follow a “poop and scoop” practice in order that the property remain pleasant for all.

Privacy Screens, Wind Breaks, and Awnings

While there is a wide variety of privacy screen or wind break applications in Hamlet Estates, all such installations must be pre-approved by the Board of Directors. The purchase of awnings must also be pre-approved by the Board of Directors, in keeping with existing awnings. Those interested are to submit their request to the Hamlet Estates Property Committee, care of the Administrator. Your request will need to be accompanied by a sketch and it must conform to the Board’s wishes for clear plexiglas panels, or manufactured lattice made of pressure treated wood or white vinyl, framed or otherwise supported at the edges so as to prevent warping or breakage.

Prolonged Absence from the Unit

In the case of prolonged absence from the unit, (eg. more than 72 hours) the Board requests that the Business Office be informed in writing of:

- a) Dates of absence and expected date of return.
- b) Name and telephone number of person taking care of the unit during the residents’ absence.
- c) For insurance purposes, the unit should be inspected every other day.
- d) Residents are encouraged to turn off their water supply when away for a prolonged period. (Phone maintenance if required.)

Role of the Support Services Manager

The Support Services Manager is a Registered Practical Nurse, whose role for Hamlet Estates is to be the expert resource for learning more about local community health services. Residents are encouraged to phone or visit the Support Services Manager should they have any questions regarding community health and support services that may help them with their day to day needs. It may involve a referral to the Community Care Access Centre, or to a local Nursing Agency, or for access to Meals on Wheels, or to the dining service operated at Woodland Towers. It may be that the resident just needs to find out who they should speak with to address concerns regarding changes they are experiencing in their life, or it may be that the resident would benefit from basic nursing assistance from time to time, B12 shots, minor wound dressings, or specialized medical equipment, etc. Residents are encouraged to provide their health information, and emergency contact information to the Support Services Manager, or to phone her at anytime to learn more about how she can be of assistance. (519-271-4090 ext. 2212)

Sale of Units

Those wishing to sell their unit must inform the Administrator of their intention to sell. Upon receiving such information, the Administrator will issue a list of those on the Hamlet Estates waiting list to the prospective seller along with a copy of this procedure. The Administrator will also make note of the sale details, and contact information for the purpose of sharing this information with the Hamlet Estates Residents' Council. Please refer to your lease for further details. All those selling their unit are strongly encouraged to inform the corporation of any deficiencies that must be inspected, and if possible resolved, prior to the transfer of the unit.

It is expected that a seller would give all those on the waiting list priority consideration for the opportunity to purchase the right to occupy their unit. Giving those on the waiting list priority will lend credibility to the Hamlet Estates waiting list, and will ensure that the unit is sold at fair market value, thus protecting the resale value of units for all residents. Residents are welcome to sell, or otherwise negotiate to transfer their life lease interest on their own, however they are also welcome to use the service of a local realtor. Realtor sales fees/commissions are the responsibility of the seller/Resident, and may be negotiated with the realtor.

Prospective purchasers must be informed that their offer to lease must be approved in advance by the Hamlet Estates Board of Directors. Prior to being considered by the Board, prospective purchasers must meet with the Administrator, they must visit their doctor to obtain an independent living assessment, and they must meet with the Woodland Towers/Hamlet Estates Support Service Manager. Approval by the Board is based on whether the applicant meets the mandate of Hamlet

Estates, (eg. physically disabled or over the age of 55 years) and is capable of living independently with or without support services. Such approval will not be unreasonably withheld, and such requests are typically dealt with at regular meetings of the Board, which take place on the fourth Thursday of each month.

Note that the Board may amend its life lease agreement from time to time as applicable for new residents.

Please note that real estate signs are permitted in the gardens **or on the garage door** or inside windows, however, are not permitted on John Street frontage.



A life lease contact number (519-271-4090 ext. 2219) is located on the John Street entrance sign for passer by inquiries, and the Administrator and/or Housing Co-ordinator will respond to such inquiries.

Screen Doors, Storm Doors, and Patio Doors

Screen Doors are not supplied by Hamlet Estates, but may be purchased by the resident. The type and installation have already been chosen and approved by the Hamlet Board. All screen replacement and maintenance is at the expense of the resident.

Please contact the maintenance office or the Administrator to make sure your choice conforms and has Board approval before purchasing.

For emergency exit purposes, particularly in the winter months, and recognizing that patio doors are locked; residents are required to leave screen doors unlocked. For your own safety, in the winter, residents are encouraged to open their screen door occasionally, to ensure a safe emergency exit. For sliding screen doors, residents are encouraged to leave them open in the winter months to ensure they are not frozen shut. Residents may use spray de-icer on sliders if needed.

Signs

No signs other than realtor signs shall be placed anywhere on the property without Hamlet Board approval. No electoral signs are permitted on the property. Note that electoral signs may be placed on the inside of unit windows if so desired. Note further that realtor sold signs may remain for no more than one month after the sale.

Smoke Detectors/C.O. Detectors

A built-in hard wired smoke and carbon monoxide detector has been installed on each level of each Hamlet Estates unit. These units have battery back-up in the event of a power failure, and will be inspected each year by the Corporation. Residents are encouraged to phone maintenance should they have any questions related to their detector.

Smoking

Effective January 1, 2011 Hamlet Estates implemented a non-smoking policy, which has resulted in a transition period when some residents will be permitted to smoke in their life lease units and others will not.

After January 1, 2011, no new resident, their guest, invitee or visitor shall be permitted to smoke anywhere in a Hamlet Estates building, including but not limited to their life lease unit. Be aware that this non-smoking policy also applies to medically prescribed smoking and/or prescribed smoking devices. This policy does not apply to residents whose residencies pre-date the implementation of the non-smoking policy. Those residents and their guests, invitees or visitors are permitted to smoke in their life lease unit. As a result of this transition period, the smoke may drift from smoking units into non-smoking units. Hamlet Estates will make efforts to mitigate the impact of second hand smoke, but accepts no responsibility for damages or the disturbance of reasonable enjoyment that may occur as a result of drifting smoke.

Unit Alterations

Any alterations to the property (eg. fences, sunrooms, exterior additions, lattice trellises, awnings, storm doors, kitchen upgrades, permanent flooring (hardwood/tile), bathroom modifications ***, etc.) must have written Board approval and conform to existing standards. Residents must supply related drawings, and floor/tile samples for the Board's consideration. Note that the Board meetings are the 4th Thursday of each month. Following Board approval, any alterations undertaken, are at the resident's initial and ongoing expense. A post project inspection will take place upon completion of alterations.

Prior to undertaking a building alteration:

- a) Have your builder/contractor complete a drawing (including measurements) of the proposed changes including any plumbing, mechanical or electrical work.
- b) Notify adjoining neighbours, where appropriate (eg. noise, contractor parking).
- c) Request Board approval by sending a letter (including drawing) to the Administrator or Board Chair of Hamlet Estates.
- d) Receive written Board approval prior to your proposed change, failing which you may be asked to return the unit to its condition prior to the alteration.

*** Grab bars may be purchased by residents at their sole expense, however, must be approved in advance by the Board of Directors, and subsequently installed by a licensed contractor.

Use of the Spruce Lodge Amenity Areas and Services

Spruce Lodge has several amenity areas, (eg. Griffith Auditorium, Conference Room) and services available to the residents of Hamlet Estates.

Please contact Jenn at Ext. 2274 to inquire about costs, and to make reservations.

Water Softeners

The use of water softeners is strongly encouraged so as to ensure the protection against hard water damage (eg. toilets, fixtures, laundry water hoses, and appliances, etc.). For more information regarding the operation of your water softener, you will want to review your owner's manual.

Residents are welcome to purchase their water softener if they wish, albeit it then becomes the property of the unit as a household improvement, and repairs and maintenance will be at your expense.

If your water softener is a rental, be sure to consult with the rental company, otherwise, a licensed plumber may be able to assist with setting your regeneration schedule.

For water softener salt orders feel free to contact the Stratford Home Hardware at 519-271-4370 or **Bee Home Delivery at 519-273-5700**. Simply provide your name, Hamlet Estates unit number, phone number, and the date and time you would like to have your salt delivered. They will have information related to the price and delivery charge for Hamlet Estates.

Work Orders

The Corporation wants to respond to your work request in a timely manner, and wants to ensure that no work requests are lost or forgotten. To this end, the corporation has put together a systematic way of receiving, recording, and reporting on the progress of your work request.

Hamlet Estates residents are encouraged to use work order forms for maintenance that is not an emergency, rather than leaving a phone message, or dropping off a note, or mentioning to staff in passing. Residents are asked to put their requests in writing. Work order forms can be found in the Prince Unit vestibule, and on the Spruce Lodge maintenance shop door.

Residents are permitted to have on-line access to the Hamlet Estates preventative maintenance software if they wish, such that they can initiate a work order, and monitor its progress. For further information please phone the Spruce Lodge Business office P.M. Worx representative Jennifer Smith at extension 2258.

For urgent requests, residents are to phone the maintenance shop, or the Environmental Services Co-ordinator, for urgent and prompt attention. (eg. flood, broken window, etc.) For emergencies like a fire or serious injury, please phone 911 first, then phone the Spruce Lodge Administrator to report the emergency.

Work order forms are to be completed with your name, phone number, unit number, and the service you require. After completing the form, remove the middle sheet (yellow) so that you have a copy of when you made the request. There are two drop boxes for your requests, one in the Prince Unit vestibule on the south side of the building, and the other on the Spruce Lodge maintenance shop door. These boxes are checked each weekday morning, and work orders are assigned to a maintenance staff member for completion.

We expect that most work orders should be completed within a week, however, once this week has finished, please do not hesitate to phone the Business Office office at extension 2258 to find out how things are progressing.

When maintenance visits to complete the work order, they will leave with you copy of the work order indicating what was done, and/or whether further work has been arranged. Maintenance will retain the front sheet for recording, and reporting purposes.

HEALTH RELATED INFORMATION

Health Related Emergencies (eg. Buddy System & Cool Aid Program)

It is expected that Hamlet Estates residents call 911 for all health related emergencies, with the exception of the Prince Unit residents who are encouraged to use their emergency call system, as outlined on page 25 of this handbook.

While Spruce Lodge has keys to access your life lease unit, only the Prince Unit residents pay for emergency response services as part of their monthly service fee. While dialing 911 will ensure emergency personnel show up at your door, residents are encouraged to think about how emergency personnel will gain access to your home when necessary. To this end residents are encouraged to have a buddy (eg. neighbour, friend or family member) that has a key to their home and that pays attention to such things as emergencies or any other unusual activity or lack of activity. Be sure your buddy has a working key. The buddy will be able to access the unit with their key whenever they deem necessary. Note that should your buddy be away or otherwise not available, and someone determines that they need urgent access to your unit, they should phone the Woodland Towers/Hamlet Estates Support Workers at 519-271-4090 ext. 2278. The Support Worker will then attend with a key. Note that if 911 is called, and access to a unit is needed in an emergency in order to rescue someone they can see or hear, the Police or Firefighters may force entry into a unit, and the cost of related repairs will be at the residents' expense. Note further that in the instance of forced entry, the Police will ensure that the life lease unit is secure before leaving and/or that next of kin have been contacted.

Health & Wellness

For Telehealth Ontario information dial 1-866-797-0000 (re: personal health matters). For the Health line dial 519-641-5519 or visit www.thehealthline.ca (re: resources for community health service providers). For further information about Spruce Lodge programs and services, and other community outreach support services, please contact the Woodland Towers/Hamlet Estates Support Service Manager at 519-271-4090 Ext, 2212.

Be aware that Spruce Lodge staff operate exercise and balance classes daily in the Griffith Auditorium. In addition, **there is an aqua-fit class** available to residents at no charge in the Spruce Lodge therapy pool once per week, **and there is a fully equipped exercise room in Woodland Towers. See the Support Services Manager for further details.**

Cool Aid Program

Residents are encouraged to participate in the Perth County EMS Cool Aid Program, where a paramedic information form is left on their refrigerator. Note that this same information, which includes current medications, allergies, medical history, and emergency contact information, should be shared with the Woodland Towers/Hamlet Estates Support Services Manager. (see Health Related Emergencies) Please phone the Support Services Manager should you need a paramedic information form. Note that this form was updated in 2018.

EMERGENCY RELATED INFORMATION

Emergency Procedures

Hamlet residents should be aware that Spruce Lodge has a comprehensive Emergency Manual intended to guide the organization in times of crisis. Should there be a catastrophic event where Hamlet Estates is in crisis, (eg. tornado or ice storm) residents should be aware that Spruce Lodge has large gathering areas that can serve as a place of refuge until such time that arrangements can be made for suitable accommodation. (eg. Griffith Auditorium, Spruce Lodge Auditorium, etc.) Spruce Lodge staff will reach out to residents during such instances to make sure that they are well aware of the organizational resources that are available to them.

In the event of a *FIRE or EMERGENCY*, occupants will:

LEAVE THE FIRE AREA, LEAVE THE BUILDING, TAKE YOUR KEY WITH YOU

- Close the door behind you.
- Telephone the Fire Department (Dial 911 - never assume that this has been done.) Know and give correct address and location of the fire in the building.
- Prince Unit residents should pull the corridor fire alarm located at each exit so as to alert all Prince Residents.
- Do not return to your home until the Fire Department has declared it safe.
- If you cannot leave your home because of fire or heavy smoke:
 - Dial 911 to let the Fire Department know where you are (eg. unit #).
 - Move away from the fire area to a room with a window so that you can be seen.
 - Close the door but leave it unlocked for possible entry of firefighters.
 - Signal to firefighters by waving a sheet in the window.
 - Seal all cracks where smoke can get in by using wet towels or sheets to seal mail slots, duct work and any outlets (roll of wide masking tape is useful.)
 - Crouch low to the floor if smoke enters the room.
 - Wait to be rescued. **REMAIN CALM. DO NOT PANIC.**

Fire Hazards

In order to avoid fire hazards in their suite, residents are advised to:





- REFRAIN from putting burning material such as cigarettes and ashes into garbage.
- REFRAIN from storing flammable liquids, oil based paint and paint rags, propane tanks, varsol, etc. in your unit.
- AVOID unsafe cooking practices (deep fat frying, too much heat, loosely hanging clothing).
- AVOID unsafe electrical appliances (eg. frayed extension cords, multi-plug outlets, over-loaded outlets or lamp wire for permanent wiring).
- AVOID careless smoking – use of ashtrays – never smoke in bed.
(Note: The Hamlet Estates non-smoking policy applies to all new residents effective January 1, 2012.)
- AVOID careless use of candles - always burn them in a fireproof holder.

Fire Safety and Equipment

Fire safety equipment in each unit is there at the discretion of the owner. It is recommended that each unit owner have a portable fire extinguisher, preferably left in the kitchen area. Note that extinguishers should be inspected from time to time. Note further that applying baking soda will douse open flame for a grease fire, etc. Residents are encouraged to contact the Stratford Fire Department for further information at 519-271-3212. Most units have back entrances onto patio areas that could be used for evacuation purposes.

Suggested Emergency Kit

(Check off those items you have)

- ❑ Flashlight and batteries (in case the lights go out) 
- ❑ Radio and batteries (to listen to news bulletins)
- ❑ Spare batteries (for radio and flashlight)
- ❑ First-aid kit
- ❑ Candles and matches/lighter
- ❑ Extra car keys and cash 
- ❑ Important papers (identification, personal documents)
- ❑ One week supply of food and bottled water
- ❑ Clothing and footwear (one change of clothes per person)
- ❑ Blankets or sleeping bags (one blanket or sleeping bag per person)
- ❑ Toilet paper, hand wipes, hand sanitizer, other personal supplies
- ❑ Emergency phone contact list.
- ❑ Medication 
- ❑ Backpack/duffel bag (or something else to carry the emergency survival kit in, in case you have to evacuate)
- ❑ Whistle (in case you need to attract someone's attention)
- ❑ Playing cards, games 
- ❑ For an imminent tornado, be sure to listen to the radio, watch for T.V. bulletins, and follow any precautionary directives.
(eg. go to basement or to center of bathroom tub)

PROCEDURES SPECIFIC TO PRINCE UNITS

The occupants of the Prince Units have a service fee included as part of their operating fee. The service fee is paid whether services are used or not.

Included in this service fee are the following:

Consultation With The Support Service Manager

This may include nursing assessment, assistance in accessing services, assistance with and/or oversight of medications, contact with other health professionals when necessary.

Emergency Assistance

In case of illness or an accident the resident can contact Woodland Towers/Hamlet Estates Support Services by the emergency call bell or by telephone. A Support Worker will respond to the call and provide immediate assistance. If there is a health crisis, which may require medical attention, the Support Worker shall call an ambulance immediately or contact the Support Service Manager for further direction (when available).



Property Description

The prince units are sixteen (16) one bedroom units, with center corridor, physically attached to the south end of Spruce Lodge by an enclosed walkway. This enclosed walkway is accessed at the cottage link entrance foyer. The door to the enclosed walkway is held open but closes automatically when the fire alarm is activated or when there is a loss of power. The door does not lock.

Main Entrance

Please instruct your visitors and guests to access your unit by the main entrance located at the side of the building, which is equipped with controlled entry for their convenience and your security. Please refrain from allowing access to those you do not know or do not wish to have in the building.

Garbage & Recycling

Please place bagged garbage in the bin provided in the mechanical room. All bagged garbage should be tied. Note that recycle bins are available in this room for use.

Fire Safety Equipment in Corridor

Fire extinguishers are located in the corridor near each exit.

There are fire alarm pull stations at all exits. The alarm system is a part of the Spruce Lodge fire system and activates both the alarm and the enunciator panel in Spruce Lodge.

Parking (see page 16)

Each resident is assigned a parking spot, and either they or their visitors are permitted to use the parking spot.

Smoke Free

The Prince Units are smoke free such that there is no smoking permitted in the building or within 30 feet of the building.

SPRUCE LODGE SITE MAP



Spruce Lodge

643 West Gore St. Stamford, Ontario
Tel: (519) 271-4090 Fax: (519) 271-5862

