



espanola

regional hospital and health centre

hôpital régional et centre de santé

d'esperanza

Queensway Place Assisted Living **TENANT HANDBOOK**

799 Queensway Ave.

Espanola, ON

P5E 1R3



Welcome to Queensway Place!

This handbook contains helpful information about your new home at Queensway Place Assisted Living (QWP). You are encouraged to read this book carefully and keep it handy for your reference. There may be insert pages if there are changes or updates along the way.

QWP is a non-smoking, pet free, seniors living residence, comprised of 18 rooms. We provide the freedom of having your own apartment, with the addition of some non-medical support services. These non-medical support services include congregate dining, housekeeping, and laundry.

The convenience of our location is one of our selling points. We are connected to the Espanola Regional Hospital and Health Centre, Espanola Non-Profit Housing Apartments, and the Espanola Area Family Health Team. This allows access to some of the services offered by these businesses (during business hours) such as:

- Family Physicians
- Emergency Room
- Pharmacy
- ATM
- Chapel Service
- Hairdresser
- Senior's Drop-In Centre

The Senior's Drop-In Centre offers various activities and social events organized by the Espanola Senior's Club.

It is important to note that Queensway Place does not offer health-related services, as the staff that work here are non-regulated health professionals. They are the Environmental Service that also work in the the Espanola Regional Hospital and Health Centre and are on-site daily between the hours of 7:00am and 10:30pm.

Our goal is to provide friendly, efficient service and a comfortable environment, while maintaining tenant independence and quality of life.

We truly hope that you enjoy your new home. If you have any questions that are not covered in this handbook, please call Angie Brunetti, Queensway Place Manager.

Respectfully,

[Angie Brunetti MRT\(T\)](#)

Manager Environmental Services

Queensway Place

825 McKinnon Drive

Espanola, Ontario P5E 1R4

705-869-1420 Ext: 4090

www.erhhc.on.ca



Table of Contents

IMPORTANT PHONE NUMBERS	3
MOVING IN	3
CARS AND PARKING	3
TENANT INSURANCE	3
TELEPHONE, CABLE, INTERNET	4
MAIL AND POSTAL SERVICE	4
RENT	4
LEASE AGREEMENT	4
TENANT CHARGES	6
LOBBY AND REAR ENTRANCE	6
LAUNDRY	6
HOUSEKEEPING	7
MEALS	7
DINING ROOM PROCESS	8
HEALTHCARE NEEDS	8
EMERGENCY SERVICES	9
OUTDOOR AREAS	9
COMMON ROOMS	10
WELLNESS ROOM	10
SENIOR'S DROP-IN CENTRE	10
PHOTOS/SOCIAL MEDIA	11
VERBAL OR PHYSICAL VIOLENCE OR HARASSMENT	11
PRIVACY AND NOISE	11
PAINTING AND ALTERATIONS	11
MAINTENANCE AND REPAIRS	12
EMERGENCY REPAIRS	12
SNOW REMOVAL	13
INSPECTIONS	13
TRANSFERS	13
BUILDING SECURITY AND SALTO ACCESS	13
FIRE SAFETY	14
EVICTIONS	15
COMPLAINTS	15
TENANT NEEDS ALGORITHM	16
APPENDIX A- TENANT NEEDS ALGORITHM	17
APPENDIX B- ACKNOWLEDGEMENT	18

IMPORTANT PHONE NUMBERS

Angie Brunetti, Queensway Place Manager	705 869 1420 ext. 4090
Queensway Place staff/front desk	705 869 1420 ext. 3079
Espanola Hospital Business Office	705 869 1420 ext. 3006
Espanola Hospital After hours/urgent issues	705 869 1420 ext. 0
Fire, Police, Ambulance	911

MOVING IN

A move-in day will be arranged between you and the QWP Manager. Prior to moving in, you will meet with the QWP Manager to review the lease agreement and rent process. You will be given a copy of the lease agreement for your records. You will also receive two security fobs for your unit and building access, as well as a mailbox key. If you lose a key, or require an additional fob, you will be charged \$30 for a replacement. Please inform the manager of a lost key as soon as possible.

Tenants are not permitted to add additional locks to the unit.

CARS AND PARKING

Presently, parking spaces are allocated by the manager and are available to the tenant as needed. The parking is shared with the Non-Profit Housing tenants. Should limited parking spaces prove to be a problem in the future, this practice will be altered.

Only properly licensed, road worthy vehicles are allowed. Abandoned, uncertified or unlicensed vehicles will be towed at the owner's expense.

Vehicle repairs are not permitted to be performed in the parking lot.

TENANT INSURANCE

The hospital nor the Queensway Place staff are not responsible for loss or damage to your furniture or personal belongings. Our insurance covers our property only.

All tenants are required to purchase their own tenant insurance, to protect your belongings against theft, fire, or other damage.

Please note that tenants can and will be held responsible for damage caused by fire or flood if it is caused by negligence.

TELEPHONE, CABLE, INTERNET

Telephone, cable and internet are your responsibility. Please contact the phone and cable companies directly to arrange set up, and for any service issues. Please note that satellite dishes are not permitted.

MAIL AND POSTAL SERVICE

Letter mail and small parcels will be delivered to your unit's mailbox, located in the lobby area. Larger parcels may be held at the Canada Post Office and pick up instructions will be left in your mailbox.

If you would like to forward mail addressed to your last home or apartment, Canada Post can arrange this for you, for a fee.

RENT

RENT AND NON-MEDICAL SUPPORT SERVICE PAYMENTS ARE DUE ON THE FIRST OF THE MONTH.

Your rent is divided into two portions. One portion covers the accommodation and is called the Rent fee. The other portion covers the non-medical support services provided at Queensway Place. Schedule A of the lease agreement will have the breakdown of the fees and the services they cover.

We request that all rent and non-medical support service payments are made through pre-authorized payment through your bank account. We will ask for your banking information at the time of signing your Tenancy agreement.

Rent and non-medical support service increases are reviewed each year, typically around December/January. You will be notified of any increases 90 days in advance of the effective date. The increase is based upon the Consumer Price Index for Ontario up to a maximum increase of 2.5%.

LEASE AGREEMENT

Here are some, but not all the expectations of the tenant, that you agreed to when you signed your lease:

- The rent is to be paid on the first of the month.
- Only the people listed on your lease can live in the unit unless you have written permission from the Manager.

- There are no pets allowed to live in the building. If pets visit, they must be kept on a leash and not left to roam freely. Pets are not allowed in the dining area. Any messes are to be cleaned up by the tenant/visitor.
- There is no smoking allowed in the building or on hospital property. This includes the QWP gazebo and patio areas. Drug use is also prohibited.
- You are responsible for the actions of your guests.
- You should inform the staff or manager immediately of anything in the unit that needs repair.
- You must respect the quiet enjoyment of the other tenants living in the building. Unnecessary noise or actions that interfere with other tenants' enjoyment of Queensway Place is not allowed (e.g., loud music or television, foul language, yelling, etc.)
- Pleasant and courteous conduct toward staff and other tenants. Harassment, threats, intimidation, or coercion will not be tolerated.
- Quiet time is between 10:00pm and 7:00am.
- You will respect the property, and refrain from theft, willful violation of safety rules, willful neglect or mishandling of equipment, littering etc.
- You will not possess guns or weapons of any kind on facility property.
- One (1) months' notice in writing if you plan to move out (some exceptions may apply).

In turn, you can expect the following:

- Environmental Service staff are available 15.5 hours per day (7:00am to 10:30pm).
- Building security (SALTO security system, fire alarm system).
- Nutritious meals served in a pleasant dining setting and access to snacks and leftovers throughout the day
- Weekly thorough room cleaning performed by trained staff, using hospital grade cleaning products.
- Laundry services performed by staff, or available for tenant use
- Private mailbox
- Individually controlled heating in each room
- Cable and telephone hook ups in rooms (Tenants must provide their own phone and service provider).
- Facility issues addressed promptly by Management and Maintenance staff.
- Respect for quiet times.
- Use of common areas to socialize with other tenants and/or tenants' guests.
- Basic supplies including toilet paper, laundry detergent, and access to cleaning supplies. Tenants will bring their own linens, towels, etc.
- Respect for your privacy with limited entry to the unit.

These are just a few of the things covered in your lease. If you would like your lease explained to you in greater detail, please contact the manager, Angie Brunetti (705) 869-1420 ext. 4090.

TENANT CHARGES

Most of the services are covered under your rent or non-medical support services charge, however there are times when additional charges will be applied.

Repairs that result from normal wear and tear are not charged to the tenant. However, tenants will be charged for damages caused by themselves or their guests. Examples of things a tenant might be charged for include:

- damage to drywall, flooring, and doors.
- missing or broken fixtures
- garbage left in unit by the tenant when they move out.
- broken windows and screens
- general damage

Other additional charges could include, but not limited to:

- NSF fees
- Replacement of lost security fobs
- Social event costs such as Bingo fees

LOBBY AND REAR ENTRANCE

Queensway Place is a secure building requiring an electronic key (fob) to enter the home. The only way we can ensure security is by being diligent about who enters.

There is an intercom system at the lobby door as well as the rear door. Please do not allow anyone into the building if they are not your guests.

In addition, if you see someone in the unit that looks lost, please inquire about who they are here to see. QWP staff also ask these questions if they do not recognize the visitor. Please report any issues to staff or management.

LAUNDRY

Although laundry service is included in the non-medical support services fee, all tenants can access the laundry room to do their own laundry if they choose. Please ensure you observe all the laundry room regulations that are posted in the laundry room. If you would like to do

your own laundry, please discuss it with the staff so that you are not interfering with another tenant's laundry time.

The Queensway employees will provide laundry services each week on a pre-determined schedule that will be arranged with you. We will launder up to 4 loads per week. If you require more than four loads, please discuss this with the Manager.

HOUSEKEEPING

The Queensway employees will provide a thorough cleaning of your room each week on a pre-determined schedule that will be arranged with you. This includes dusting, window, floor, and washroom cleaning. Staff will not move breakable items such as collectibles, frames, antiques etc. Room cleaning will still occur if you are away during your scheduled time. Please let the staff know if you do not want this service.

In addition, the staff clean common areas and high-touch areas daily.

MEALS

Three nutritious meals are prepared daily by the ERHHC Food Services Department and served in the Queensway Place dining room. The menu for each day is posted outside of the dining room and the menu for the week is posted on the Communication Board. The meals, which have a seasonal influence, follow Canada's Food Guide to Healthy Living.

We are not able to cater to individual diets, preferences, sensitivities, or allergies. If a tenant requires specific items that are not part of the menu, it is up to the individual to purchase these items on their own.

Mealtimes are:

Meal	Time
Breakfast	8:00am
Lunch	12:00pm
Dinner	4:45pm

Although meals are scheduled at specific times, the dining room is open for tea, coffee, snacks, etc. while staff are on duty.

We understand that there may be times when a meal will need to be consumed in your room. Please speak with the employees or Manager if you require this service, as there are some limitations.

We like to celebrate certain occasions such as Christmas, St. Patrick's Day, birthdays, etc. On your birthday, we will decorate your seating area, sing, and serve birthday cake for dessert after lunch.

DINING ROOM PROCESS

- 1) Hand sanitizer must be used immediately before entering the dining room.
- 2) Please refrain from group dining if you are feeling unwell. Inform the staff, and they will be able to give further directions.
- 3) When entering the dining room at mealtimes, please stay to the right side where you can choose your beverage, salads, sandwiches, and desserts, and then proceed to your table.
- 4) Only touch the items that you plan to take.
- 5) The staff member working will come to your table as soon as possible to bring the hot items you have ordered.
- 6) Please do not stop at the steam well area to look at the food, or to tell the staff your order. This is for safety reasons, and infection control purposes.
- 7) The menu is always posted outside of the dining room, and all tenants are given a copy of the menu for their rooms.

HEALTH CARE NEEDS

As Queensway Place tenants can enjoy independent living with some additional support, it is important to understand that the employees of Queensway Place do not provide health care services.

If health care services are required, you as the tenant will need to purchase these services from an external provider. In addition, Queensway place does not provide transportation services, and staff are not able to transport you to appointments within or outside of the facility.

However, if you need immediate healthcare assistance, please reach out to the Queensway employee on site as they will call 911 or your family to take you to the Emergency Department.

If daily health care services are needed, such as bathing, dressing, medication management, etc., you will need to hire these services on your own, by calling the Northeast Community Care Access Centre.

If your health deteriorates to a point where alternate living arrangements need to be made, we will help support your needs by:

- Putting you in touch with the Hospital Patient Care Navigator
- Putting you in touch with the Community BSO Coordinator

- Working with you and your family to ensure the needs of both parties are being met

It is important to have a back-up plan in case a situation arises in which your health declines rapidly. You should have a conversation with your family and health care practitioner regarding Advanced Care Planning, and this plan should be communicated to the manager of Queensway Place.

It is the responsibility of the tenant to inform the manager and/or staff working if you are experiencing any of the following:

- New or worsening cough
- Shortness of breath or difficult breathing
- Temperature over 38° C
- Feverish or chills
- New fatigue or weakness
- New muscle or body aches
- Abdominal pain, diarrhea, or vomiting
- Advised by a Health Care provider to self-isolate
- Any updates on the symptoms subsiding
- Undergoing chemotherapy treatment

You are not obligated to share a diagnosis with anyone, however disclosing any of the items listed above will allow for the staff/manager to ensure appropriate measures are put in place to keep other tenants and staff as safe as possible. This information will only be shared with the necessary team members.

EMERGENCY SERVICES

Emergency Services, including fire, police and ambulance have a master electronic fob that they will use to access QWP in the event of an emergency. Under the Landlord Tenant Act, consent is required from the tenants for this service. By signing the Acknowledgement page at the end of the handbook, your consent is assumed.

OUTDOOR AREAS

With such a beautiful and peaceful location, patio tables and chairs are provided by the Queensway Place and placed outside each spring. In addition, a furnished gazebo is available for your enjoyment.

The patio and gazebo are non-smoking areas.

You are invited to put flowers and vegetables in the patio area at the rear of the building, near the gazebo. These should be placed in moveable planters for placement and convenience.

COMMON ROOMS

Common rooms are for the use and enjoyment of all tenants. They can be used for tenant meetings, courses, recreation, and social programs as well as religious services.

Guidelines for use of common rooms/lounges:

1. Common Rooms/Lounges shall be kept open for use by all tenants.
2. Individual tenants may reserve the common room for personal use (i.e., large birthday party) with the permission of the manager, if private functions do not conflict with previously scheduled programs.
3. Alcoholic beverages are not allowed.
4. To reserve a common room for a private function, please contact the manager.
 - a) The request must be made in sufficient time to permit other tenants approximately two weeks' notice of the event.
 - b) A description of the event including date and time of use is to be posted on the door.
 - c) In all cases the person(s) making the arrangements are responsible:
 - i. setting up
 - ii. putting away furniture as required
 - iii. any damages
 - iv. leaving room in the condition in which it was found.

WELLNESS ROOM

Queensway Place offers a Wellness Room that includes handheld weights and foot pedal exercise equipment. By signing the acknowledgement, tenants understand and accept that use of this equipment can result in personal injury, and that it is up to the tenant to assess their own abilities regarding any type of exercise. By using the equipment, tenants assume any personal risk, and acknowledge that QWP is not liable for any harm, loss, injury, or damage that may result.

SENIOR'S DROP-IN CENTRE

The Senior's Centre is a separate organization located across the lobby from Queensway Place. The Drop-In Centre hosts a variety of activities including exercise classes, games, potluck dinners, presentations, etc. For more information, visit the Drop-In Centre to view the calendar schedule.

PHOTOS/SOCIAL MEDIA

During certain events such as parties, ceremonies or for promotional purposes, photos may be taken that include tenants and staff of Queensway Place. By signing the acknowledgement form, tenants are consenting to permission to use/publish photographs and waive the right to inspect or approve said photos.

VERBAL OR PHYSICAL VIOLENCE/HARASSMENT

We believe that tenants and staff have the right to equal respectful treatment regardless of their race, ancestry, place of origin, colour, ethnic origin, religion, creed, sex, sexual orientation, marital status, family status, disability, receipt of public assistance or record of offenses.

DISCRIMINATION, ABUSE OR HARASSMENT WILL NOT BE TOLERATED.

All incidents of verbal or physical abuse or harassment will be investigated by the manager and documented. A repeat incident will result in the tenant being issued a 7-day notice to rectify the situation or risk loss of tenancy.

PRIVACY AND NOISE

Tenants are reminded to respect other's right to privacy and enjoyment of their homes by keeping noise at a low level. Excessive noise is contrary to the terms of the tenancy agreement.

If you are faced with what you feel is an unreasonable noise situation, please discuss this with the manager as soon as possible. Repeated excessive noise offences may be grounds for eviction.

Queensway Place enforces quiet times during the hours of 10:00pm to 7:00am. In order to respect other tenants' right to quiet enjoyment, we ask that during this time, television volumes are turned down, doors are closed, and gatherings outside of tenant rooms are kept to a minimal volume. In addition, we ask that you keep music, television, gatherings to a reasonable volume during daytime hours as well.

PAINTING AND ALTERATIONS

Tenants must not make any alterations without first obtaining written permission from the Manager. The manager's permission is also required for:

- Installing Air Conditioners
- Hanging Pictures or curtains (curtains must not come near baseboard heaters)
- Removing the door mechanism
- Painting or wallpapering

Hospital maintenance staff will be able to assist with these requests.

Units are usually painted every 10 years. You will be notified well in advance of painting your unit. Units are painted before a new tenant moves in.

MAINTENANCE AND REPAIRS

If your unit requires repairs or maintenance, please notify the staff or manager as soon as possible. We have a system in place designed to ensure that your request is not overlooked and dealt with as soon as possible. Most repairs are done by our own staff and completed within 2-3 business days.

There is no charge for repair due to normal wear and tear. However, any damage caused by you, or your visitors may be charged to you.

Monthly inspections may also occur for such things as smoke detectors.

Except in emergencies, maintenance staff may not enter your unit without permission or must provide 24-hour notice. For emergencies after hours (flood, power failure to whole unit, no heat or water), please call 705-869-1420 ext. 0.

EMERGENCY REPAIRS

For emergency repairs from 7:00am to 10:30pm, please contact the Queensway Staff immediately at extension 3079.

For emergency repairs after **10:30pm please call the hospital - the staff will ensure that your concerns are answered as soon as possible.**

(705) 869-1420

Examples of **EMERGENCY REPAIRS** that cannot wait until the morning or next working day are:

- **no water**
- **no power**
- **a broken water pipe (not a dripping tap)**
- **no heat in winter**
- **smell of gas**
- **sewer backup**

SNOW REMOVAL

The hospital maintenance staff is responsible for snow removal at specific areas around the building. Snow will be removed from all essential entrances and walkways, and the hospital has a contract to have snow plowing done in the parking lot, if two or more inches of snow has fallen.

In addition, snow will be removed around vehicles parked in the apartment parking lot as much as possible. This will be done as soon as other high priority areas around the hospital have been completed.

INSPECTIONS

Each unit is inspected by the Manager prior to a new tenant moving in. At this time, the manager will look for any major repairs and renovations that may be needed.

Repairs and renovations such as window or bathroom fixture replacements require special budget funds and approved work is done when funds are available. This may occur after you move in, and arrangements will be made with you to complete the work.

TRANSFERS

If you would like to move to another unit within QWP, please speak to the manager as soon as possible. You will be placed on a waiting list according to our internal transfer process. There are some circumstances for special priority. There may be fees associated with transferring units.

BUILDING SECURITY AND SALTO ACCESS

If you are locked out of your room, the staff will be able to let you into the unit and your room, during the hours of 7:00am-10:30pm.

After office hours, please contact the Hospital Switchboard and a hospital employee will be able to assist you. 705 869-1420 ext. 0.

Queensway Place was designed with security in mind. To keep your building as secure and safe as possible please follow these few simple rules:

- 1.** Never “buzz” someone in unless you know the person.

2. Report any strangers wandering around the building or knocking on doors to the Manager, or staff immediately.
3. Always close your door when you leave your apartment.
4. Do not prop open exterior doors.
5. Make sure exterior doors are shut tight after entering or leaving the building.

Please note that there are security cameras in the QWP lobby, as well as the QWP hallway, that are recording activity 24/7.

FIRE SAFETY

If you hear the fire alarm, follow your safety plan immediately. Never assume it is a false alarm.

Fire or smoke in your room or common room:

- **Leave the room. Close the door behind you.** Flip the fire tag so only white is visible.
- Pull the fire alarm pull station on the wall at the end of the hall. (Lift plastic cover, then pull lever).
- **Go to the Hospital Cafeteria or outside via the back door depending on where the fire is.**
- Assist other tenants as necessary.

If you hear the fire alarm:

- Listen for announcements of fire location.
- Open the door cautiously.
- **If the fire is anywhere other than Queensway Place or the lobby, continue to listen for announcements until the bell stops, or you receive further instruction.**

Reminder:

The fire zone includes Queensway Place and lobby (Drop-In center, hairdresser etc.)

- Evacuate to the hospital cafeteria or outdoors using the exit near the wellness room, depending on fire location.
- Avoid walking past the fire area during exit.
- Do not try to put out the fire on your own.

Please note that your room will have one or more smoke alarms/detectors. These are checked regularly.

Mock fire drills will be held twice per year to ensure everyone understands what to do in an emergency. A meeting will be held after the drill to discuss any changes or improvements that can be made. It is important that everyone participates to ensure your safety.

Please note: Due to the proximity of other tenants living at Queensway Place, the following measures are designed to aid in fire prevention:

- Candles of all kinds (this includes candles specifically used for scent) are a fire hazard and are prohibited in the units and common areas (hallways, common rooms, dining room).
- Cooking and other heated appliances (i.e., hot plates, toaster ovens, electric frying pans, space heaters, irons etc.) are not permitted in units.
- No occupant or visitor is permitted to collect and/or assemble material which would constitute a fire hazard anywhere within Queensway Place.
- No lighter fluid, gasoline, propane, or other flammable liquids is permitted.
- Alternative suggestions are battery operated tea lights/candles or plug in fresheners.
- CSA approved small bar fridge, air conditioners, electric kettles, and coffee makers with auto shut off are permitted following inspection by Espanola General Hospital maintenance department.

EVICCTIONS

Evictions as specified by the *Residential Tenancies Act, 2006* are an unfortunate but sometimes necessary action if tenants do not honor their lease. For example, if they do not pay their rent, damage their unit, or harass their neighbors.

Evictions can be appealed and may ultimately end up in a court before a judge. The Manager's office will go to court if necessary. A copy of the *Residential Tenancies Act, 2006* is available from the Manager upon request.

Please note that Queensway Place is not a health care facility. If your health requires alternate living arrangements, we will work with you during this transition. If you refuse to leave, please note that you may be evicted to ensure your safety.

COMPLAINTS

If you have a complaint about a staff member, another tenant or guest, or an issue involving the service provided at Queensway Place, please contact the manager. The manager is always

willing to work with the tenants to come up with a solution that is in the best interest of the majority.

If you feel that your complaint is not being dealt with within a reasonable time, please follow up again with the manager. Some things may take time to investigate and find an appropriate solution. If the issue is still not being dealt with, please forward your complaint in writing to the Hospital administration.

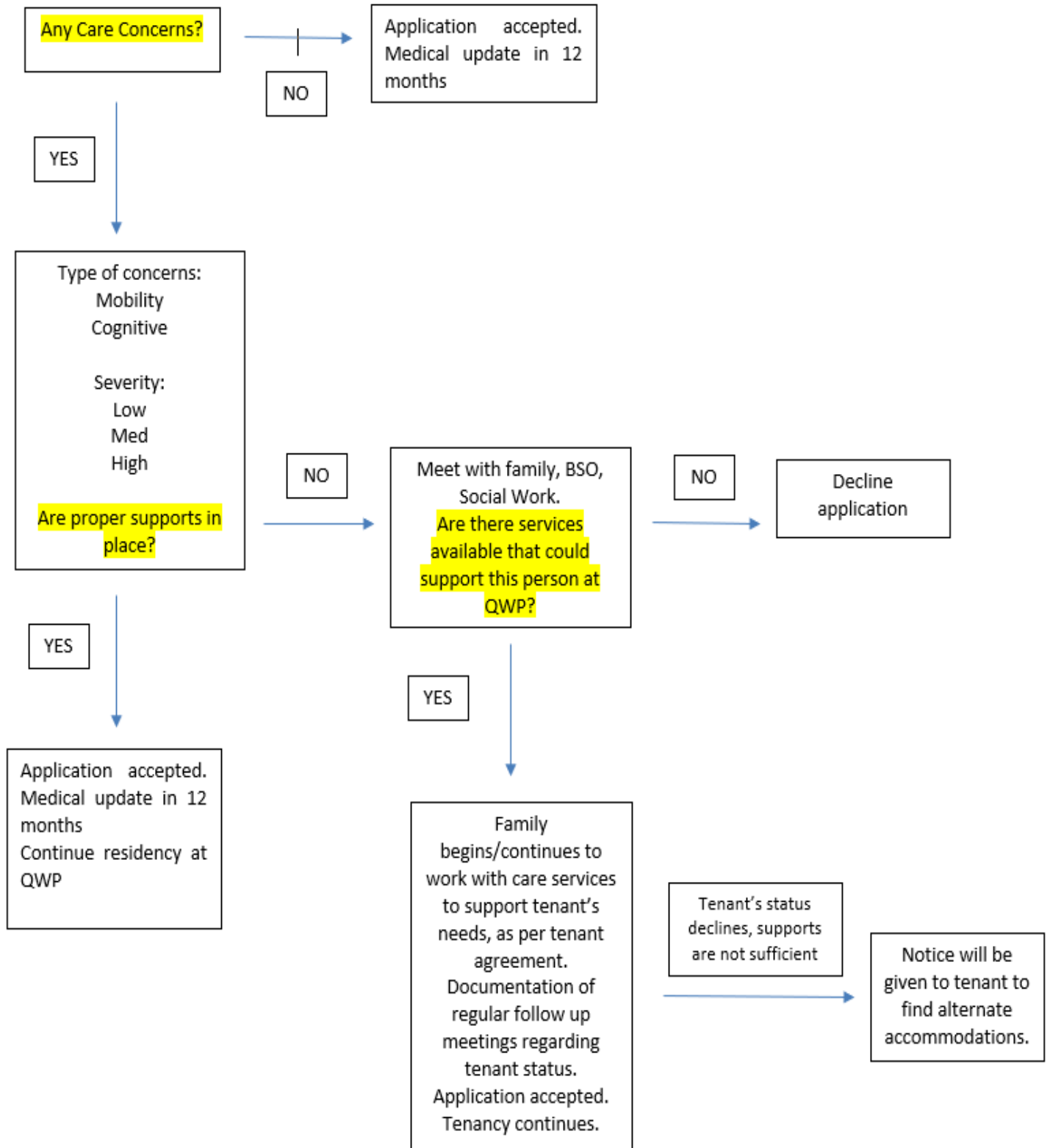
TENANT NEEDS ALGORITHM

Attached is the process we follow to determine whether Queensway Place is a suitable choice for an applicant or current tenant. Again, Queensway Place does not employ health care professionals, so tenants and families are responsible for any additional support needed. If Queensway Place is no longer able to meet the needs of the tenant, it is the responsibility of the tenant and family to find alternate accommodation. If staff or management recognizes a change in behavior or health status, a conversation will be had with the tenant and/or family contact provided by the tenant on the application form. Tenants should have a plan in place for this type of situation prior to acceptance into Queensway Place.

Thank you, and welcome to Queensway Place. We trust you will feel right at home here!

Angie Brunetti

QWP Tenant Needs Algorithm



Acknowledgement

I, _____, have read and understand the Queensway Place Handbook and any accompanying policies. I agree to the terms outlined in the handbook regarding photos, health information, use of the wellness room, etc.

Date: _____

Signature: _____

Please return this page to the Queensway Place Manager as soon as possible. A copy will be returned to you.