



*Comfortable & secure living
for seniors*

Donwood South

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welcome

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Mission Statement

At Donwood South our mission is to care for seniors with dignity, respect and Christian Values.

Vision Statement

We will actively anticipate and respond to the diverse needs of our seniors, employees, and community of today and tomorrow.

Values

We remember that our Christian values are rooted in the Mennonite Brethren heritage.

We recognize the unique contribution made by the elderly to their families, churches and community

We commit to serve our residents, tenants, families, volunteers, staff and community with compassion, accountability, respect, and excellence.

Introduction

Donwood South opened its doors in 1982. The 104 apartment units and amenities provide comfortable accommodations for independent seniors who are 55+. Donwood South is a non-profit corporation owned and operated by eight Winnipeg Mennonite Brethren Churches. Donwood South provides independent living in an environment with security, opportunities to socialize and other services. Donwood South has been designated as smoke-free since 1998.

Donwood South is associated with other Donwood facilities offering a continuum of health and housing services for seniors:

- ◆ Donwood Manor Personal Care Home
 - ◇ 121 beds with services funded by WRHA
- ◆ Donwood Manor Elderly Persons Housing
 - ◇ 119 units with rent subsidized by Manitoba Housing Authority
- ◆ Valhalla Cove
 - ◇ 48 unit life lease at market value
- ◆ Donwood West
 - ◇ 60 life lease units at market value

Application

In order to apply for a suite, an application form must be completed by contacting the Donwood South office at 204-338-8688. The completed application is returned to Donwood South, and every prospective Tenant is assessed for suitability. Our two bedroom suites are designated for double occupancy only.

How to reserve the Common Room

1. Ask for room rental form from building manager
2. Fill out form and return with room rental costs.
3. Room rental is only considered confirmed once payment is received.

Possession Date

Keys will be given to the tenant on the date of occupancy, after the Lease has been signed. A condition report will be completed when you move in, to make it easier to settle security deposit issues at the end of your tenancy. This document will be filled out by the Tenant and Building Manager or designate after the lease is signed and the keys have been given.

Suite Breakdown

There are varying configurations of wheelchair accessible suites as follows:

- ◆ 91 One bedroom suites approximately 650 square feet
- ◆ 13 Two bedroom suites approximately 800 square feet

Each suite comes equipped with a refrigerator, stove, wall-mounting air conditioner sleeve and a private balcony.

Overnight Guests

Overnight guests are permitted. Please let the office know if you are having a guest stay for an extended period of time.

Pets

Pets such as birds and fish are permitted, as well as service animals if the medical documentation is provided. Family/Visitors may bring pets in for visiting purposes but are not permitted overnight. Pets must be kept on a lease in all public and common areas.

Air Conditioning

Hallways and common areas are air conditioned. Tenants are responsible to supply and maintain their own air conditioner as specified by Maintenance Services. Please contact the Building Manager prior to purchasing a unit.

Barbecues

Barbecues, whether charcoal or propane, are not permitted on balconies due to fire safety regulations and liability reasons.

Heat

In the extreme cold winter months it is necessary to have your thermostat set at a minimum of 17 degrees Celsius. If the thermostat is not set where recommended or your patio door is open, the pipes can freeze, break and flood your suite and possibly others as well. Donwood South will not be responsible for damages or costs incurred when the Tenant is negligent. After the thermostat has been shut off for summer, it may be necessary to turn the thermostat on high and leave it for 30 minutes to allow the valve to open. If you don't have heat after that, call the maintenance on-call phone: 204-770-2693

Balcony Clearing

Please be mindful of other tenants below and around you when clearing your balcony, in winter and summer. We ask that you refrain from sweeping or shoveling off your balconies as this could result in damage to other tenants personal property or may result in injury to someone below.

Locks and Keys

You will be provided 2 suite keys, 2 entrance fobs and one mail key when you move in. If you need additional suite or mail keys, you can get them cut at any locksmith. Additional entrance fobs are available from the building manager, at a cost \$25.00. We recommend Tenants leave a spare key with a family member or close friend.

If you are locked out after office hours it is your responsibility to pay for any locksmith services incurred. Kildonan Lock is our service provider and would be able to assist you with this. During office hours, a spare key is available at the office.

If for any reason locks need to be changed, contact the office to make arrangements. The Tenant will be responsible for the cost of this service, payable in advance. The original lock and keys are to be returned to the office. Tenants are not permitted to change locks without permission from the office.

Tenant Content Insurance

During your tenancy, Donwood South retains insurance itself to protect for major repairs or replacement of the structure. However, this insurance only covers the structure, and does not cover your possessions within the structure. For example, if a fire, flood, or other disaster was to destroy the unit, or theft was to occur of your personal belongings, replacement of your possessions is not covered by Donwood South`s property insurance.

Tenant Content Insurance *continued*

It is solely your responsibility to insure your own possessions.

It is strongly recommended that all Tenants have a comprehensive insurance policy on their suite contents to protect them in the even of any potential losses or damages to their and/ or other tenants' property and possessions.

Suite Alterations

Alterations, additions or improvements to your suite are not permitted without written consent from the office. Examples are; satellite dishes, paint, wallpaper, border, air conditioner sleeves, flooring, shelving, locks, electrical, including light fixtures, etc. Requests should be put in writing and given to the office for review at which time we will respond in writing as appropriate.

Electrical fixtures for the wall or ceiling must be installed by a licensed electrician. Installation must be approved by maintenance services prior to installation. A copy of the electricians' license number and description of work completed in the suite should be given to the office for your file.

Annual Suite Inspections

Annual inspections of all suites are carried out to check appliances, flooring, plumbing, electrical services and other signs of wear and tear are noted and reported by the inspector. The results are documented for approval, action and budgeting purposes as required. Tenants whose suite presents a health or safety risk will be notified by letter to improve the condition of the suite within a given time frame.

Tenants are responsible for the cleanliness of their suite, the amenities and facilities provided and for repairs of damage caused by willful or negligent conduct.

Fire Safety & Evacuation

Periodically Winnipeg Fire Services will randomly choose to inspect for various fire hazards. Common violations that we recommend you to be aware of are;

- ◆ Keep all doors clear and accessible, free of obstructions that prevent the door from opening fully,
- ◆ Keep combustibles in storage rooms 1 foot away from lights and electrical panel as well as away from power bars and electrical outlets,
- ◆ Extension cords cannot be used as permanent wiring. Power bars must sit flat on the floor or be attached to the wall. No dangling or stretching of cords,
- ◆ Multi plugs must have surge protectors, those that do not are not permitted.

Fire Safety & Evacuation *continued*

Evacuation routes are posted near the elevator on each floor. Fire evacuation procedures for each suite are posted on the inside of the suite door. Tenants are encouraged to be familiar with these procedures in case of fire or other evacuations. If you are unable to manage exiting through the stairwell in the case of an emergency , please contact the Building Manager or designate to be placed on our Needs Assistance list.

Once per year a technician (not employed by Donwood) will inspect the suites to ensure fire equipment is working properly. Proper notice will be given when this is going to occur.

What is an Emergency?

For any Fire, Medical, or Police Emergency: call 911

For other building related emergencies, call building manager at 204-781-2762

- ◆ Flood, leaking pipes, roof leak, sewer back up
- ◆ No heat
- ◆ Elevator not working
- ◆ Building security seriously compromised call 911
- ◆ No water—Call City of Winnipeg #311
- ◆ Power failure—Call Manitoba Hydro 204-480-5900

What is an Emergency? *continued*

Non-Emergency Situations:

The following situation should be dealt with during regular business hours by calling our office at 204-338-8688.

- ◆ Objects dropped down the elevator shaft
- ◆ Car parked in you assigned stall
- ◆ Lost keys
- ◆ Moving in or out
- ◆ Intercom changes
- ◆ Intercom not working
- ◆ Vehicle ticketed
- ◆ Vehicle towed
- ◆ Administrative requests

Call Police at your local non-emergency number 204-986-6222.

- ◆ If you have problems with noisy or unruly tenants or visitors
- ◆ If your vehicle is broken into or vandalized

Absence from Suite

If you are planning to be away from your apartment for an extended number of days, weeks or months for travel or holidays, it is most helpful if you inform the office and complete our “Tenant’s Away” form.

Also,

- ◆ Unplug small appliances,
- ◆ Cancel any newspapers,
- ◆ Discard perishable food,
- ◆ Assign a friend or family member to bring in your mail and run the water in all the sinks and flush the toilet,
- ◆ In winter, leave a car key with a family member/friend in the event we need to have the snow removed from the lot,
- ◆ Also in winter, keep your thermostat at a minimum of 17 degrees Celsius to prevent the pipes from freezing.

No Smoking Policy

We are a smoke free building. Tenants and their visitors are not allowed to smoke in the building or on the property. This decreases the risk of fire and improves air quality for everyone.

Effective April 1, 2006 smoking outdoors will not be permitted within 30 feet of any entry or exit door.

If a Tenant or their guest fails to demonstrate reasonable efforts to comply with our policy, progressive steps will be initiated by the Chief Executive Officer (or designate) which will include the following:

- ◆ Verbal Warning
- ◆ Written Warning
- ◆ Lease Termination Warning

Termination of Lease

One month's written notice is required to terminate the lease agreement. Lease termination forms are available from the office and are required to be filled out. Notice to be given for either the 1st or the 15th of the following month. The landlord has the right to access the suite to show prospective Tenants at reasonable hours after notice to terminate the tenancy has been given.

Garage/Apartment Based Sales Policy

Any type of advertised sale is not permitted without written permission from the office. We have a procedure that needs to be followed in order for such an event to take place. First we require a written request to be submitted to the office for review one week prior, at which time we will respond in writing as appropriate. The Tenant or person(s) responsible for the sale once approved will provide a minimum of three people to do the following:

1. Door person at the front entrance to supervise those individuals who are coming and going to the sale. Also to make sure cars will not park in the loading zone designated for emergency vehicles and for Tenants needing to be picked up and dropped off.
2. Elevator operator will travel up and down the elevator with the person(s) entering the building for the sale. Also ensure that the person(s) are going where intended and not causing any disturbances.

Garage/Apartment Based Sales Policy

continued

Visitors are to be supervised in the building at all times for the safety of our Tenants.

3. At least one person in the suite to handle the sale of items.

Sales on Sunday will not be permitted under any circumstance.

Procedure for Moving In/Out of Suite

All furniture is to be moved through the entrance door at the back of the building.

The Tenant or caregiver who is responsible for the move should make arrangements with the office for desired moving date/time at least one week prior. Moving is available Monday through Friday, between 8:00 a.m. to 9:00 p.m. unless alternate arrangements have been made with the office. If sufficient notice has not been given and staff have to come in during non-business hours the following charges may apply:

- ◆ After regular business hours—\$35.00 per hour (minimum 3 hours)
- ◆ \$50.00 per hour if moving on a statutory holiday (minimum 3 hours)

Procedure for Moving In/Out of Suite

continued

On your scheduled moving day a Donwood South staff person will be available for the duration of the move to lock the elevator, provide you with a moving cart, answer any questions you have and if needed, open the garbage room on the main floor to ensure that glass, liquids or larger bags of garbage are disposed of properly. Please do not throw personal items down the chute.

Moving is only permitted through the back entrance.

Movers and/or charities should be instructed to park in front of the garage door in the back lane for the duration of the move. The door may be propped open but should no be left unattended when moving furniture to or from the suite.

On completion of the move, the tenant/caregiver will advise a Donwood South staff person so the elevator can be turned on for regular use.

Keeping within Residential Tenancies guidelines when moving, a Tenant must leave the rental unit ordinarily clean. A list of guidelines for cleaning will be provided when termination notice has been given.

The departing Tenant along with the Building Manager or designate will walk through the suite and complete a rental unit condition report prior to returning the keys for the unit.

Procedure for Moving In/Out of Suite

continued

Also, at this time we will review the suite to ensure the move out checklist has been satisfactorily followed. Any and all charges against the security deposit will be recorded and arrangements for cleaning will be made when necessary. Applicable service charges will be deducted from the security deposit when recommendations for cleaning are not followed.

If you are being charged for any repair and replacement costs, or cleaning and maintenance fees, a completed security deposit form will be provided explaining the charges against your security deposit.

Parking

A limited number of outdoor parking stalls with plug-in receptacles are available for Tenants to rent on a month to month basis for:

- ◆ Tenants who have a valid drivers' license,
- ◆ Tenants who drive,
- ◆ Vehicle has a current registration,
- ◆ Tenants who are physically able to operate a vehicle.

The Chief Executive Office or designate may on occasion ask to see a drivers' license to ensure that the above guidelines are being met. These parking stalls are not available for Tenants to rent so that family members or other visitors can have a place to park when they visit. They are also not available for Tenants or families to store vehicles.

Utilities

Tenants are responsible to make arrangements for the installation of telephone and cable TV (Shaw or Bell MTS). Payment for these utilities is the responsibility of the tenant. Heat, water and electricity are included in the basic rent.

Laundry Facilities

There is a laundry room on each floor. The machines are NOT coin operated. A laundry schedule is located on the wall in each laundry room, and any changes must be approved by the office. Laundry is not to begin before 8:00 a.m. and your last load of laundry must be complete by 9:00 p.m. Out of respect for all tenants we ask that you abide by this policy and follow your scheduled times as some tenants have Homecare that assist them with their laundry and require the specific time that is scheduled. If no one is using the facilities during their scheduled times you may contact that tenant to confirm if you may use their time slot. If you do not receive confirmation from the tenant themselves you CANNOT use the facilities until an open slot becomes available or until your scheduled day.

Mail

If you receive mail that is not yours, please pass it on to the office. Parcels are delivered directly to the suites, the office cannot sign for any parcels.

Refuse

Depending on the type of refuse, please follow these steps:

Garbage:

- ◆ Properly tied and secured “grocery store size” bags may be put into the garbage chute. Take all large items to be disposed of to the main garbage container.

Recyclables:

- ◆ Recycling bins are located out the east exit door of the building for Tenant use.

Canvassing

Donwood does not permit door-to-door canvassing. The only time canvassing will be permitted is during an election with prior arrangement approved by the Chief Executive Office or designate.

Lounge Area

The lounge is available for the enjoyment of all Tenants. It is used for many functions throughout the year. This room is available to rent for family gatherings or special events; please see the office for rental arrangements and further details. Tenants are encouraged to use the lounge area for visiting, however the kitchen is not available for use unless the lounge has been rented for a private function. Children are not to play, run or loiter in the hallways or other public areas of the building.

Games Room

The Games room is available to all tenants from 8:00 a.m. to 10:00 p.m. Consideration of others is emphasized, and behavior must be such that it will not be offensive to others. All guests must be accompanied by the Tenant they are visiting. Guests of a Tenant may not use the room own. Please take care of the equipment and replace the cover on the pool table when you have finished.

Security

All entrance doors are kept locked. Access is available only through the front entrance between 11pm and 6am. A security system is installed at the front entrance. A camera provides TV viewing (channel 117, Shaw cable) of the entrance by all Tenants. Tenants are assigned an entrance code when they move in to Donwood South. When visitors come, they should enter the code number on the panel—the phone in the suite will ring. The door can be opened by pressing “9” on the phone. Each Tenant has to let in his/her visitors. For safety reasons, suite numbers are not posted on the panel. It is the Tenants’ responsibility to inform visitors of their suite number. Two security cameras are on each floor and multiple cameras on the perimeter of building. If any security arise, please see building manager.

Library

The library is located in the games room and has an assortment of reading material both in English and German. Books are available to all tenants and are asked to be returned once you are finished.

Recreation Facilitator

The Recreation Coordinator works in conjunction with the Director of Resident and Housing Services. The Recreation Coordinator encourages Tenant participation and provides programs which offer Tenants the opportunity to participate in a range of activities and interact with other Tenants, visitors and volunteers. A calendar of activities and special events is prepared each month and is available to each Tenant. Copies of the calendar are placed on the main floor bulletin boards.

Volunteer opportunities

Tenants wishing to volunteer their services are encouraged to contact the office. We do our best to match volunteer's interest with Tenants' needs and have many excellent opportunities at Donwood Manor Personal Care Home.

Building Manager

We have a building manager on site Monday to Friday. They are in the building regularly and will prioritize maintenance requisitions on a priority basis. For after hours emergencies like water, flooding or no heat please call building manager at 204-781-2762.

Maintenance Services

Maintenance request forms are in the mailroom and should be completed and dropped in the box provided. The box is checked daily and followed up on a priority basis. Verbal requests are not acceptable. It is the Tenants' responsibility to notify the landlord of necessary repairs or problems when they occur. When a maintenance person is at your home, if you have additional work that needs to be done, please do not ask the maintenance person to do it. If the work is not on the current order, the maintenance person is not authorized to do the work. You will have to submit another request. Appliances, plumbing and other Donwood South property are maintained at Donwood South's expense. Tenants are responsible for repairs to personal items. Maintenance staff will assist Tenants with various personal upkeep requests in their suite on a fee for service basis (changing light bulbs, etc). Payment for these services can be given directly to the office, or directly withdrawn from your account with your authorization. Cash payments are not accepted; Cheque or electronic bank payments only.

Window Cleaning

A company is contracted to clean exterior windows, excluding balcony windows, twice per year.

Transportation

Safeway and Sobeys provide transportation at pre-scheduled times at not charge. Dates/times are listed on the monthly activity calendar.

Bus Service

A bus stop is on the corner of Henderson Highway and Edison Avenue. For route schedules call Winnipeg Transit information at 204-986-5700.

Handi Transit

This services is available for residents with limited mobility who are registered for Handi-Transit. To register for this service phone 311 or visit the website at: www.winnipegtransit.com/en/handi-transit.

Grocery Delivery

Marketplace at Mclvor Mall offers home delivery service weekly. Please call 204-334-4381 for more information.

Home Care

Manitoba Health provides Home Care Services to seniors with health problems and disabled persons needing assistance to live independently. For more information contact: 204-788-8330 or visit www.wrha.mb.ca/community/homecare.

Important Phone Numbers

Donwood South	204-338-8688
Donwood Manor Personal Care Home	204-668-4410
Building Manager	204-781-2762
On-Call Maintenance Staff	204-770-2693
Emergency	911
Winnipeg Police (Non-Emergency)	204-986-6222
Pension Information	1-800-227-9914
Certified Income Summary	1-800-959-8281
Home Care Central Intake	204-788-8330
Meals on Wheels	204-956-7711
Harman's Meal Service	204-233-5005

Pharmacy Delivery

Rexall Pharma Plus	Mclvor Mall 1795 Henderson Highway 204-339-1595
Superstore	1035 Gateway Road 204-669-0290
Walmart	Crossroads Shopping Centre 204-669-3575

Services Available

Please see building manager for prices

1. Photo copies.
2. Fax transmission.
3. \$25.00 for each NSF cheque.
4. Additional security door key, mail or suite keys can be made.
5. Light bulb replacement.
6. Printed year-end statements.
7. Applicable service charge for keys dropped down the elevator shaft.
8. Service charge applies when staff are available to unlock an apartment door after 5:00 p.m. Monday-Friday, and all day Saturday and Sunday.
9. Re-setting alarmed doors after stated hours on the second occurrence.



**Caring for Seniors with Dignity,
Respect and Christian Values**