

# RESIDENT HANDBOOK

Important information for our residents



# TABLE OF CONTENTS

History of Wyndham Gardens.....	4	Signs and Notices .....	12
General Rules and Regulations .....	4	Insurance.....	13
Housing Office.....	5	Live-In Caregivers.....	13
Maintenance Services .....	5	Residents' Association.....	13
Enterphone System .....	5	Collingwood Café and Coffee Hour .....	14
Smoking .....	6	Library.....	15
Quiet Enjoyment .....	6	Recreation Room .....	15
Municipal By-Laws .....	7	Laundry Room.....	15
Energy and the Environment .....	7	Hair Salon .....	15
Utilities .....	7	Activity Room.....	16
Mailroom .....	7	Dining Room.....	16
Garbage and Waste Management.....	8	Lobby .....	16
Delivery of Items to the Building.....	8	Outdoor Patios and Garden Plots.....	16
Elevators .....	9	Emergency Protocols .....	17
Heating & Air Conditioning .....	9	Security .....	17
Modifications to Units .....	10	Fire Safety Responsibility and Hazards..	18
Seasonal Decorations.....	10	Public Health and Safety.....	18
Balconies, Patios and Windows .....	10	Unionville Community Centre for Seniors (UCCS) .....	19
Satellite Dishes and Antennas.....	11	Unionville Home Society Adult Day Program (ADP) .....	19
Parking Spaces .....	11	Southeast Geriatric Outreach Team (SEGOT) .....	19
Visitor Parking.....	12		
Storage Lockers.....	12		
Pets.....	12		

Dear New Wyndham Gardens Resident,

It is my pleasure to welcome you to your new home at Wyndham Gardens Apartments. I would like to personally thank you for joining our community of comfortable, retirement living in the heart of historic Unionville.

Here, you will be surrounded by beautiful grounds and amenities, shops and restaurants, as well as social and recreational activities – either within walking distance or serviced by public transit.

Wyndham Gardens is affiliated with the Unionville Home Society, a charitable non-profit organization that provides management services for Wyndham Gardens. Fuelled by our commitment to quality and compassionate care, we are a leader in seniors' services.

You are an integral member of our community of care, where older adults are thriving by aging well and living better. For the latest news and information about upcoming events and programming, follow us on Facebook and Twitter, or online at **[www.uhs.on.ca](http://www.uhs.on.ca)**.

I hope that this handbook will help you with your transition and in your residency at Wyndham Gardens. It contains important information and guidelines to ensure that your new home is enjoyable and safe.

If I can be of any assistance to you, please let me or the Housing Manager know.

Warmest Regards,



Abby Katz Starr,  
President & CEO

# RESIDENT INFORMATION



## History of Wyndham Gardens

On behalf of the Board of Directors and staff, welcome to Wyndham Gardens Apartments and the surrounding Unionville Home Society (UHS) campus. Wyndham Gardens is a not-for-profit corporation.

UHS was formed in 1967 under the leadership of the Council of Churches of Unionville and by a group of dedicated volunteers from Markham, Unionville, Stouffville, Thornhill, Milliken and the surrounding countryside, who sought to improve the services available to seniors in the community.

These volunteers came together and chose a home for elderly persons as the Society's Centennial project. With continued community support and cooperation for over 50 years, UHS expanded to provide a wide range of seniors' care and housing services. Wyndham Gardens Apartments was incorporated in August 1985 under the Corporations Act of Ontario. The objective of the corporation is to provide living accommodations to elderly persons.

The UHS campus also includes the Union Villa long-term care home, Heritage Village bungalows, and the Unionville Community Centre for Seniors. UHS also offers an adult day program and provides geriatric outreach services.

In order to promote a safe and enjoyable living experience for all residents at Wyndham Gardens, we would like to share the following Rules and Regulations with you.



## General Rules and Regulations

It's important that you take the time to familiarize yourself with this document.

In addition to the terms and conditions set out for occupancy at Wyndham Gardens in the Life-Lease Occupancy Agreement, the rules listed in this document shall be observed by all Occupants and any other person(s) visiting the unit, including, without limitation, members of the Occupant's family, guests and invitees.

Any losses, costs or damages incurred by the Corporation by reason of a breach of the rules and regulations in force from time to time by any Occupant, or by his/her family, guests, servants, agents, shall be borne and/or paid for by such Occupant and may be recovered by the Corporation against such Occupant.



## Housing Office

The Housing Office is located on the main floor of Wyndham Gardens. It is staffed by the Housing Manager and is open Monday to Friday, during regular business hours. The telephone number for the Housing Office is **(905) 479-2066**.



## Maintenance Services

### Urgent Issues

For urgent issues (such as flooding) please call the maintenance staff immediately at **(416) 677-5603**.

### Non-urgent Maintenance Requests

For maintenance requests that are not urgent, please use the web-based online process called Maintenance Care. This process helps us to meet your needs by allowing us to schedule maintenance work if required.

There is a computer in the Wyndham Gardens mailroom (located on the main floor) that can be used to receive your maintenance requests. If you prefer to access Maintenance Care from your own computer, you can request the link from the Housing Office.



## Enterphone System

Each Occupant is listed alphabetically on the enterphone panel in the front lobby vestibule. For security purposes, the numbers appearing beside your name do not reveal your unit number.

You may see who is telephoning from the lobby by turning your television to **channel 59 or for Digital 988**.

## How to use the enterphone system:

- Your visitors will call you from the enterphone in the front vestibule.
- Answer the telephone and talk to your visitors.
- Press 6 to allow entry, and then replace the receiver.
- The entrance door will automatically unlock and your visitor can enter.
- To refuse entry, just replace the receiver.



## Smoking

**Smoking is forbidden in the Units and in all indoor common areas of the building. This includes the corridors, entrance lobby and underground parking.**



## Quiet Enjoyment

Wyndham Gardens is a wonderful place to live and we are all responsible for contributing to an enjoyable environment.

To that end, we require that Occupants and their families, guests, visitors, and persons having business with them will not create nor permit the creation or continuation of any noise or nuisance which, in the opinion of the Corporation may or does disturb the comfort or quiet enjoyment of the Units or common areas.

Excessive noise is not permitted. If a complaint is made about excessive or loud noise or a resident in another Unit is disturbed or finds it an annoyance, a nuisance or disruptive, then the Occupant of the Unit that is responsible for the noise should immediately rectify the situation and take such steps as might be necessary to abate such excessive noise to the satisfaction of the complainant and or the Corporation.

Musical instruments may be played with moderation and at reasonable times of the day. The volume level of stereos, radios, televisions, etc. must be reasonable and consistent with the time they are being played.

No wholesale, retail or auction sales, private showing or public events shall be allowed in any Unit or the common areas without the permission of the Corporation.

Firecrackers or fireworks of any kind are not permitted in any Unit, on the grounds or in common areas.

Any repairs to the Units or common areas shall only be made between the hours of 8:00 a.m. to 5:00 p.m., Monday to Saturday, except emergency repairs with the Corporation's approval.



## Municipal By-Laws

No Occupant shall do anything or permit anything to be done that is contrary to any rules, regulations or ordinances passed under any statute or municipal by-law.



## Energy and the Environment

Keeping our campus green and environmentally friendly is important to everyone. Together, we can make a difference.

### **Please help by:**

- Washing laundry in cold water.
- Reducing the temperature on your thermostat when you're not at home and overnight.



## Utilities

Water shall not be left running unless in actual attended use. No Occupant shall overload existing electrical circuits, sewage systems, or any utility. Toilets, drains, and other water apparatus shall not be used for purposes other than those for which they are constructed. No sweepings, garbage, rubbish, rags, cigarette butts, ashes, or other substances shall be discarded into toilet bowls.



## Mailroom

The mailroom is located on the ground floor near the main entrance. Bulletin boards are also located in the mailroom which indicates activities at Wyndham Gardens and elsewhere on the campus.

Important messages from the office are also posted in the mailroom. All messages or posters must be approved by the Housing Manager prior to posting. Urgent information will also be distributed to each unit and by email if you have provided an email address.





## Garbage and Waste Management

Garbage chutes are located on each floor of the building. Please place garbage within garbage chutes between the hours of 10:00 p.m. and 7:00 a.m. to avoid noise that would disturb Occupants of the building.

Loose garbage shall not be deposited in the garbage chutes. All garbage must first be properly packaged or bagged to reduce or eliminate mess and odours within the garbage room on each level and in the disposal room at the exit from the chute.

Bagged garbage shall be of a reasonable size to ensure that it can travel easily down the chute and **shall not be left in the garbage room.**

In partnership with the Town of Markham, Wyndham Gardens offers you recycling services. As part of Wyndham Garden's recycling program, we encourage you to place empty, clean recyclable material in the blue receptacles located in the recycled rooms on each floor.

Please break down all cardboard boxes and place them in the cardboard receptacle at the South end of the underground parking lot.

Place your organics in a plastic bag and place tied bags in the green cart located in the Garbage Room on the 1st floor (south of the Activity Room). Any unwanted furniture must be **removed from the property and disposed of by the Occupant and/or family.**

No burning cigarettes, cigars or other flammable material shall be put down the garbage chute.

An Occupant shall not place, leave, or permit to be placed or left in or upon the common areas, any debris, refuse, or garbage, and all Occupants must maintain strict sanitary conditions in their units.

By doing your part, you are helping our building divert waste from disposal, which benefits our community and the environment.



## Delivery of Items to the Building

All deliveries of furniture, appliances, or similar large items shall be made at the rear of the building using the service entrance. No deliveries other than mail and small parcels are permitted through the front entrance. If you are expecting a large delivery, please inform the Housing Manager.





## Elevators

There are two elevators located inside the front lobby equipped with front and rear exit doors. An emergency telephone is located in each elevator and is to be used to obtain help in the event of a mechanical/electrical breakdown. The telephones are directly linked to the emergency response service, which will assist accordingly.

The moving of household furniture and effects in or out of Wyndham Gardens requires that an elevator be put on 'Service'. Reserving the elevator for this purpose must be arranged with the Housing Manager at least 48 hours prior to the move taking place.

The Occupant reserving the elevator for moves or delivery shall be liable for the full cost of repairs of any damage to the elevator and any part of the common elements caused by the moving of furniture, equipment or any other material.

In addition, Occupants shall be responsible for any damage to the common areas, corridors, etc. as a result of moving any of their belongings.



## Heating & Air Conditioning

All Units have a thermostat in the living room to control the heat and the air conditioning.

### To turn the air conditioning on:

- Turn the large knob to cool.
- The Fan Switch should be turned to the desired speed (Hi, Med, Low).
- The system switch should be turned to cool.

### To turn the heating system on:

- Turn the large knob to the crown (this is the normal heat setting).
- For more heat turn the knob to the right
- For less heat turn the knob to the left.
- Turn the fan switch to the desired setting, (Hi, Med or Low).
- The system switch should be turned to 'heat'.
- To turn the system off, place the system switch in the 'off' position.

Many of the Units have an electric heater under the living room or bedroom window and may be turned on at any time for additional heat.

**PLEASE NOTE:** In the summer months, the system is on air conditioning only and from the Fall until late Spring, the system is on heat only. If there is an issue with heating in your Unit, please call the Maintenance staff at (416) 677-5603.



## Modifications to Units

While you are welcome to personalize your Unit, no Occupant shall make any major modifications to a unit without the prior consent of the Corporation. Speak to the Housing Manager for more detailed information as there are specific policies, procedures and authorizations required for any modifications/renovations.

### In General:

Modifications of Unit doors - The entrance doors to each unit are considered common elements maintained by the Corporation. Occupants are requested to avoid modifying the structure and appearance of these doors in any way.

The hallway walls are common areas and nothing shall be hung on them by Occupants.

Modifications to floors - The installation of any new flooring within a Unit must be authorized.

Modifications to plumbing/electrical – Any modifications to the plumbing or electrical in a Unit must be authorized before any work is to be done. Any breaks or leaks in the water supply system during a unit modification must be treated as an emergency. **Please call the Maintenance Staff immediately at (416) 677-5603** if the situation cannot be contained.

**PLEASE NOTE:** For the safety and protection of all Occupants, under no circumstances shall contractors use the common areas, including the garage, balconies, patios and corridors, to store equipment or supplies, for staging or engaging in any work unless specific to that area.



## Seasonal Decorations

Occupants are welcome to decorate Unit doors with seasonal decor. The decorations must not damage the surface of the door or mar its appearance. Wreaths, for example, should be hung with the use of a magnet or a straphanger which goes over the top of the door.



## Balconies, Patios and Windows

No awnings, external shades, privacy screens or netting shall be affixed onto, or erected over and outside of windows, balconies or patios. Windows shall not be altered in any way so as to change their appearance from the street. All window coverings (drapes, blinds, verticals, etc.) shall appear white or off-white from the street.

No Occupant shall use a Unit balcony or patio for storage or for clothes-drying, or in any other manner which, in the opinion of the Corporation, detracts from the external appearance of the building.

Nothing shall be thrown out of the windows or doors of the building or off balconies or patios.

No floor covering of any kind shall be permanently affixed to balcony or patio floors; loose summer carpets may be used between May 15 and November 1 each year.

Nothing shall be placed on the outside of windowsills.

Seasonal furniture is welcome on balconies and patios and may be neatly stored there during the winter.

Balconies and patios shall be kept neat and tidy at all times. Bicycles shall not be kept on balconies or patios. Bicycles are required to be stored in the bicycle rack in the underground garage. Barbeques are not permitted on balconies or patios.



## Satellite Dishes and Antennas

No individual satellite dish, television antenna, aerial, tower or similar structures shall be erected on or fastened to any Unit, including the balcony or any portion of the common elements, except by the Corporation in conjunction with a common television system, and no cable shall be strung on the outside of the building.



## Parking Spaces

Each Occupant has access to one parking space either indoors or outdoors depending on the Life-Lease you have purchased. Only a private passenger car/van or small pick-up truck (no larger than a half-ton) or a motorcycle, shall be parked in an Occupant's designated parking space.

Trailers, boats snowmobiles, and machinery or equipment of any kind shall not be parked in designated parking spaces or anywhere else on the Wyndham Gardens property or the other areas of the Unionville Home Society campus.

No major repairs shall be made to a motor vehicle in the common areas.

Occupants must keep their designated parking space clear and free of any condition likely to cause a nuisance, hazard or fire liability. Oil spots caused by engine leaks shall be cleaned by the Occupant.

Motor vehicles parked in contravention of these rules may be towed away with the authorization of the Corporation and at the Occupant's risk and expense.



## Visitor Parking

Visitor's parking located in the outdoor parking lot is, at all times, subject to availability.

Visitors to Wyndham Gardens can park, free of charge, in the visitor parking spaces for up to two consecutive nights with a parking pass. After this time, there will be a charge per night. A parking pass must be obtained from the Housing Office and displayed on the dashboard.

If a parking pass is not obtained the unauthorized car will be towed away at the Occupant's expense.



## Storage Lockers

You will be provided a key to access the general storage locker area. Inside, you will have a designated storage locker for your own use. Occupants provide their own lock to their designated locker.

### **PLEASE NOTE:**

- Volatile, flammable materials and perishable food are not allowed in storage lockers.
- No electrical outlets or extension cords are permitted in lockers.
- No items shall be left or stored in the areas outside the lockers. Items found outside of lockers will be disposed of by staff.



## Pets

The Pet policy of Wyndham Gardens is described and limited to the conditions in the Life-Lease Occupancy Agreement. Owners of pets must abide by the terms and conditions of the agreement and the rules will be strictly enforced.



## Signs and Notices

No sign, advertisement or notice shall be inscribed, painted, affixed or placed on any part of the inside or outside of the building, including unit windows or common areas UNLESS approved and authorized by the housing manager or her delegate, and for posting only on the bulletin boards provided in the mailroom and corridor leading to the garage.





## Insurance

It is a condition of your Life-Lease Occupancy Agreement that you have appropriate insurance to cover potential damage to the contents of your Unit including any upgrades and any liability resulting from damage to other parts of the building that may be caused by you or someone in your Unit.

It is important that your policy covers the cost of temporary living expenses. If you own a car, you must maintain coverage for loss or damage, even if you choose not to drive the vehicle for an extended period of time.

When your insurance coverage is renewed, you must provide the following information each time to the Housing Office:

- Name of insurance company
- Policy number
- The expiration date of the policy.



## Live-In Caregivers

As defined in the Life-Lease Occupancy Agreement, only the Occupant(s) may occupy a Unit. At the sole discretion of the Corporation, a live-in caregiver may be permitted, where required, subject to the following conditions:

- If a live-in caregiver is required, the Occupant must inform the Housing Manager in writing.
- The caregiver(s) must sign an agreement that, once the Occupant ceases to occupy the Unit, the caregiver(s) will vacate the Unit within one week.



## Residents' Association

The Residents' Association operates as a liaison between Occupants and the Wyndham Gardens Corporation and its Board of Directors, acting as a collaborative group to respond to resident issues. Membership is available to all Occupants. There is an annual meeting of the Association. Volunteers are always welcome to assist in activities.

# COMMON SOCIAL SPACES



## The common areas of Wyndham Gardens are:

- The Collingwood Café
- Library
- Recreation Room
- Laundry Room
- Hair Salon
- Activity Room
- Dining Room
- Lobby
- Outdoor Patio and Garden Plot

Sidewalks, entries, passageways, stairwells, corridors, walkways, and driveways shall not be obstructed at any time by any of the Occupants. For example: boots, footwear or mats shall not be placed in the hallways.

The Activity Room, the Collingwood Café, and Dining Room may be rented by Occupants for private gatherings. Enquires may be made at the Housing Office.



## Collingwood Café and Coffee Hour

Each Wednesday morning, **Coffee Hour** is held in the Collingwood Cafe between 10:00 a.m. and 11:00 a.m. It is an excellent opportunity to meet your neighbours. The **Coffee Hour** is run by volunteers. Watch the bulletin board in the mailroom for notices of other activities.





## Library

The library can be accessed through the Collingwood Café. The books in the library have been donated by Occupants of Wyndham Gardens, friends and other community sources. Maintained by volunteers, the library is available for your enjoyment at any time. Books and movies are loaned on an honour system. Please make sure to return what you borrow in a timely way. Eating and drinking are not allowed in the library.



## Recreation Room

The recreation room is located in the basement opposite the elevator and equipped with a pool table and comfortable seating.



## Laundry Room

A laundry room is located in the basement next to the recreation room. While there is a washer and dryer in each Occupant's Unit, the washer and dryer in this room are over-sized machines for the use of Occupants who may need larger capacity. These coin-operated machines are provided to Occupants as an added convenience.



## Hair Salon

We are pleased to offer the services of a third-party hair stylist. The hair salon is located on the main floor and the schedule for days of operation and a contact number are posted on the salon door. To make an appointment, drop by the salon or call at **(905) 479-2066 ext. 607.**





## Activity Room

The Activity Room is a multi-purpose large space used for social recreational programs (ie. Movie nights, bingo, crafts) located on the main floor with a kitchenette.



## Dining Room

The Dining Room is located on the main floor adjacent to the Collingwood Cafe and used for small dining experiences and meeting needs.



## Lobby

The welcoming lobby greet residents and guests in style and offers comfortable seating to promote social interactions.



## Outdoor Patios and Garden Plots

You are welcome to enjoy the outdoor patio located on the west side of the building, adjacent to the Collingwood Café.

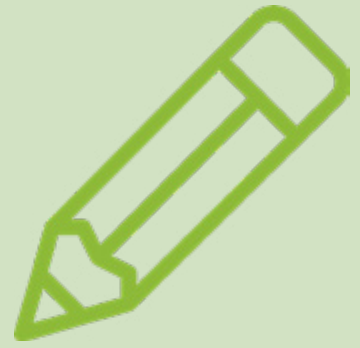
Love to garden? There are approximately 36 small garden plots on the east and south side of the building. If you are interested in obtaining a small plot, please enquire at the Housing Office.

As a reminder, no one shall harm, destroy, alter or litter any of the landscaping work on the property, including grass, trees, shrubs, hedges, flowers, flower beds, or planters.





# SAFETY & SECURITY



## Emergency Protocols

- Know where the alarm pull stations and exits are located
- Dial 911 for emergencies
- Make sure the correct address is provided to the operator:
  - **Wyndham Gardens Apartments of Unionville,  
100 Anna Russell Way, Unionville ON L3R 6C7**
- Ensure your information is current in the Housing Office and that staff are aware that you require assistance to vacate the building in the event of an emergency
- In the case of a personal health emergency, call 911. It is strongly advised that each Occupant has the following information available near their telephone or on the fridge:
  - Name of family doctor and telephone number
  - Health card number
  - Emergency contact information
  - List of medications



## Security

Wyndham Gardens is a secure environment that relies on its residents and staff to maintain safe practices. Access is only by key, fob or the enterphone. We do not allow door-to-door soliciting in the building.

### To keep us all safe Occupants must:

- Instruct all of their visitors to use the enterphone system to gain entry
- Not allow tailgating (someone you don't know or recognize coming in behind you without buzzing the intended occupant)
- If you are buzzed by an unknown individual seeking entry you should tell them to contact that Occupant. Do not allow entry.

- Call a staff member or the police if you notice something or someone suspicious.
- Not leave exterior doors propped open.
- Turn your television to Channel 998 to see who is calling from the front entrance lobby.
- Keep your Unit door locked. Occupants who live on the ground floor should keep their patio doors and windows locked when they are not in their Unit.



## Fire Safety Responsibility and Hazards

**In order to avoid fire hazards in the building, occupants are advised to:**

- Not put burning materials such as cigarettes and ashes into garbage chutes or dispose of flammable liquids or aerosol cans into garbage chutes.
- Not force cartons, coat hangers, bundles of paper into garbage chutes as these items may block the chute.
- Avoid unsafe practices: deep frying, too much heat, unattended stoves, loosely hanging sleeves.
- Not use unsafe electrical appliances: frayed extension cords, over- leaded outlets or lamp wire for permanent wiring. Electrical blankets and heating pads must be checked to ensure the wiring is safe.
- Not smoke in bed and avoid careless smoking, use ashtrays.
- Not leave articles such as shoes, rubbers, mats, etc. in the building hallways, corridors and stairwells.
- Not leave candles unattended; ensure they are placed on a solid surface away from other combustibles and far from areas where they may get knocked over.

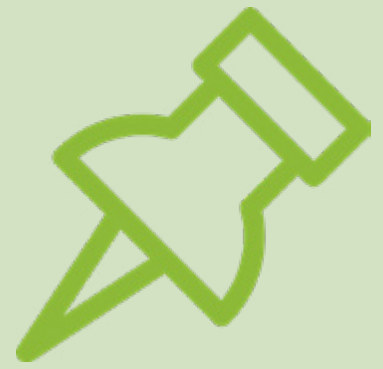


## Public Health and Safety

Where a Unit in Wyndham Gardens is found to be unsanitary, unsafe or where the condition of the Unit, in any way, poses a hazard to public health or safety, the Wyndham Gardens Corporation reserves the right to have the Unit cleaned and/or repaired in order to eliminate the hazard. In this case, the costs of cleaning or repairing the Unit shall be at the expense of the Occupant.

# UNIONVILLE HOME SOCIETY

## Resources Supporting Healthy Aging



### Unionville Community Centre for Seniors (UCCS)

UCCS is a Seniors Active Living Centre providing social, physical, recreational and cultural activities for older adults. Members can access a variety of in-person and virtual programs including bingo, tai chi, socials and seasonal events (subject to program fees). Membership is available to residents of York Region who are 55 years of age or older. For more information, visit <https://www.uhs.on.ca/unionville-community-centre/> or contact the Program Co-ordinator at **(905) 477-2822 ext. 4235**.



### Unionville Home Society Adult Day Program (ADP)

The Unionville Home Society Adult Day Program provides both in-person and virtual activities, including supervised therapeutic programs, one-on-one personalized sessions, fitness, art and music classes (subject to program fees). For more information, visit <https://www.uhs.on.ca/day-programs/> or contact the Adult Day Program Manager at **(905) 477-2822 ext. 4221**.



### Southeast Geriatric Outreach Team (SEGOT)

This comprehensive team of healthcare professionals specializes in the care of seniors living in the community. Our health care team works together to promote independence and vitality for seniors through assessment, consultation, collaboration, and support. Our clinicians connect with clients either in person or virtually. For more information, please call **(905) 201-3389**.

# STAFF DIRECTORY

## **Housing Manager**

(905) 479-2066

Cell (416) 988-2731

## **Maintenance Staff**

Cell (416) 677-5603

## **Maintenance Technician**

Cell (416) 677-2301

## **Manager, Environmental Services**

(905) 479-2066 ext. 602

Cell (416) 677-5602

## **Hair Salon**

(905) 479-2066 ext. 607

## **President & Chief Executive Officer**

(905) 477-2822 ext.4254



For more information, please call or email us at:

**T:** (905) 479-2066 **E:** [info@uhs.on.ca](mailto:info@uhs.on.ca)

Wyndham Gardens Apartments of Unionville  
100 Anna Russell Way, Unionville, ON L3R 6C7

[WWW.UHS.ON.CA](http://WWW.UHS.ON.CA)