

Tenant Handbook

Community Matters



A Commitment to Care

Here to care.

2019

**Welcome to
Holland Christian Homes**

**We're
here to
Care.**



Holland Christian Homes

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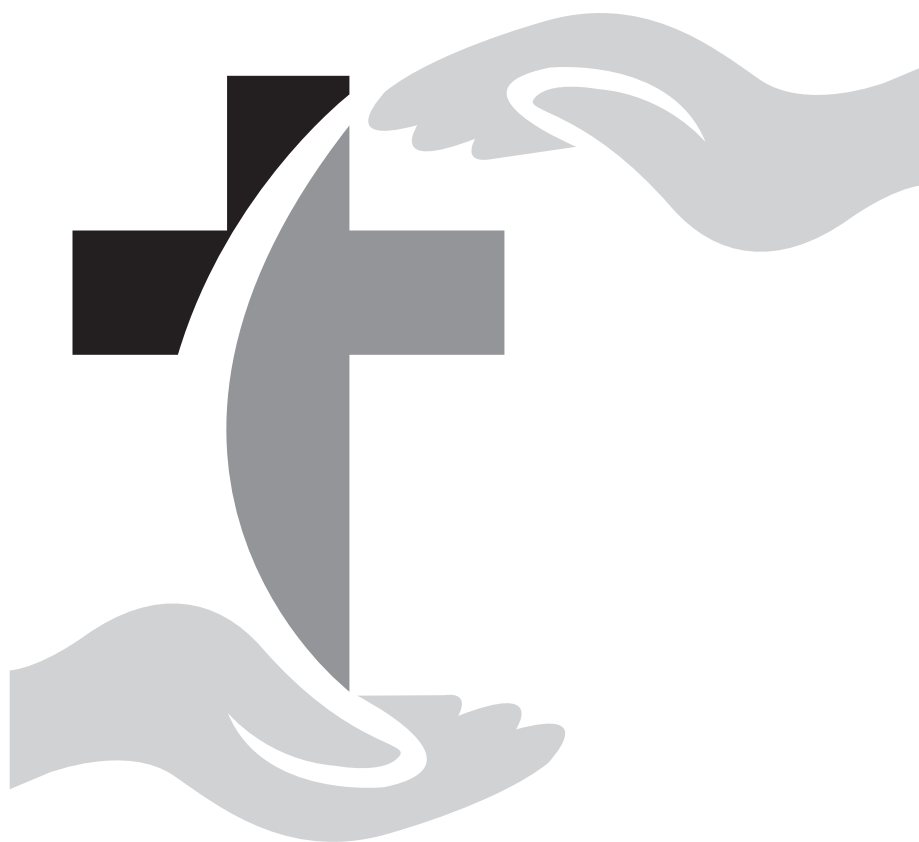
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Introduction and Welcome



Welcome Letter

Dear Tenants of Holland Christian Homes,

On behalf of the Board of Directors, management, and staff, I would like to welcome you to Holland Christian Homes. Our goal is to make your stay here with us as home-like and pleasant as possible.

We recognize that there is a good deal of new information to absorb when you move into Holland Christian Homes. We trust that you will find this handbook helpful as you transition to your new home and your new community. Please do not hesitate to contact us with your comments, concerns, or suggestions.

In the Appendix Section at the back of this handbook you'll find a 'Receipt of Information Package' form. Please remove it, sign it, and return it to the receptionist's desk. It's our way of knowing that you've received the handbook. And please, keep the Handbook in a safe place for future reference!

Once again, welcome to Holland Christian Homes. We are glad you have joined our family. We trust that you will be blessed by this community and that we, in turn may be blessed by you!

Yours very truly,

Ken Rawlins
Chief Executive Officer

Vision, Mission, and Purpose Statements:

Our Vision

To provide a centre of excellence in a caring Christian home for seniors, primarily of Dutch heritage.

Our Mission

In partnership with residents, tenants and caregivers and families, we provide a safe, professional and caring community for seniors based on traditional Christian values offering a continuum of care and support while respecting their individuality and dignity.

Purpose Of Faith and Grace Manors

To provide a supportive, caring, quality, Christian environment in order to preserve the dignity and enhance the quality of life for people who require long-term care from a team of qualified professionals

Core Values

The Core Values listed below describe ways in which our Mission and Vision statements come to expression in our day-to-day living. Together we covenant to:

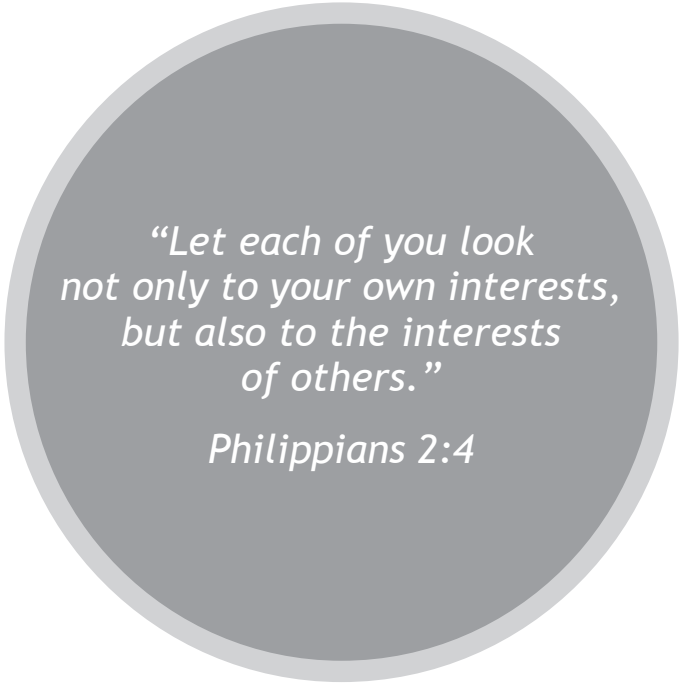
- Work together to ensure the effective stewardship of all our resources.
- Take personal responsibility for making Holland Christian Homes a safe place to live, work, and visit.
- Promote open communication and teamwork while allowing diversity.
- Treat each person and their living environment with respect and compassion.
- Build and maintain meaningful partnerships in the community.
- Ensure that significant stakeholders have appropriate and timely input into the decisions that affect them.

Your Home: Privileges and Expectations

What makes a residence a home? How do you transition from a place you've known and loved - sometimes for a long time - to a new place, a new living environment? Some people have simply said that a home is any place where you lay your head. For others, the answer is a bit more complicated. Here at Holland Christian Homes, we believe your apartment becomes home as you become used to living there. You develop new routines and modify old habits to fit a new environment. You decorate and furnish with familiar belongings and slowly it begins to feel "right". As you settle in here at HCH, you become part of a community. You make new friends, meet your neighbours, and join in new activities. We trust that you will take advantage of the services we provide and get involved!

Being part of a new community also involves understanding how things are done and that there is always a give-and-take dynamic, a community of co-operation. The health of a community depends on everyone accepting their responsibilities as residents live and work together. On the following pages of this handbook, many procedures are outlined and your co-operation in following them would be greatly appreciated. Most requirements have a rhyme and reason, but if you would like clarification on "why we do what we do", please don't hesitate to contact the Admissions Coordinator. And if you see a way to improve on an old habit, let us know that too. We're never too old to change!

The key is that in all things we strive to work together for the benefit of all stakeholders, but especially you, our residents!



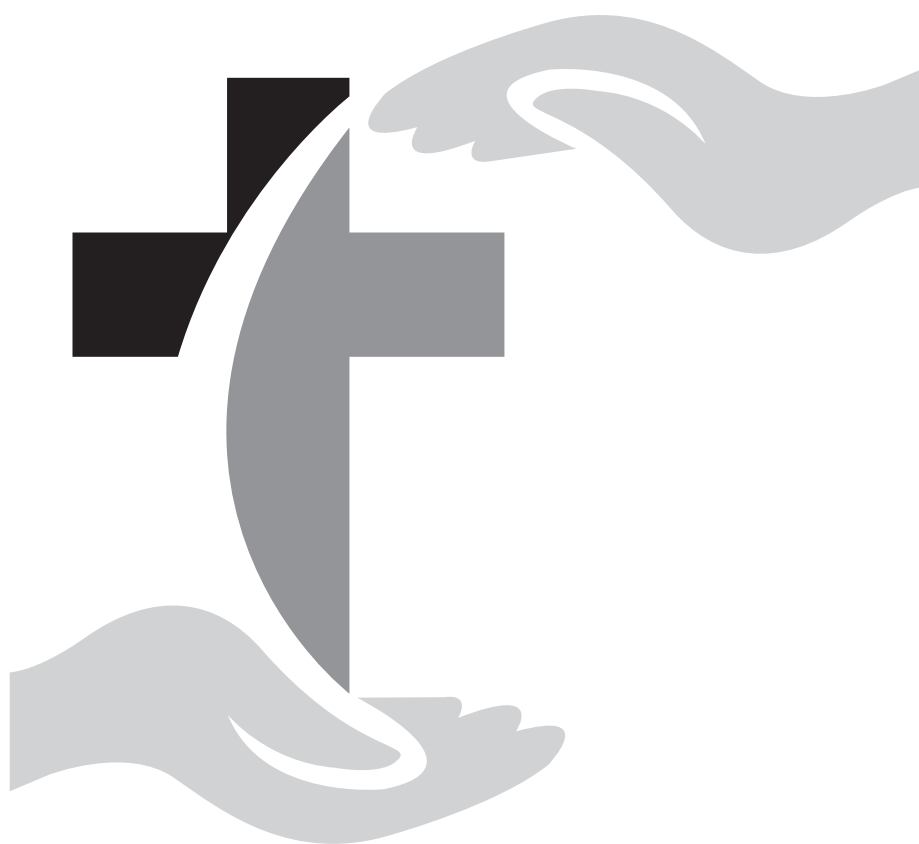
*"Let each of you look
not only to your own interests,
but also to the interests
of others."*

Philippians 2:4

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Site and Building Management

Management



Business Centre and Administration Office Hours

The administration offices are open Monday to Friday 8:30 am to 4:30 pm

Receptionists receive calls and inquiries from:

8:30 am to 9:00 pm Monday to Friday,

9:00 am to 9:00 pm Saturday, Sunday and Statutory Holidays

HCH Directory: Administration and Management

Chief Executive Officer

Ken Rawlins

Ext. 5227

Ken.Rawlins@hch.ca

Ken is responsible for the overall operation of Holland Christian Homes and reports to a volunteer Board of Directors.

Director of Finance

John Peneycad

Ext. 5375

John.Peneycad@hch.ca

Administrator of Faith Manor

Tracy Kamino

Ext. 5374

Tracy.Kamino@hch.ca

Tracy is responsible for the daily operations of Faith Manor

Director of Resident Care, Faith Manor

Mira Memelli

Ext. 5238

Demirke.Memelli@hch.ca

Administrator of Grace Manor

Peter Dykstra

Ext. 5255

petedy@hch.ca

Peter is responsible for the daily operations of Grace Manor

Director of Resident Care, Grace Manor

Maureen Pauls

Ext. 5274

Maureen.Pauls@hch.ca

Nurse Practitioner

Kaitlan Laviolette

Ext. 5261

Kaitlan.Laviolette@hch.ca

Kaitlan is responsible for providing medical care to the residents at Grace and Faith Manor in addition to the care provided by their primary care doctor. Residents' doctors provide most of the routine medical care while the nurse practitioner is available for more urgent matters requiring attention before the resident's primary care doctor is available to attend in person.

Director of Tenant Care

Dawn Serrick

Ext. 5263

dawnse@hch.ca

Dawn is responsible for the management and leadership of tenant care and services in the Towers and ensures programs and services align with the mission and vision of HCH.

Admissions Coordinator

Kelly Pereira Ext. 5250 kellpe@hch.ca
Kelly is responsible for all admission & membership duties. Including transfers, and discharges within the six independent living apartment towers.

Towers Social Worker

Ancy Thomas Ext. 2363 ancyth@hch.ca
Ancy is responsible for providing psychological/social support and counselling services to tenants, along with support awareness, education, referral and system navigation for community support services.

Manors Social Worker

Natalie Talma Ext. 5277 Natalie.Talma@hch.ca

Director of Pastoral Care

Pastor Henk Bruinsma 905 449-8493 hfchurch@hch.ca

Director of Towers Activities

Ashley DeRoo Ext. 5262 ashley.deroo@hch.ca
*Ashley organizes and leads activities, trips and outings for tenants in the towers.
 For activity updates, view channel 990.*

Activation Director, Faith and Grace Manor

Justine Dudziak Ext. 5233 Justine.Dudziak@hch.ca

Director of Environmental Services

Robert Markinkiewicz Ext. 5237 robertm@hch.ca

Maintenance Supervisor

Omer Rodgers Ext. 5286 omerro@hch.ca

Head Receptionist

Stacie Davey Ext. 5220 fronre@hch.ca
The front reception team are responsible for assisting and directing all questions and concerns from the community, HCH tenants and their families. The Front Reception desk (in Ebenezer Centre) is open from 8:30 AM to 9 PM daily. Guest room bookings are also coordinated by the front reception team.

Administrative Assistant

Fran VanVliet Ext. 5276 franva@hch.ca
Fran is responsible for preparing all new tenant leases, yearly lease renewals, changes to lease information, Meals on Wheels billing, and meeting / party room rentals (other than the Family Room in Grace Manor).

Accounting Manager

Helen Bloemendal Ext. 5226 helebl@hch.ca
Helen is responsible for overseeing all financial accounts and reports to the CEO.

Accounting Assistant**Sara VanVliet-Rogers**

Ext. 5211

sarava@hch.ca

*Sara is responsible for the monthly rent payments (pre-authorized / post-dated cheques)**Gamma DynaCare, I.N.R. and whirlpool billings as well as locker allocation and billing.***Accounting Clerk****Manny Murdoch**

Ext. 5235

Manuela.Murdoch@hch.ca

*Manny is responsible for HCH Accounts payables, promissory notes and investment concerns.***Dietary Manager, Faith Manor****Rhea Blekkenhorst**

Ext. 5240

rheabl@hch.ca

Dietary Manager, Grace Manor**Rohit Sharma**

Ext. 5260

Rohit.Sharma@hch.ca

Laundry & Housekeeping Manager**Debbie Donker**

Ext. 5239

debdo@hch.ca

Housekeeping Supervisor**Carol Overzet**

Ext. 5273

caroov@hch.ca

Volunteer Coordinator**Femmie Terpstra**

Ext. 5225

femmte@hch.ca

Emergency Contact Information**911****Front Reception**

Main HCH (Automated) 905 463 7002

HCH (Switchboard) 905 459 3333

Our Facilities



Holland Christian Homes, Overview

Holland Christian Homes is comprised of six senior's apartment towers totalling 642 apartments and two long term care facilities, Grace Manor and Faith Manor each having 120 beds. A site map can be found on the following page.

Trinity Tower	105 one bedroom apartments
Hope Tower	101 one and two bedroom apartments
Covenant Tower	116 one and two bedroom apartments
Providence Tower	111 one and two bedroom apartments
King Tower	112 one and two bedroom apartments
Peace Tower	96 two bedroom apartments

All of which are connected by underground and above ground covered pathways.

Hall, Room and Lounge Locations

Heritage Hall (HEH)

This hall is located between the Ebenezer Centre and Covenant Tower.

Horizon Hall (HOH)

This hall is located between Peace Tower and King Tower.

Harmony Hall (HAH)

This hall is located between The Ebenezer Centre and Trinity Tower.

Providence Tower Meeting Room (PTMR)

This room is located inside the entrance of Providence Tower on the ground floor.

Covenant Tower Lounge (CT)

The area is located on the second floor of Covenant Tower (above the snack bar and overlooking the tenant's dining room).

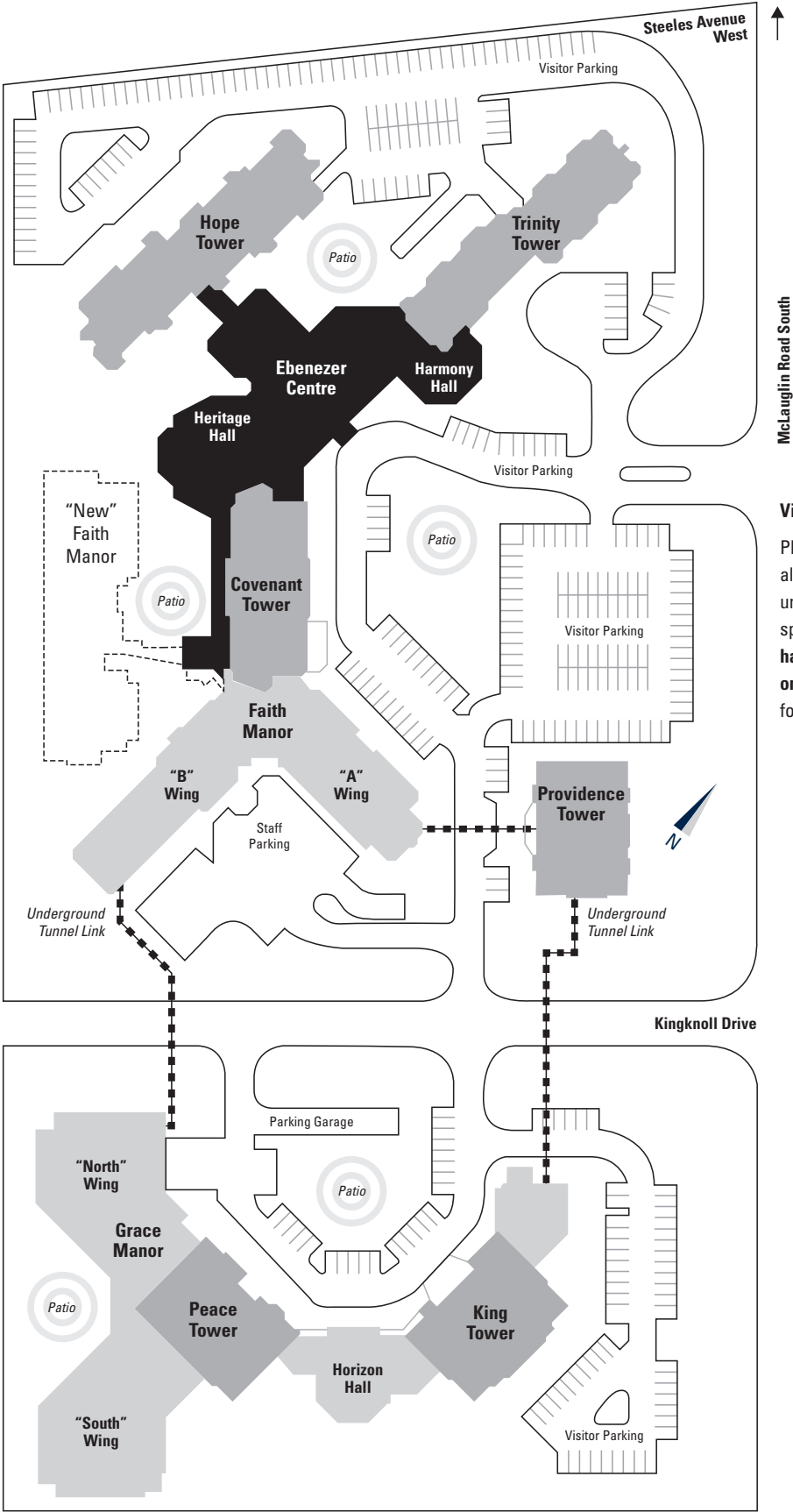
King Tower Craft Room (KT)

This room is located on the first floor of King Tower just before entering the Grace Manor Cafe restaurant.

Grace Manor Chapel (GM)

This room is located on the main floor across from the Family Room.

Holland Christian Homes - Site Map



Visitor Parking
Please note that all numbered or unnumbered parking spots **that DO NOT have a reserved sign on them**, are available for visitor parking.

Our Facilities



HCH Contact Information

HCH Mailing Addresses:

7900 McLaughlin Road South, Brampton, Ontario L6Y 5A7

Trinity Tower	7920 McLaughlin Road South, Brampton ON	L6Y 5V6
Hope Tower	7910 McLaughlin Road South, Brampton ON	L6Y 5V5
Covenant Tower	7930 McLaughlin Road South, Brampton ON	L6Y 5V7
Providence Tower	7950 McLaughlin Road South, Brampton ON	L6Y 5V9
King Tower	35 Kingknoll Drive, Brampton ON	L6Y 5G5
Peace Tower	45 Kingknoll Drive, Brampton ON	L6Y 5P2
Faith Manor	7940 McLaughlin Road South, Brampton ON	L6Y 5V8
Grace Manor	45 Kingknoll Drive, Brampton ON	L6Y 5P2

Phone numbers:

Main HCH, (*Automated*): 905 459-3333

HCH Switchboard: 905 459-3333

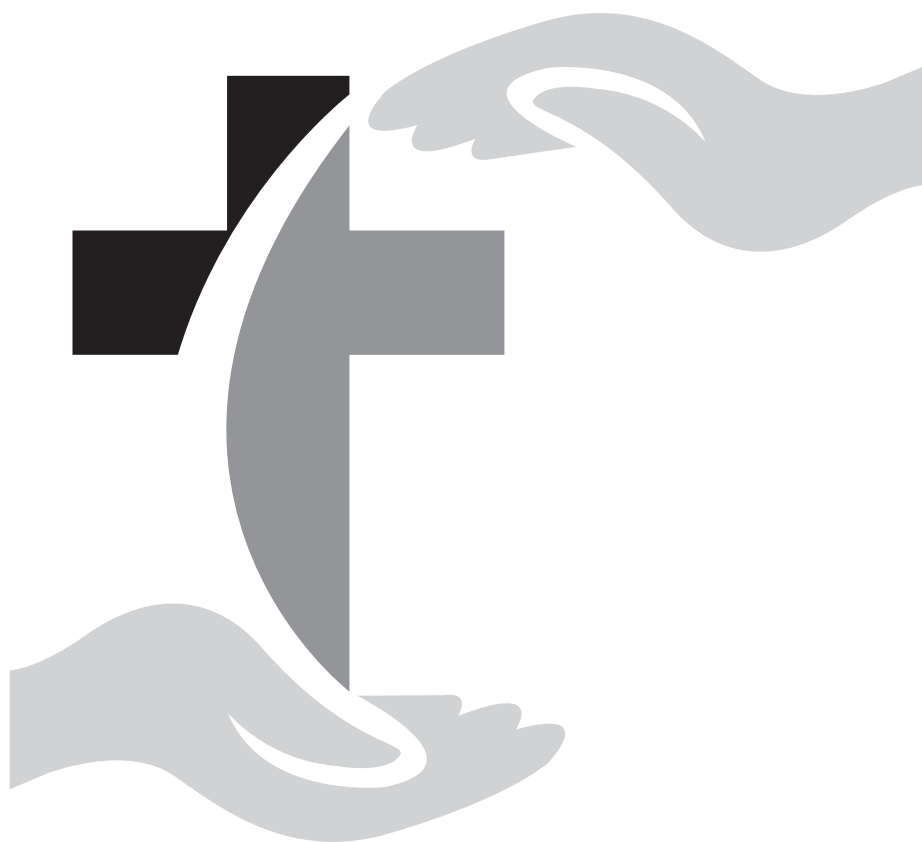
Administrative Offices Fax: 905 459-8667

Website:

www.hch.ca

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Tenant Information



Tenant Information

Creating a Community of Care

You've read our Mission Statement:

"In partnership with residents, tenants and caregivers and families, we provide a safe, professional and caring community for seniors based on traditional Christian values offering a continuum of care and support while respecting their individuality and dignity."

How do we meet this goal? It's a goal we're proud to state and one we daily strive to achieve. What makes it possible? We believe that attention to detail is what makes Holland Christian Homes a caring community. When tenants and staff work together, when lines of communication are open, when everyone understands what's expected, it's easy to call Holland Christian Homes, home!

Tenant Advisory Committee

The Tenant's Advisory Committee meets monthly to discuss the needs and concerns of tenants. Each tower is represented by three representatives who are tenant elected annually in the month of January to replace those representatives whose terms have been completed. Should tenants have concerns or issues that they would like to have discussed at the monthly meetings, they are encouraged to contact their building's representatives as listed in each tower's lobby

Tenant Life at HCH

The following pages provide the details of tenant life at HCH. With the aim of keeping HCH as a great place to live, we would appreciate your attention in reviewing them, being aware of them and following them.

A Air Conditioning

Air conditioners in **Hope and Covenant Tower** must be **9,000 BTU sleeve units**. In **Trinity Tower**, they must be **6,000 BTU (12 ½ x 18 ½) window units**. Filters in Providence, King and Peace Tower units are the Maintenance Department's responsibility. Please keep windows closed as much as possible when using your air conditioner.

B Balcony Use and Care

For safety and maintenance reasons, no floor coverings or carpets are permitted on balcony decks. When flooring, such as carpeting gets wet, it causes damage to the concrete beneath. Clothes lines may not be affixed to balconies.

C Barbeques

Barbeques are not allowed in the apartments or on the balconies due to fire safety issues. There are barbeques for tenant use in the Hope / Trinity Tower courtyard as well as outside in the Horizon Hall Gazebo. Please contact Front Reception if you wish to use a barbeque.

D Bicycles

Tenants with bicycles are asked to register their bicycles and pick up a Bicycle Tag from the Administration office to affix to their bicycle. They will also be asked for a brief description of their bicycle and where they are storing it within the HCH complex.

E Communication

- Bulletin Boards** A bulletin board is located on the main floor of each apartment tower to help keep tenants informed about upcoming events and meetings. Also, an
- Activity Calendars** are located on each floor to inform tenants of events planned for them for each day of the month. Tenants are encouraged to check calendars and bulletin boards frequently for new postings.
- E-mail**
- Website:** www.hch.ca

FIRE SAFETY AND PROCEDURES

Each apartment has a smoke detector. In case of fire in your apartment, leave your apartment immediately, close the door behind you and pull the fire alarm. If the fire is not in your apartment, it is recommended that you stay in your apartment and hang a sheet or towel from your balcony as a signal to the Fire Department. Be familiar with the locations of the fire alarms and of the stairwells. Fire safety procedures are posted on each floor and are also available in the Dutch language at your request.

All staff members are trained in fire safety procedures and know how to deal with emergency situations. Tenants will be instructed in the fire safety procedures. As well, all tenants are given a Fire Safety Handbook in their admissions package. We recommend that you keep the handbook in a safe place and review the information on a regular basis. Regular fire drills are held monthly. Please follow the staff's directions.

F Garbage

A garbage room with a chute is located on each floor of each apartment. Securely tie your garbage bags before throwing them down the chute. Also, please ensure that bags are not too full or too large to fit in and slide down the chutes. Tenants are encouraged to use the supplied HCH blue bags for recyclables and follow the provided recycling instructions. New tenants can pick up a recycling bag from front reception. Recycling bins are located in the garbage room of your tower.

G Housekeeping

On a routine basis, the Housekeeping Department is responsible for the cleaning of all common areas. Your assistance in keeping these areas tidy and free of litter is appreciated. If a particular area requires attention, please complete a Request For Repair ("R4R") form at the reception desk.

H HCH Website: www.hch.ca

Our website (www.hch.ca) provides more information regarding our services and programs for the general public and is used to communicate important information to our families and friends. Keep checking back to this site as we are constantly changing and enhancing its effectiveness. We ask that all tenants, residents, family members or friends feel free to make suggestions on how we might be able to use technology and IT to improve our facility.

I Laundry

Washers and dryers are available on each floor. Machines are coin-operated. Please clean the dryer filter after each load. No clothes lines on balconies. Please do not deposit any laundry with Vaseline on it. Vaseline mixed with detergent causes a chemical reaction staining the load of laundry.

Laundry can be done Monday through Saturday between 8:00 am and 8:00 pm. By common consent, for Sabbath observation, Laundry is not done on Sundays.

J Lockers

Lockers are available for rent to Tenants. There could be a waiting list for available lockers. Please contact the Accounting Assistant at Ext. 5211 if you would like a locker. Tenants who have a locker will receive a yearly invoice for the rental fee.

K Mail

Incoming mail: Mail is delivered to Holland Christian Homes on a daily basis and delivered directly to your mailbox in the lobby of your building.

For mailing purposes, please ensure when giving out your address that you include the name of your tower in front of your apartment number (for example: T.T. 101, if you live in Trinity Tower, C.T. 101, if you live in Covenant Tower, etc.).

Holland Christian Homes	7900 McLaughlin Road South, Brampton ON L6Y 5A7
Trinity Tower	7920 McLaughlin Road South, Brampton ON L6Y 5V6
Hope Tower	7910 McLaughlin Road South, Brampton ON L6Y 5V5
Covenant Tower	7930 McLaughlin Road South, Brampton ON L6Y 5V7
Providence Tower	7950 McLaughlin Road South, Brampton ON L6Y 5V9
King Tower	35 Kingknoll Drive, Brampton ON L6Y 5G5
Peace Tower	45 Kingknoll Drive, Brampton ON L6Y 5P2
Faith Manor	7940 McLaughlin Road South, Brampton ON L6Y 5V8
Grace Manor	45 Kingknoll Drive, Brampton ON L6Y 5P2

Outgoing mail: There is a Canada Post mailbox, located in the Ebenezer Centre, in between DUCA and Sonya's Store. The Providence, King and Peace Tower mail box units have special "outgoing mail" slots. The mail delivery people will take your outgoing mail down to the Main Office area and deposit the mail in the Canada Post mailbox.

L Apartment Keys and Access Fobs

The Admissions Coordinator will provide you with the necessary keys and access fobs. Duplicates can only be made by Holland Christian Homes Maintenance Department. In order to request additional keys contact reception, once the request is approved by the Director of Tenant Care, additional key/s will be provided for a fee.

FOBs: The Admissions Coordinator will provide you with a FOB. Lost FOBs can be replaced by Holland Christian Homes by contacting Reception. The cost for a replacement FOB is \$10.00. Any additional FOBs must be approved by the Director of Tenant Care.

M Maintenance

Maintenance problems may be reported to Reception during the aforementioned hours specified. Please come to Reception to report the problem and give permission for the Maintenance Department to enter your apartment. Your request for repair (R4R) will be forwarded to the Maintenance Department the same day.

N Parking

Tenants park in designated spots (marked by a “RESERVED” sign). The Admissions Coordinator arranges parking spots for tenants and will hand out an orange parking tag to be hung on your vehicle’s front view mirror. Parking spot cancellations should be reported to the Admissions Coordinator.

There are 93 underground parking spots available at Providence, King and Peace Towers. These spots are given on a first come first served basis.

Please observe the “NO PARKING” signs posted on the property and do not block entrances, driveways, or ramps.

O Recreation and Activity Programs

Activities are arranged by tenants with the assistance of the Towers Activity Director. Heritage Hall and Harmony Hall are used for many of our in-house and community events. Events are posted on bulletin Boards, on the monthly calendar, on posters, and aired on our in-house television channel, 990.

P Security

Tenants, please keep your apartment door **locked** at all times.

Entrance doors in Trinity, Hope, Covenant, Providence, King and Peace Tower have an enter phone system. Tenants can allow visitors into the building/apartment by responding to the call from the enter phone and then pressing “9” on your push button telephone to open the door for your visitor.

Channel 988 - Lobby All entrance lobbies are secured by cameras. By tuning in to Channel 988 on your television, you are able to see who is in the enter lobby of your building.

Q Smoking

Holland Christian Homes is a smoke-free environment, therefore smoking is not allowed in common areas anywhere within the facility. Smoking is also not permitted within nine (9) meters of any entrance. Smoking is allowed in Tenant’s apartments however not on the balconies.

R Telephone and Internet

Holland Christian Homes supplies the telephone service for each tenant. See the accompanying contract for details regarding services provided and costs associated. All charges are added to the Lease agreement.

Free wi-fi is available in Horizon Hall, Harmony Hall, Grace Manor Atrium, and outside Heritage Hall at the snack bar tables. For internet access in your apartment, please refer to the accompanying contract for details regarding services provided and associated costs.

S Television and Cable

Cable is a monthly subscription; the cost is automatically added to a resident's monthly invoice. This cable service includes our own Channel 990 which broadcasts live church services and other activities held from time to time in Heritage Hall. Tenants, desiring 'specialty cable channels and services' should contact Rogers Communications directly.

We also have designated Channel 989 as Dutch satellite channel that is sponsored by The Netherlands and provides a variety of programming in the Dutch Language.

Rogers cable digital adapters & digital remotes ***are property of Holland Christian Homes and are NOT to be removed from the apartment they are assigned to.***

T Transportation

Local bus transportation can be accessed on both Kingknoll Drive and McLaughlin Road with a bus shelter available to protect you from the elements in poor weather conditions. For general information and inquiries about **Brampton Transit**, please call (905) 874-2999. Brampton Transit offers routes to the GO Transit station at Bramalea City Centre where bus route #77 from Bramalea City Centre provides GO Transit service transportation to the Finch Subway Station allowing access to the TTC. Tenants can apply for a senior's card at the Brampton Transit Depot.

Mississauga Transit general information and inquiries: (905) 615-4636.

GO Transit general information and inquiries: (416) 869-3200 or at www.gotransit.com

Greyhound Canada Bus Service general information and inquiries: (416) 367-8747.

For taxi services, please call one of the following companies: **A-1 Taxi** (905) 453-6666, **Brampton-Bramalea Kwik Kab** (905) 451-8000, and **Wheelchair Taxi** (905) 799-3648.

TransHelp Transportation Services is available for residents requiring accessible transportation for appointments or community outings. Information can be obtained by calling (905) 791-1015.

U Volunteering

Holland Christian Homes values the important contributions that volunteers make to enhance the quality of life for our residents. The Volunteer Services Department is committed to providing support for all volunteers and strives to promote the talents and contributions of our volunteers. To show the Homes' appreciation, both group and individual recognition events are planned on a regular basis.

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Our Services



Religious and Spiritual Support



Heritage Fellowship Christian Reformed Church

7900 McLaughlin Road S.
Brampton, ON L6Y 5A7
Phone: 905.459.8493
Email: hfchurch@hch.ca
(In Holland Christian Homes)

To all residents of Faith and Grace Manors

Re. Pastoral Care in Faith and Grace Manors

Welcome! As the pastors/chaplains at Holland Christian Homes we pray that God will bless you in this place with his grace and love. To that end we are glad to serve you with pastoral care.

We are pastors of Heritage Fellowship Christian Reformed Church, a congregation of people who are resident in the Towers and the Manors of Holland Christian Homes. We also serve as chaplains to all residents of Holland Christian Homes, including Grace and Faith Manors. We are happy to:

- Provide pastoral visits from time to time with any resident who is open to receiving them
- Make ourselves available for pastoral ministry to family members and caregivers
- Make Bible studies available on each floor of our Manors on a weekly basis
- Make hospital visits regularly to all resident who may be hospitalised, and who are open to receiving these visits
- Provide worship services in Heritage Hall on Sundays at 10:00 a.m. and 7:00 p.m., and on all other significant religious holidays. All residents who can attend these services are welcome. These services are also broadcast via in house television (channel 990)
- Other spiritual care as may be requested by residents.

Grace and Faith Manors also encourage the personal visits which your own pastors and priests may wish to bring to you. For our Roman Catholic Residents, Mass is provided through Saint Jerome's Parish every Monday in Harmony Hall at 10:00 a.m., and every Tuesday morning in the Grace Manor Chapel at 10:00 a.m.

Contact Information

Pastor Henk Bruinsma	Faith Manor: both floors of A Wing Grace Manor: Floor 2 North	Office phone: 905 459 8493 Cell phone: 647 784 6308
Pastor Hank Bylstra	Grace Manor: First Floor & Third Floor	Office phone 905 796 7424 Cell phone: 416 659 8205
Pastor Brent VanderHeide	Faith Manor: both floors of B Wing	Office phone 905 459 8493

Heritage Fellowship Christian Reformed Church

7900 McLaughlin Road South, Brampton, Ontario L6Y 5A7

Telephone: 905 463-7002 • Fax: 905 459-8667 • web site: www.hch.ca

Welcome! As the pastors/chaplains at Holland Christian Homes we pray that God will bless you in this place with his grace and love. To that end, we are glad to serve you with pastoral care.

We are pastors of Heritage Fellowship Christian Reformed Church, a congregation of people who are tenants in the Towers and residents in the Manors of Holland Christian Homes.

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- Other spiritual care as may be requested by tenants.

Pastor Henk Bruinsma

Office: 905 459-8493

Cell: 647 784-6308

Pastor Hank Bylstra

Office: 905 796-7424

Cell: 416 659-8205

Roman Catholic Tenants

Mass is provided through St. Jerome's Parish every Monday in Harmony Hall at 10:00 am.

Contact the church at: 8530 Chinguacousy Road
Brampton, ON
L6Y 5G4
905 455-4260

<https://stjerome.archtoronto.org/>

Commercial Amenities

Anne's Hair Stylist

Telephone 905 459-2382

Appointments can be made Monday to Friday from 9:00 am to 5:00 pm

Grace Manor Hair Salon

Telephone 905 463-7002 x5270

Hours Tuesday - Friday 9-12

DUCA Credit Union

Telephone 905 453-1971

There is a branch of DUCA Credit Union located just inside the main entrance.

Banking Hours:

Monday to Wednesday - 9:30 am to 5:00 pm

Thursday - 9:30 am to 7:00 pm

Friday - 9:30 am to 5:00 pm

King Tower Café

Telephone 905 453-3511

King Tower Café is a full service restaurant and, as the name suggests, it's located adjacent to King Tower. The cafe is also available for catering special events in any of our halls. Contact the restaurant directly for details.

Shoppers Drug Mart Pharmacy

Telephone 905 459-4141

The Shoppers Drug Mart Pharmacy is located in the basement across from the Tower's Nursing Office.

Store Hours:

Monday to Friday from 9:00 am to 5:00 pm

Shoppers is closed on the weekends.

Sonya's Store

Telephone 905 451-6524

Sonya's Store is a mini mart/gift shop and sells a variety of food items as well as stamps.

Store Hours:

Monday to Wednesday - 11:00 pm to 5:00 pm

Thursday - 10:00 am to 5:00 pm

Friday - 11:00 am to 5:00 pm

Saturday - 11:00 am to 4:00 pm

Sonya's Store is closed on Sunday and Statutory Holidays.

Medical Services

The Tower's Nursing Office

The Tower's Nursing Office is located centrally in the Covenant tower "A" Level / Basement

Director of Tenant Care:	Dawn Serrick , R.P.N.	Ext. 5263
Social Worker:	Ancy Thomas , LM.S.W., R.S.W.	Ext. 5363
Social Worker:	Natalie Talma , R.S.W.	Ext. 5277

A Denturist

Denture Clinic: 2nd Thursday of the month (*located in the Medical Centre*)

B Emergency Call Bells

All apartments have emergency call bells in several locations. When you activate these you will hear no sound, but the nursing staff will be alerted by pager. They will respond as quickly as possible and give emergency assistance as needed.

PLEASE REMEMBER - Use only for true emergencies.

If possible, call 905 463-7002 Ext. 5249 to speak to a nurse for other medical needs.

The Nursing Staff arranges appointments on request, or if the Doctor requires it. When you have an appointment, bring all medications with you. Tenants who wish to see other doctors in the community are welcome to do so. It is then their responsibility to make appointments and give relevant information to nursing staff regarding medication, surgery or changes in medical conditions, etc.

C Emergency Response

Nursing staff are available 7 days a week on a 24-hour basis for emergency responses.

Phone Number of Towers Nursing Office: 905 463-7002 Ext. 5249

D Hearing Aide Specialist

Caswell Hearing Instruments: 3rd Thursday of the month from 2:00 to 5:00 pm
(*located in the Medical Centre*)

E Injections Clinic

A monthly clinic is available for Vitamin B12 injections. It is held at the beginning of each month from 1:30 pm - 2:30 pm at the Doctors' Clinic. You will be notified of the Clinic by letter the week before.

F Laboratory (Lab) Services

Gamma Dynacare provides laboratory services every Tuesday morning in the Medical Centre. The fee is \$15.00. A lab technician also makes house calls every Friday morning. The fee for this service is \$25.00 per house call. All lab fees are payable to Holland Christian Homes. You are billed on a monthly basis for these services.

A list of local community labs and their hours of operation is available at the Medical Centre. The community labs do not charge a fee unless there is a fee associated with the test that has been ordered by your doctor.

G Mobility Clinic

The Mobility Clinic takes place on the 4th Wednesday of the month from 1:00 to 3:00 pm. The Mobility Clinic is located in the waiting room area of Medical Centre.

Sign-up sheets are posted prior to the clinics on the bulletin board in the hall by the Medical Centre.

H Nursing and Doctor Services

All Towers Nursing Office Clinic Hours

9:00 - 9:30 am

1:00 - 1:30 pm

5:45 - 6:15 pm

9:00 - 9:30 pm

If you need treatment or you want to speak to a nurse about non-urgent matters, please visit the Medical Centre during these times. These times are set up so that nurses are available to exchange the medication compliance packs, make doctor's appointments, discuss non-urgent health concerns, etc.

Doctors' Clinics (Medical Facility)

Monday 8:30 - 11:45 am - Dr. T. Rahman

Tuesday 8:30 - 11:45 am - Dr. D. Merker

Wednesday 8:30 - 11:45 am - Dr. T. Singh

Thursday 8:30 - 11:45 am - Dr. Moody

Friday 8:30 - 11:45 am - Dr. S. Takhar

I Occupational Therapy and Physiotherapy - MDR Clinics

The staff of MDR Clinics is proud to be members of the Holland Christian Homes (HCH) community. They have been the providers of OHIP funded physiotherapy services to tenants and residents of HCH for over 15 years. They have dedicated physiotherapists who are on the units in the Manors each week day providing one-on-one treatment. They use evidence-based rehabilitation equipment, such as the NeuroGym, to maximize the outcomes of personalized treatment plans. MDR also strives to meet the needs for walkers, wheelchairs or positioning devices. Requests can be made to the Occupational Therapist (OT) to perform a physical and

functional assessment at no cost. If a device is required, the O'T will assist in applying for funding through the Assistive Devices Program (ADP) which covers 75% of the cost of the device.

MDR Clinics is located next to Shoppers Drug Mart by the Peace Tower tunnel.

The following services are available:

- Physiotherapy
- Chiropractic Services
- Massage Therapy
- Foot Care

Contact MDR Clinics at 905 463-7002, Ext 5279 for further information.

J Pharmacy

HCH has a Pharmacy on site in the basement of Covenant Tower across from the Medical Centre. Shoppers Drug Mart will deliver to your apartment all prescriptions and other items that have been ordered. If you are not home, these will be left in the Nursing Office and you can pick them up there.

For prescription refills, baskets are provided in various Towers or empty containers can be left at the Towers Nursing Office.

Medication compliance packs are filled by Shoppers Drug Mart for those who require them. Nursing Staff are responsible for exchanging your medication compliance pack, when you bring an empty one to the nursing office. Speak to staff about these arrangements.

Payments on Shoppers Drug Mart invoices can be deposited in the box marked "Shoppers Drug Mart" outside the Towers Nursing Office in the basement of the complex or at the store during business hours.

Shoppers Home Health supplies equipment such as walkers and wheelchairs.

Address: Shoppers Drug Mart & Home Health Store, 1 Kennedy Road South, Brampton, ON L6W 3C9. Phone number: 416 752-8885.

K The Towers Care Program - Summary of Services

Tenants of the towers of Holland Christian Homes live in an independent living facility and have access to services through a Basic Care Program which is paid through a monthly fee. The "**Basic Care Program**" provides services as listed below. Registered Practical Nurses and Personal Support Service Workers are also available for emergencies on a 24 hour basis, 7 days a week.

Personal care, not covered by the Basic Care Program is available on a fee-for-service basis through our new "**In-Home Care Program**". As personal care needs change, you and your next of kin or power of attorney will be expected to make arrangements for your care. We can assist you with organizing that care.

Basic Care Program

(mandatory for all tenants, cost is covered through a monthly fee)

Summarized services, available to tenants include:

- 24 hour access to nursing staff in a medical emergency. *Examples of medical emergencies are: chest pain, shortness of breath, a fall, etc.*
- Emergency response to Lifeline calls
- Follow up visit after an emergency or sickness, if requested
- With the tenant's consent, staff will notify next- of-kin in case of emergency, a fall or illness and when tenants are sent to hospital
- Provide first aid for minor injuries (*i.e. cuts, scrapes, etc.*). We are not able to apply sutures. If you require sutures, you will need to visit a Doctor's Office or the Emergency Dept.
- Post-hospital safety checks and/or nursing visits up to one week.
- Physicians from the Queen Square Doctors Family Health Team have office hours here for tenants that are enrolled with them. There is a lengthy waiting list for an in-house doctor. *Please note that the HCH Doctors Clinic is not a walk-in clinic, but there are many walk-in clinics in the area and also other doctors in Brampton that take new patients.*
- Access to our HCH nursing clinics four times per day for consultation with nursing staff, administration of eye drops, assistance with support stockings, simple dressings and blood pressure checks. Times are 9:00 am, 1:00 pm, 5:45 pm and 9:00 pm. No appointment necessary to speak with nursing staff.
- Monthly B12 injection clinics
- Blood glucose monitoring up to once a week
- Palliative/end of life care
- Care coordination and help with system navigation—assess increased care needs; assist tenants and family to plan for increased in-home help
- Assistance with referral to the CW-LHIN regarding assessment for the Assisted Living Program and Long-Term Care
- Social Work services
- Provide a list of volunteer drivers to help tenants arrange rides for doctor's appointments
- Coordinate the following services: Hearing Instruments, Denturist, Chiropractor, Massage Therapy, Mobility Equipment, Foot Care
- Coordinate in-house laboratory services through Dynacare Laboratories. Tuesday morning lab clinics at HCH and Friday morning house calls. *Dynacare charges a fee for this service.*
- Keep medical records up-to-date according to privacy legislation. For those tenants who have a doctor outside of HCH, it is recommended that new diagnoses or medical information be forwarded to the The Nursing Office (TNO) so it can be added to your file, insuring that we can provide EMS with a current Medical History in the event of an emergency.

In-Home Care Program

(available to all tenants, through a fee-for-service basis)

Fee for Service:

- Medication Assistance Program—we work collaboratively with Shoppers Drug Mart, the pharmacy on site, to provide assistance with medications. The assistance includes monitoring and/or assisting with medications in the blister packs.
- Assistance with personal care: hygiene, dressing/undressing and bed making
- Unscheduled, urgent requests for personal care
- Respite care (*caregiver relief*)
- Safety checks twice per day
- Light meal prep
- Assist with organizing meals in the Tenant Dining Rooms or Meals on Wheels
- Assistance with a shower (*weekly*) in your apartment. If you would like a shower more than once a week we can arrange this.
- Coordinate Whirlpool Bath Program—available Wednesday mornings

Assisted Living Program:

- We provide the government funded Assisted Living Services for High Risk Seniors Program
- The government has given us funding to provide services to 45 tenants
- Eligibility is determined by an assessment from the CW-LHIN
- There is a waiting list for this program

Homemaking Services

(available to all tenants, through a fee-for-service basis)

The Towers Nursing Office is pleased to now offer homemaking services to independent-living tenants of Holland Christian Homes. We are here to help those who find maintaining and keeping their apartments neat and tidy, too cumbersome.

Our trained staff are now available to assist you by offering homemaking services such as light housekeeping, laundry and meal preparation.

Cleaning service includes:

- Detailed cleaning of bathrooms and kitchens
- Mopping of floors
- Vacuuming
- Dusting of furniture in living room and bedroom
- Spot cleaning of walls

Meal Preparation:

- Help with special dietary requirements
- Cook a favourite meal
- Help out in your kitchen for those tired of cooking

Laundry:

- Includes washing, drying, folding and putting your laundry away

L Wheelchairs

There are wheelchairs located throughout the complex (Heritage Hall and in the lobby of each Tower) *for emergency use only*. **IMPORTANT** - Please do not remove them, except in the case of an emergency. If you require a wheelchair, please speak to the Nursing Staff. When available, they will loan one out to you on a short term basis only.

M The following information pamphlets are available at the Towers Nursing Office:

Advanced Care Planning - This pamphlet helps you know and exercise your rights in preparing for a time when you may be unable to make decisions about your care.

Assisted Living Program - This is a guide to the government funded Assisted Living Services for High Risk Seniors and how tenants can access this program at Holland Christian Homes.

Transportation - Whether your ability to travel independently has recently changed or you require more accessible transportation options, Holland Christian Homes and the Brampton community can assist you.

Social Work Services - As a registered member of the Ontario College of Social Workers and Social Service Workers, the Holland Christian Homes social worker acts as a member of the interprofessional team, providing support services to tenant and families experiencing various psychosocial issues.

Falls Prevention - About 1/3 of community-dwelling seniors fall in a given year. Falls are the leading cause of injury-related visits to the emergency department. You can reduce your risk of falling!

Medication Assistance Program - Explains how the Towers Medication Assistance Program works.

Business Services

A Apartment Rental Payments

Rental payments are to be forwarded to the Business Office. Post-dated cheques or pre-authorized debit are requested. Rent, parking, telephone, cable, care fee and payments for the Tenant Dining room (*if applicable*) should be put on one cheque.

All accommodation fees and questions related to billing should be directed to our Accounting Department. Payments can be dropped off in the mail slot located on the counter in the Administration Office.

B Visitor and Guest Accommodations and Fees

Four guest rooms are available for HCH tenants' and residents' guests and are located on the second and third floors of Peace Tower. Reservation bookings should be completed in advance. Contact the Front Receptionist at extension 5220 for more information. Keys can be picked up after 2:00 pm at Reception and must be returned to Reception before 10:00 am.

C Internal Moves

An internal move, that is moving to another location within HCH, is permitted. For more information please contact the Admissions Coordinator.

D Locker Rentals

A limited number of lockers are available for rent to tenants. Please contact the Accounting Assistant at Ext. 5211 for rental rates and reservations (and be prepared to be placed on a waiting list). Tenants with lockers will receive a yearly invoice for the rental fee.

E Mail

Incoming mail: Mail is delivered to Holland Christian Homes on a daily basis and delivered directly to your mailbox in the lobby of your building.

For mailing purposes, please ensure that when giving out your address, you precede the name of your tower ahead of your apartment number (for example: T.T. 101, if you live in Trinity Tower, C.T. 101, if you live in Covenant Tower, etc.).

Holland Christian Homes	7900 McLaughlin Road South, Brampton ON	L6Y 5A7
Trinity Tower	7920 McLaughlin Road South, Brampton ON	L6Y 5V6
Hope Tower	7910 McLaughlin Road South, Brampton ON	L6Y 5V5
Covenant Tower	7930 McLaughlin Road South, Brampton ON	L6Y 5V7
Providence Tower	7950 McLaughlin Road South, Brampton ON	L6Y 5V9
King Tower	35 Kingknoll Drive, Brampton ON	L6Y 5G5
Peace Tower	45 Kingknoll Drive, Brampton ON	L6Y 5P2
Faith Manor	7940 McLaughlin Road South, Brampton ON	L6Y 5V8
Grace Manor	45 Kingknoll Drive, Brampton ON	L6Y 5P2

Outgoing mail: There is a Canada Post mailbox, located in the Ebenezer Centre, between the DUCA Credit Union branch and Sonya's Store. The Providence, King and Peace Tower mail box units have special "outgoing mail" slots. The mail delivery people will take your outgoing mail down to the Main Office area and deposit the mail in the Canada Post mailbox.

F Rogers Cable and Digital Adapters

The Rogers Digital Adapters and their remotes are property of Holland Christian Homes and are NOT to be removed from the apartment to which they were assigned.

G Rental of Halls and Rooms

The following rooms are available to rent for your family get-togethers:

Harmony Hall, Covenant Tower Lounge, Board Room, Providence Tower Meeting Room and Horizon Hall. *See page 15 for location.*

Please inquire at the Administration office about reservations, policies and fees.

To book a room, hall, or space of any kind for a special-event, please contact the administration office for assistance. Often family members use HCH facilities for birthday parties, anniversaries and seasonal events. For rates and booking please call Fran VanVliet at extension 5276 or front reception at 905 459-3333

Arrangements for room reservations for Memorial services are made through the Pastors. Their contact information is found under Religious/Spiritual Services in this handbook.

H Vacating an Apartment

When vacating an apartment, 60 day notice is required. Please speak with the Admissions Coordinator to make arrangements to vacate. Make arrangements with the Receptionist to book an elevator for the move. All units must be left in the condition they were received.

Personal Services

A King Tower Café

Telephone 905 453-3511

The King Tower Café located on the ground floor of King Tower. The Café is also available for catering special events in any of our halls or meeting rooms. Take out is also offered. Just call and pick up your special order.

Café Hours:

Tuesday - Saturday: 11:00 am to 7:00 pm

Sunday & Monday - Closed

B Meals-On-Wheels

Holland Christian Homes has its own, in-house, Meals-on-Wheels program. This service is recommended for people who are unable to purchase groceries and/or prepare their own meals. The Towers Nursing Staff will do an assessment prior to beginning these meals. A monthly invoice will be sent to all Tenants receiving Meals on Wheels.

C Snack Bar

The snack bar is located across from the Tenant Dining Room in Covenant Tower. Hot meals are available between 11:15 am and 1:00 pm for tenants and visitors. No arrangements need to be made. Coffee, sandwiches and refreshments are also available. Orders in advance are not taken.

Hours of operation:

Monday to Friday	8:00 am to 3:00 pm
Saturday	8:30 am to 3:00 pm
Sundays	Closed
Statutory Holidays	As specified

D Tenant Dining Room

There are two Tenant Dining Rooms that serve a hot meal daily at 12:30 pm for those tenants on the meal plan only. This service is available to all tenants in the six towers as space allows. You can choose to attend the Tenant Dining Room on the main floor of Covenant Tower or the King Tower Cafe located on the ground floor of King Tower. To sign up for the meal plan, contact the Administration Office. The contract is for a minimum of one month and ongoing, unless 30-day notice is given.

In terms of the menu or dietary needs, The Dietary Managers will discuss any concerns you may have.

E Visitor and Guest Room Availability *(also found under Business Services)*

Four guest rooms are available for HCH tenants' and residents' guests and are located on the second and third floors of Peace Tower. Reservation bookings should be completed in advance. Contact the Front Receptionist at extension 5220 for more information. Keys can be picked up after 2:00 pm at Reception and must be returned to Reception before 10:00 am.

Transportation Directly From Holland Christian Homes

Grocery Shopping

Sobeys offers a free shuttle service every other Tuesday. Pickup is at 9:30 am in front of the Covenant Tower entrance.

The Real Canadian Superstore offers a free shuttle service every Wednesday and Friday. Pickup is at 9:45 am in front of the Covenant Tower Entrance.

Brampton Transit

General Information / Inquiries

905 874-2999

Fares (*subject to change*):

Seniors Rate (65+)

*\$1.00 *Cash Fare*

Presto

\$1.60

Weekly Pass

\$16.00

Monthly Pass

\$ 52.00

* Available for seniors with a valid Brampton Transit Identification card only. All non-resident seniors and seniors without a card must pay the full \$3.75 cash fare.

Mississauga Transit

General Information/ Inquiries

905 615-4636

Transhelp

General Information/ Inquiries

905 791-1015

GO Transit

General Information/ Inquiries

416 869-3200

www.gotransit.com

Greyhound Canada Bus Service

General Information/ Inquiries

905 367-8747

Via Rail

General Information/ Inquiries

905-366-8411

Taxi Services

A-1 Taxi

905 453-6666

Brampton-Bramalea Kwik Kab

905 451-8000

Wheelchair Taxi

905 799-3648

Towers Nursing.

905 463-7002 Ext. 5230

For list of drivers to appointments, phone above number.

6

Appendix





Holland Christian Homes

(TOWERS) Tenant's Telephone and Internet Service Agreement

Telephone Service is only provided through our own service at Holland Christian Homes. Other providers (Bell, Rogers, etc. cannot be accessed). There are no fees associated with installation except as noted below (*bringing in your own phone number in from another provider—not recommended*) and there are no fees for transferring anywhere within Holland Christian Homes.

Please enrol me in the Holland Christian Homes phone service with the following connection.

- ☐ I would like to keep my current telephone number (# _____) and am not presently with the HCH service. I authorize Holland Christian Homes to cancel my present telephone service and obtain my phone number from my current provider. I will be charged \$100 connection and administration fee. Charges will commence on connection date (*Connection has been known to take a number of weeks*). HCH strongly recommends that you take a new number assigned by us. **A copy of your most recent phone bill must be provided.**
- ☐ I am currently subscribed to the HCH service and would like to transfer my number (# _____) to my room/apartment **OR** I will take a new number as assigned by HCH. There is no administration fee and charges will commence on rental/admission date. Connection will be completed within 48 hours of admission.

I agree to subscribe to the following services: (please check [✓] each service you desire)

- ☐ **Telephone service** which includes unlimited long distance to North America, all normal phone features, voice mail for \$37.50 including HST per month
- ☐ **Unlisted in the White Pages** (*no cost to you—recommended by HCH*)
- ☐ **Unlimited Long Distance to Europe** for **\$3.50** including HST per month. Countries included: UK, Netherlands, Germany, France, Spain, Norway, Switzerland, Poland, Hungary, Belgium, Sweden, Portugal, Italy, Ukraine, Ireland, Austria, Denmark, Croatia & Greece.
- ☐ **International Long Distance** (*this option is only available to those who subscribe to the Long Distance to Europe plan*). A Long Distance Rate sheet for countries outside of Europe is available for those who subscribe. Long Distances charges are billed quarterly.
- ☐ **Internet service** which includes a DSL speed wired connection, wireless access within your apartment (for laptops and smart phones) and unlimited data transfer for **\$40.00** including HST per month. There are a number of hotspots throughout the facility which can be accessed for free.

PLEASE PRINT:

Name (Tenant) _____ Apt # _____

Signature _____ Date _____

Telephone # _____

Monthly Service Fee _____ Start Date _____

HCH *Here to Care.*



Holland Christian Homes

Holland Christian Homes Inc.

7900 McLaughlin Road South
Brampton, Ontario
L6Y 5A7

Main HCH *(Automated)* 905 463 7002

HCH *(Switchboard)* 905 459 3333

www.hch.ca