

*Mayfair Seniors*

*Community*



*Welcome Manual*



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## **Mayfair Seniors Community**

Welcome to Mayfair Seniors Community; a community offering the combination of affordable ownership, lifestyle, security, and supportive services for seniors. We invite you to explore all the advantages your new home has to offer.

Within this Welcome Manual, you will find information about Mayfair Seniors Community, the amenities and activities that are offered to residents, local amenities in the community, as well as address any questions that you may have about the facility.

As a resident, you are now a part of the Seniors Community Strata and will enjoy access to all common areas within Mayfair and RiverBend. The common facilities at Mayfair offer the perfect combination of independence and socialization in a seniors setting. Interact with your neighbours through the in-house activities offered in the Activity Room, and Multi-Purpose Room. Join friends for a meal in the Dining Room at RiverBend, or should you want a more intimate dining experience with friends and family, the Private Dining Room is available by reservation (also at RiverBend).

Additionally, take advantage of all nature has to offer along the shores of the Thompson River. River's Trail is perfect for a bike ride, taking a stroll, or bird watching. Relax in the pergola, enjoy a BBQ, or partake in a game of horseshoes on the professionally landscaped lawns. It is all available to you as a resident of Mayfair Seniors Community.

We hope you enjoy your new unit and the lifestyle offered at Mayfair Seniors Community!

Sincerely,

The Team at A&T Ventures Ltd.

*Note: Information and prices included in this manual are not intended to be definitive and are therefore subject to future revision*



## Move In Procedure

During the initial occupancy of the building, Mayfair Assistance Crews, lead by the Assistance Coordinator will be onsite in order to ensure your move is as smooth as possible. This team will be available to answer any questions you might have about Mayfair Seniors Community and lend a helping hand when needed.

Should you be move into your unit following the initial occupancy of the building, please contact the Mayfair Seniors Community Sales Manager, in order to arrange for elevator protection to be installed prior to your moving date.



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## Overview & Maps

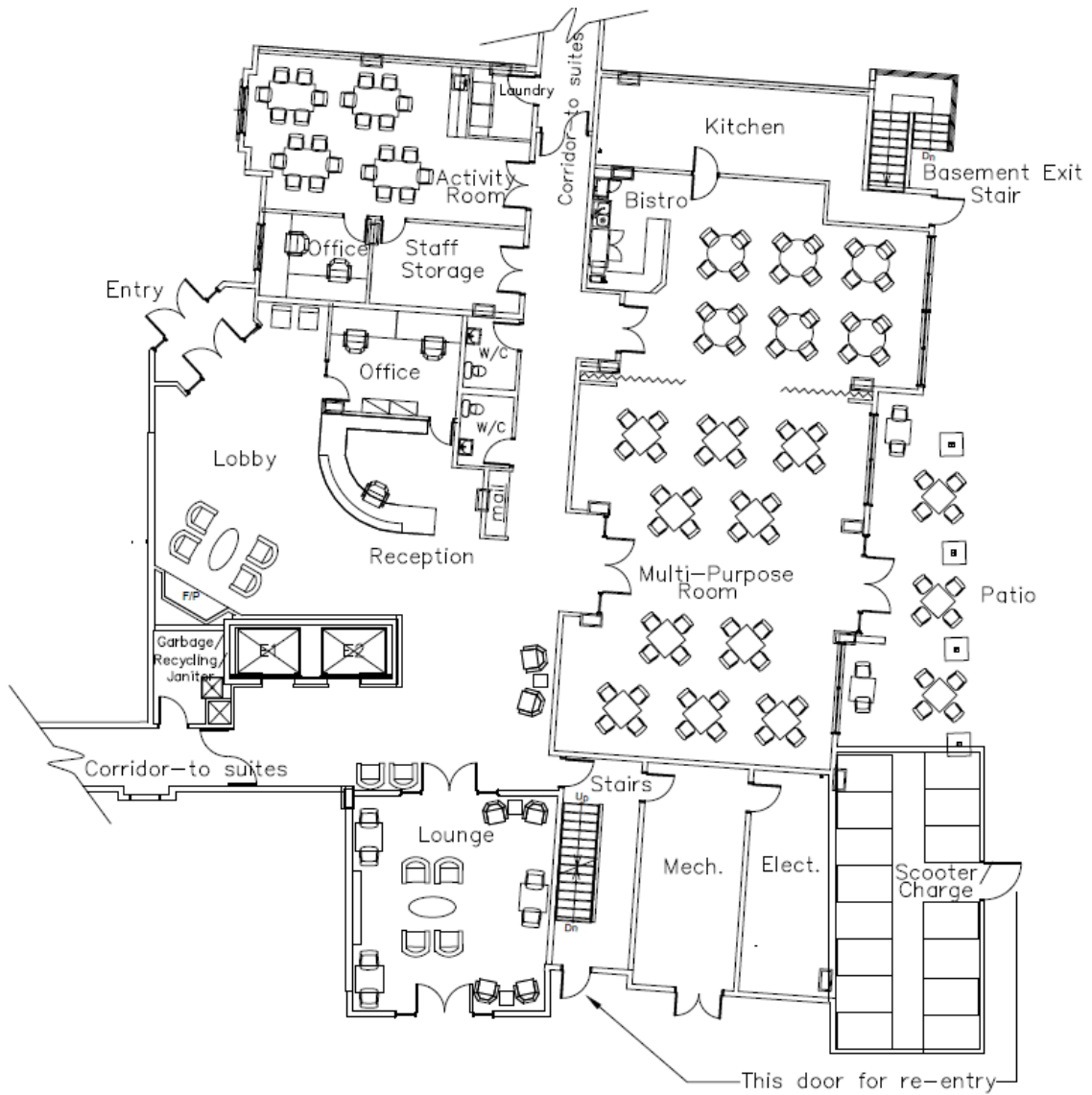
Tastefully situated along the river on the North Shore of Kamloops, Mayfair Seniors Community is the perfect setting for seniors. Professionally landscaped, maintained with level pathways throughout, and easy access to the nearby River's Trail, Tranquille Road and the amenities offered in both the Brocklehurst and North Shore communities of Kamloops, Mayfair Seniors Community is the ideal location for convenience, accessibility, and enjoying life to its fullest.

### Mayfair/RiverBend Site Map



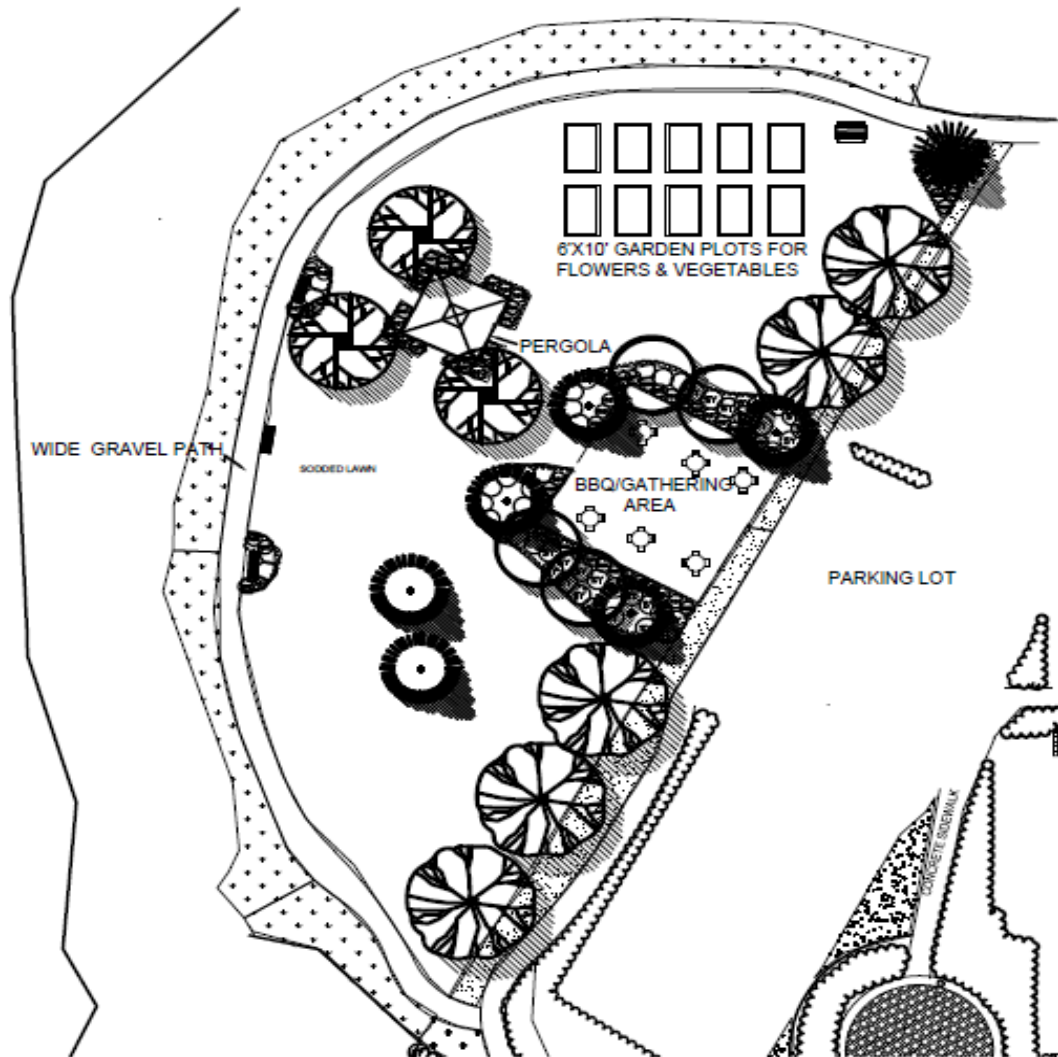
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## Mayfair Common Areas

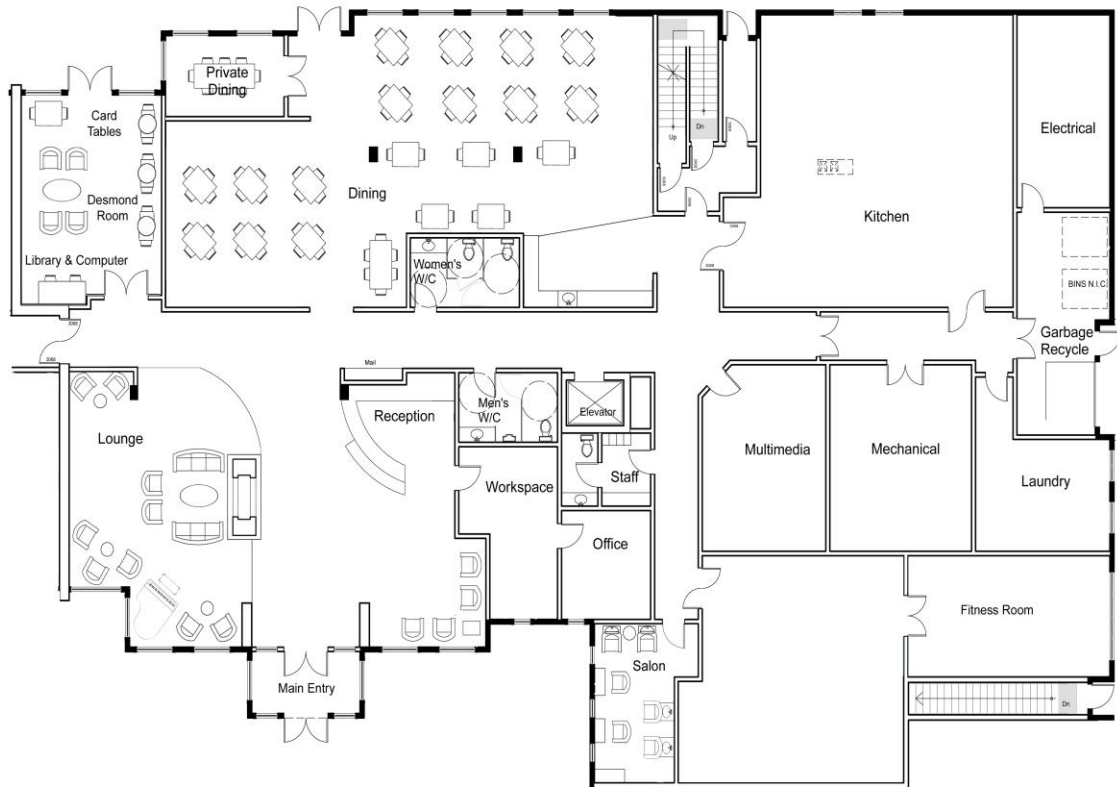




Mayfair Outdoor Activity Area



## RiverBend Common Areas



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## Contact Directory

Property Manager – CML Properties	(250) 372-1232
Mayfair Reception Desk	(778) 471-7600
RiverBend Reception Desk	(250) 376-6536
Security (Mayfair and RiverBend)	(778) 470-8225
Mayfair Activity Coordinator	(778) 471-7603

## Emergency Contacts & Important Numbers

For Emergency Situations: To report a crime in progress or a life-threatening situation.	9-1-1
Police	(250) 828-3000
Fire	(250) 372-5131
Ambulance	(250) 374-4411
Gas Leaks & Odours (Terasen Gas)	(800) 663-9911
Power Outages & Emergencies (BC Hydro)	(888) 769-3788
Poison Control Centre	(800) 567-8911
Crime Stoppers/TIPS	(800) 222-8477
Royal Inland Hospital	(250) 374-5111
Health Link BC	8-1-1

## Facility

### Owner's Responsibilities

The following items are to be addressed by the individual unit owner prior to occupancy in order to ensure a smooth turnover procedure:

- At occupancy, arrange with BC Hydro to have your unit registered in your name, effective the date of your occupancy
- It is the unit owners responsibility to arrange for any service contractors and guests,
- Please only park in your designated parking spot if you have registered for one (details under 'Parking' of this manual)

### General Policies

- Rules & Regulations: Please refer to disclosure statement for general rules and regulations at Mayfair Seniors Community in addition to what is detailed in this Welcome Manual

### Insurance

Policy purchased by the Strata Corporation usually covers the building(s) and all the improvements that were incorporated into the original structure and may include, but not limited to flooring, light fixtures and appliances. The Strata Corporation policy **will not** cover personal contents of the individual strata owner.

*Strata Corporation:* will have set up insurance to cover the property and liability risks of the Strata. A general summary of the items covered by this policy would be:

- Building(s), including all permanent attached fixtures in units as included in original construction (i.e.: flooring, cabinets, counters)
- Mechanical, Heating and Elevator Equipment that is all permanently attached to the building
- Signs (whether attached to the building or free standing)



- Detached structures, such as Garden, Storage Sheds, Gazebos, Fencing, etc.
- Contents with the building that are owned by the Strata Corporation. This would include Contents in the common areas such as hallway décor and furniture, lobby furniture, outdoor lawn furniture, any other contents in common rooms that is purchased by the Strata Corporation
- Liability for the decisions and actions of the Directors and Officers who sit on the Strata Council

Condominium policies provide you with protection for your contents as well as any personal liability. For example, your condominium policy will cover bicycles, computer software, jewelry, furniture, furs, silverware, stamps and coins... just to name a few. For even more coverage you may require *specific items insurance*.

In addition to contents protection, your condominium policy also provides coverage for improvements (upgrades in quality) you make to your unit as well as protection for assessments levied on you by your condominium corporation. If you add permanent improvements to your unit, the Condominium Policy would cover these as well.

*Strata Owners:* should have a Condominium Owners Policy in place which will cover the following items:

- Personal belongings such as furniture, clothing, dishes, etc. (\*\* Note: Items such as jewellery, mobile scooters, bicycles and other sporting equipment can be specifically scheduled onto the policy)
- Any unit improvements or betterments made to the unit from the original construction (i.e.: upgrading the kitchen or flooring, etc.)
- Unit contingency, which will pay (to the specific policy limit) for damage to the unit if the Strata Corporation has no insurance, its insurance is inadequate or is not effective.
- Loss Assessment, which will pay a unit owners share of any special assessment after a loss to the Strata Property (there are conditions to this coverage which are detailed in each policy wording)

- Payment of the Strata Deductible if this is billed back to the Unit Owner because of damage/loss originated within their unit (\*\* the amount and availability of this cover varies greatly depending on the specific insurance company)
- Liability for Bodily Injury or Property Damage to Third Parties which occurs out of the negligence of the Unit Owner (i.e.: lamp falls on a guest in the unit. Unit owner hurts a person or damages property while golfing... etc.)



### Garbage Disposal

Garbage and recycling stations are located in the “Garbage Room” on each floor at Mayfair. These bins will be emptied as required to the larger garbage disposal station. Normal household garbage is acceptable in the garbage receptacle. Mayfair will likely participate in the City of Kamloops recycling program. Please refer to the programs requirements for a list of acceptable items in the recycling receptacle (<http://www.kamloops.ca/garbage/index.shtml>).

### Housekeeping & Laundry Services

While each suite has a personal laundry centre complete with washer and dryer, Mayfair provides an optional laundry service where linens can be cleaned once per week. The laundry service consists of cleaning bed linens and returning them to your suite. An additional charge will apply to make the bed. Clients of the laundry service are advised to keep a spare set of linens to use while one set is in the wash.

#### Laundry Services

#### Price

Linens (1-Bedroom)	\$80.00/month
Linens (2-Bedroom)	\$120/month

*\*Prices subject to change*





Seniors living at Mayfair also have the option of using Mayfair's housekeeping service to clean their suites. Housekeeping services are composed of those tasks which are generally carried out by the homemakers themselves including vacuuming, sweeping, dusting, making beds, cleaning of sinks, toilets, showers, bathtubs, kitchens, and windows.

As a guide, a one-bedroom suite generally takes 45 minutes to complete; a two-bedroom suite generally takes approximately 1 hour.

For more information about these services please contact the Mayfair reception desk at (778) 471-7600.

**Housekeeping Services - \$25.00 per hour**

*\*Price subject to change*

**Mailing Address**

The building address is:

For billing purposes, please note the format for address. Your physical address will be your unit number (i.e. - #101, #201, #301, #401)

755 Mayfair Street  
Kamloops, BC  
V2B 5L7

Additionally, it is the owner/resident's responsibility to arrange for your mail to be delivered to your mailing address via Canada Post. Mail will be delivered to your designated mailbox located in the lobby of the building. For tips on how to transfer your mailing address, please visit <http://www.canadapost.ca/cpo/mc/personal/productsservices/receive/coapermanent.jsf>.

**Parking**

Mayfair Seniors Community contains limited space for parking of motor vehicles which adheres to the zoning bylaw issued for this development by the City of Kamloops. As such, parking stalls will be assigned on a first come, first serve basis for a nominal monthly fee of \$17/month. Designated parking spaces are available on the common property for visitors as well.



Additionally, scooter parking is available on the first floor of the building. There is no charge for scooter parking.

### Pets

In accordance with the disclosure statement article 3.6 which reads no animals, birds or other pets, shall be kept in the strata lot or in any other part of the Land except with written approval of the Strata and/or Landlord. To initiate the approval process, please contact main reception. In the event that written approval is granted, the Strata/Landlord and the Owner/Tenant shall be bound by the following guidelines:

- Pet, shall mean:
  - One (1) domestic house cat OR;
  - One (1) seeing eye dog by a Tenant requiring such animal OR;
  - One (1) domestic dog of a breed known to be suitable as a house dog with a total mature weight not exceeding twenty (20) pounds and a mature height at the shoulders not exceeding 20 inches.
- Any Owner/Tenant who keeps a pet shall be responsible for the care and feeding of the pet as well as any damage caused by the pet to common property, landscaping or any other Strata Lot.
- All pets must stay inside Owner/Tenant's strata lot and must be given full care and attention by the Resident and kept on a short leash at all times when the pet is in common property (hallways).
- All pets are subject to the prevailing rules with regard to noise and the Tenant shall be responsible to ensure that the pet does not become a nuisance to the surrounding strata lots.
- Those pets allowed under this rule shall not be replaced upon their demise without the prior written consent of the Landlord.
- Any pet owner who violates these rules shall be allowed one (1) written warning; a second violation shall result in formal notice from the strata to remove the pet from the property.

### Phone System – Entertainment Package

Through its charity, Oncore Central Services has acquired the capability to provide to RiverBend and Mayfair residents an entertainment package which matches any on the market today.

This package is affordable and flexible. It is offered for \$89.20 (\$84.95 + GST) per month. There are no contracts to sign; should you ever wish to cancel, a mere phone call is all that is required.

This package includes:

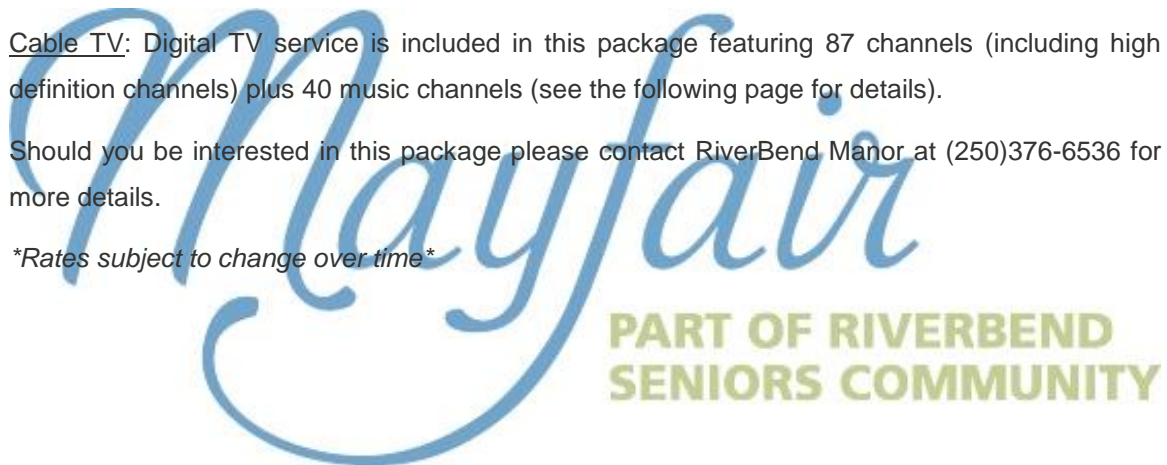
Telephone: Complete telephone services are offered including voicemail. Long distance rates are a very low \$0.04 per minute within North America. The system is also interconnected with the RiverBend/Mayfair system which enhances communications and security within.

High Speed Internet: Shaw offers high speed internet access with this package. Download speeds are 15Mb/second and upload speeds are 1Mb/second.

Cable TV: Digital TV service is included in this package featuring 87 channels (including high definition channels) plus 40 music channels (see the following page for details).

Should you be interested in this package please contact RiverBend Manor at (250)376-6536 for more details.

*\*Rates subject to change over time\**

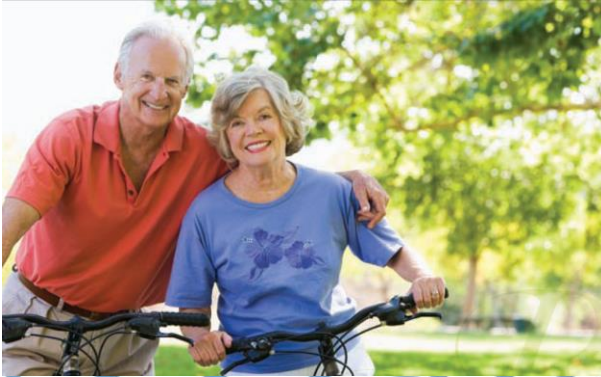


## Included Channels

Channel	Network	Channel	Network	Channel	Network
2	PBS - KCTS	34	Comedy Network	97	History 2
3	CBS - KIRO	35	Turner Classic Movies	102	Oprah Winfrey Network
4	CBC-CBUFT	36	Food Network	103	Movie Time
5	NBC - KING	37	Outdoor Life Network	104	Action
7	CFJC - Kamloops	38	History TV	105	Lifetime
8	Global - CHKM	39	Space	107	National Geographic
9	BC CTV - CIVT	40	American Movie Classics	108	E! Entertainment Television
10	Shaw TV	41	Speed TV	111	BC1
11	ABC - KOMO	42	Dtour	118	RDI
12	Knowledge Network	43	CBC News World	119	TV5
13	CBC - Vancouver	44	YTV	120	CFTM-TVA
14	Home & Garden TV	45	Treehouse	121	CPAC
15	Spike TV	46	Sportsnet Pacific	122	BC Prov. Legislature
16	Sportsnet 360	47	Much Music	128	Travel & Escape
17	A&E Arts & Entertainment	48	Vision TV	133	Sundance
18	CNN	49	Weather Network	135	Nickelodeon
19	W Network	50	CTV News Channel	147	TSN2
20	M3	51	APTN	155	Game TV
21	CMT	52	Disney XD	156	FX Canada
22	TSN	53	ABC Spark	157	Big Ten
23	Showcase	54	TSC-The Shopping Channel	158	Cosmopolitan TV
24	Encore Ave 2	59	WSBK-Boston Superstation	159	Sportsnet ONE
25	Discovery Channel	60	KTLA - L.A. Superstation	165	The Frame
26	Slice	61	WGN - Chicago Superstation	166	Grace TV
27	FOX - KAYU Seattle	62	WPXI - New York Superstation	168	The Shopping Channel
28	The Learning Channel	66	BNN - Business News Network	169	W Movies
29	Bravo	67	Family Channel East	175	National Geographic Wild
30	HLN Headline News	68	Teletoon Retro	177	Sun TV
31	Teletoon	69	Disney Junior	505	Russia Today
32	Family Channel-West	70	MTV Canada	888	TAC - The Accessible Channel
33	Peachtree TV	71	CTV - CIVT Vancouver	889	Voice Print

### Property Manager

<u>Company</u>	<u>Address</u>	<u>Phone</u>	<u>E-Mail</u>
CML Properties	#200 – 180 Seymour Street, Kamloops, BC V2C 2E2	(250) 372-1232	<a href="mailto:info@cmlproperties.ca">info@cmlproperties.ca</a>



### Rentals

Rental of units is permissible at Mayfair Seniors Community as long as the tenants meet the residency requirements as defined in the disclosure statement. According to article 2.2.2, owners may occupy, or lease, these units provided occupants are at least 55 years of age and meet the additional

criteria for self-sufficiency. As defined by the restrictive covenant in the disclosure statement, “no resident shall occupy strata lots unless they are physically and mentally capable of unassisted living and are able to provide, if requested by the Mayfair Manor Association, a letter from occupier’s physician indicating that the resident is physically and mentally capable of unassisted occupation and such occupation does not pose a material risk to the resident or other residents of the strata lots.”

### Security

With controlled building access, and surveillance patrolled main access points to the building, peace of mind is easy to achieve at Mayfair Seniors Community. Door-ajar alarms have also been installed on unsupervised doors. The main entrance doors at reception will be locked after 9:00pm nightly with security sweeps will be conducted periodically throughout the night.

Should you witness an urgent security threat, please report it to the police, non-urgent concerns, are to be reported to CML Properties at (250) 372-1232.



## Smoking

Smoking at Mayfair is prohibited in all common areas of the property which includes the elevators, hallways, parking areas, lobby, lounge, activity room, stairwells, and landscaped areas. According changes in the Tobacco Control Act that took effect March 31, 2008, it is now against the law to smoke in any indoor public place. In addition, there is a 3 metre non-smoking buffer zone around all public doorways, opening windows, and air intakes. Designated smoking areas will be established on the grounds of Mayfair.

Smoking is permissible in your own residence; this should not be at the expense of the health of other residents. All residents are entitled to “quiet enjoyment” of their units, including the right to be free from the unreasonable disturbances of other tenants. As such, please be mindful of other residents when smoking in your residence.

If you rent your unit, please refer to your residential tenancy agreement for policies regarding smoking.

## Strata

According to the “Role and Responsibilities of Strata Councils” as defined by the Province of British Columbia, the strata council’s role is to “exercise the powers and perform the duties of the strata corporation, including the enforcement of bylaws and rules” including:

- Act as a managing body for the strata corporation;
- Make daily decisions that enable the strata corporation to operate smoothly; and
- Operate within any restrictions created by the Act, Regulations, bylaws, or a majority vote of the owners.

The strata council can hire a strata manager to perform some or most of the functions of the strata council. However, if a strata council has delegated its powers to a strata manager, the strata council is still ultimately responsible for ensuring that its obligations under the Act are fulfilled.





The strata council is elected on a yearly basis at the annual general meeting, in accordance with strata corporation bylaws. Each strata unit holds one vote. The number of members on a strata council ranges from 3 – 7 depending on the amount of strata members. This number is determined by the bylaws. At the first meeting of the new strata council, members must elect amongst themselves the following positions:

- President;
- Vice-President;
- Treasurer; and
- Secretary

Once the strata council has been elected, their specific duties will include the following:

- Keeping a list of names of owners and tenants, and similar documents;
- Paying strata corporation bills;
- Making themselves accessible by providing a telephone number or some other method of contact;
- Entering into a strata corporation contracts and supervising the performance of duties under those contracts;
- Hiring and supervising employees of the strata corporation;
- Keeping all strata corporation records;
- Making records available for inspection and copying for the owners for a charge of not more than 25 cents per page;
- Calling and conducting general meetings;
- Completing 'Information Certificates' and 'Certificates of Payment'
- Preparing the budget and financial statements;
- Directing investments and expenditures;
- Collecting strata fees and other money owed to the strata corporation;
- Enforcing the bylaws and rules;
- Obtaining adequate strata corporation insurance;

- Approving strata lot alterations;
- Granting owners and tenants short term exclusive use of common property; and
- Exempting the application of rental restriction bylaws for individual owners based on hardship.

Strata fees are due on or before the first day of the month to which the strata fees relate.

- Should an owner fail to pay their strata fees on time, the owner must pay interest on the arrears at the rate of 10 percent (10%) per annum compounded annually and calculated on a monthly basis from the date the payment was due and continuing until the last day of the month in which it is paid, and the interest shall form part of the owner's strata fees.
- If when an owner pays the strata fees, the owner owes money to the strata corporation for a fine, or the reasonable costs of remedying a contravention of the bylaws or rules, the strata corporation must apply that owner's payment to the amount outstanding in the following order:
  - Firstly, to a fine,
  - Secondly, to costs to remedy a contravention, and
  - Thirdly, to strata fees.

### Utilities & Services

Mayfair Seniors Community is located entirely within the City of Kamloops and as such, the following services are available to the building.

- Water: The building is connected to the City of Kamloops' municipal water system. Water costs will be borne by the strata corporation and incorporated into the monthly strata fee.
- Electricity: Electricity is provided to the building by BC Hydro. Owners are responsible for paying their own electricity and contacting BC Hydro at 1 (888) 224-9376 to transfer the account into their name upon occupancy.
- Sewerage: Sewerage service is provided to Mayfair by the City of Kamloops. Sewer costs will be borne by the strata corporation and incorporated into the monthly strata fee.
- Natural Gas: Natural gas service, provided to Mayfair by Terasen Gas, is utilized to heat the domestic water. The strata corporation is responsible for paying Terasen Gas and will be incorporated into your monthly strata fees based on unit entitlement.



- Fire Protection: Fire protection is provided by the City of Kamloops. Fire hydrants and fire suppression systems have been installed at Mayfair in accordance with the City of Kamloops' requirements. The nearest Kamloops Fire Hall is approximately 1.5 kilometers away from Mayfair.

\*Prior to occupancy of your unit, please contact BC Hydro 1 (888) 224-9376

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## **Mayfair Seniors Community Amenities**

### **Reception**

The reception desk is open daily from 8:00am – 4:00pm. Visitors of Mayfair do not need to check in with reception.

### **Activity Room with Kitchen**

Mayfair's Activity Room will be used for organized activities and classes. Please contact the Activity Coordinator for planned events and schedule. This room is equipped with a small kitchen, and may be available for residents to book private events through reception.

### **Multi-Purpose Room**

The Multi-Purpose Room at Mayfair hosts a wide variety of activities and events; refer to your monthly event schedule or contact Mayfair's Activity Coordinator for details. Please note that the dining area of Mayfair's Multi-Purpose Room is available for supported housing residents only. However, RiverBend offers a full service Dining Room which is available for all Mayfair residents. Refer to the "RiverBend Amenities" section for details.



### **Lounge**

The Lounge is a perfect place to join a card game, read a book, watch T.V., or socialize with friends.

### **Workshop**

The Workshop is located in the basement of Mayfair. It is a great place to learn, share and experience the joy of woodworking. Refer to the events calendar for class times.

### Outdoor Gathering Area

Located at the south end of the building is the Outdoor Gathering Area. Featuring a BBQ area, pergola, and garden plots for growing flowers and vegetables, the Outdoor Gathering Area is perfect for all of your summer entertainment needs.

## **RiverBend Seniors Community Amenities**

All Mayfair residents will have full access to RiverBend's common areas and organized activities.

### Activity Room

More than 1,000 sq. ft. is devoted to a multi-purpose activity room complete with the most recommended, and popular, exercise equipment for seniors. The exercise area caters to both individuals and groups and features a commercial grade treadmill, recumbent bike, elliptical machine, free weights, balls, elastics and floor mats, and a Wii system to name a few. Please contact the Activity Coordinator for planned events and schedule.

### Computer Room/Library/Games Room

The Library and Computer Room is a perfect place to join a card game, read a book, search the web, or respond to emails. Stocked with books and internet accessible computers, the Library and Computer Room will be accessible daily from 6:00am to 9:00pm.

### Dining Room

If you enjoy the company of others, you can join your neighbours in the dining room – once in a while or as often as you like. To book a dinner reservation, contact the reception desk at RiverBend. 24 hours' notice is required.

On a daily basis, RiverBend Manor operates the full service Dining Room with the following rates:

<b><u>Meal</u></b>	<b><u>Punch Card</u></b>	<b><u>Per Meal (ticket)</u></b>
Breakfast	\$150/30 meals	\$7.00
Lunch	\$270/30 meals	\$10.00
Dinner	\$360/30 meals	\$13.00

*\*Prices Subject to Change*





Punch Cards and Tickets are available for purchase at the Reception Desk during normal business hours. With a continental Breakfast and two menu options for Lunch and Dinner, the choice is yours as to what you would like to eat. Weekly notices and Specials will be distributed regularly.

**Please note that 24 hrs. notice is required prior to dining, book through RiverBend's reception.**

### *Private Dining*

The Private Dining Room is located off of the Dining Room and will be available daily until 7:00pm. This dining room is available by reservation and sits up to 10 people; the perfect setting to invite family members and friends over for a private function. Reservations can be made for a nominal fee by phoning RiverBend's reception. Meal plans can be discussed if a special menu is requested.

### *Multimedia Theatre*

The multimedia theatre will be a gathering place for movie buffs and people who like large-screen viewing of their favorite programs. Interactive Sony Wii games, such as bowling and tennis, means the media room will also be a place to get things moving. An internal bulletin/schedule of events will be distributed on a regular basis. The multimedia theatre will be open from 6:00am – 9:00pm daily.

### *Salon*

RiverBend's in-house salon will make personal pampering more convenient. Part of the luxury of this service will be not leaving the comfort of your home for hair care services. To book an appointment, please contact Dora at (250) 376-3842.





## **Recreational Activities**

Welcome to our recreational activity program directory, developed to introduce participants interested to our recreation programs. These programs are necessary to maintain successful foundations to engage residents, family and friends to share and develop on-going programs that will enhance social, physical and spiritual wellness.

### **EDUCATIONAL PROGRAMS**

Educational programs are topic specific – a facilitator, whose purpose will bring forth educational information to residents and participants that will inform, inspire, and teach participants programs that are of value, interest; incorporating general health, nutrition and wellness outcomes. Educational programs may be included in almost all Recreational programs at required times that include: Fitness, Arts & Crafts, Entertainment, Baking, Gardening, Pet Therapy, Woodworking, Cultural Sharing and various departments of interest.



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### **THEATRE ROOM VIDEO PRESENTATIONS (RIVERBEND)**

Video presentations invite all those who enjoy a journey back in time – past, present and future, a time to revisit your favorite movies. Also enjoy program inclusive educational programs, presenting information including sights, sounds, stories of historic evaluations and events.

### **BUS TOURS**

Take a ride on our very own “Riverbend” bus – enjoy sightseeing and educational program tours within our city limits. Join us for Celebration Tours – Christmas light displays, sport events, live theatre, dance and entertainment, multicultural sharing events and much more.

Be sure to pre-register for tours, as seating is limited. Some events may require payment or admission fees. Register at Reception desk or the Recreational Department.

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## ARTS & CRAFTS

Welcome to a journey into your own imagination. Enjoy various types of program and classes, experience art with paints wood, fabric blue, tiles, clay, mirrors, needle, threads yarns, and theme projects.

Let your mind soar and gain inspiration through our captivating extraordinary work of art programs.

## WOODWORKING

Enjoy a motivated creative group developing special wooden highlights to enhance our site's surrounding features. A great place to learn, share and experience the joy of woodwork. Have fun making your own creations or a gift for someone special. Beauty is in the eye of the beholder.

## VOLUNTEER DEPARTMENT

Welcome to anyone wishing to volunteer. ***Looking for helpers in almost every Recreation Department program.*** Select a favorite activity area you wish to share your assistance or past knowledge with.

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## ANIMAL THERAPY PROGRAM

Pet visitation is a scheduled program providing opportunity for interaction with animal lovers. This program can take the form of "team visits" where several animals may visit or one at a time. The benefits of animal therapy visits enhance the quality of our emotional and physical well-being. Animal teams are trained volunteers who believe the presence of a friendly animal can be a welcome diversion/distraction of life's stressors and are uplifting to one's spirit. Animals have a unique ability to care without judgment – Always our best friend – Join us.



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## CHURCH

Take place on Sundays (on-site); sharing a variety of denominations, spiritual friendships and support. See church calendar for further details at reception desk (location of service, times and specific denomination leaders).

## FUNDRAISING EVENTS

Join our site teams in theme specific fundraisers. Enjoy the socializing cultural sharing, shared visions, goals and successful goal reaching. The sky is our limit!

## DONATIONS

Donations are a welcome program. Gifts of your trinkets and treasures you may no longer desire are valuable to our recreation programs. Or you may wish to donate in memory of a loved one – park benches, fountains, birdbaths or monetary donations towards a particular recreation or site area. Please feel free to be creative in the placement of your donation wishes. Please see our Reception or Recreation Department for details.

## GAMES & SOCIAL VISITS

A good time to be had by all – join us for: Shuffleboard, magnetic darts, pool games, cards, Bingo, Trivia, board games Wii TV games and lots of outdoor games fun too – horseshoes, Bocci, Crochet, lawn darts, giant checkers – Fun! Fun! Fun!



## FITNESS FUN PROGRAMS

A program committed to improving the quality of life of older adults, seniors, participants with physical limitations and those managing chronic conditions through safe and effective fitness



programs. Enjoy our private gym intended for independent, group and educational program use. A variety of exercise programs for everyone.



#### **HEALTH & WELLNESS PROGRAM**

Make time for yourself; to relax and enjoy the benefits of self-awareness and physical wellness. Treat yourself to programs indulging in pampering your physical and spiritual being. Enjoy mini spa treatments, creative crafts, and therapeutic interactive programs with animals, meditation groups, music therapy and education programs on healthy lifestyles.





## **Commercial Directory: Local Amenities**

### **Arts & Culture**

<b><u>Company</u></b>	<b><u>Address</u></b>	<b><u>Phone</u></b>
Kamloops Museum & Archives	207 Seymour Street	(250)828-3576
Kamloops Art Gallery	465 Victoria Street	(250)377-2400
Secwepemc Museum & Heritage Park	355 Yellowhead Highway	(250)828-9801

### **Grocery**

<b><u>Company</u></b>	<b><u>Address</u></b>	<b><u>Phone</u></b>
Coopers	38 – 1800 Tranquille Road	(250)376-5757
Safeway	750 Fortune Drive	(250)376-4129
Extra Foods	49 – 700 Tranquille Road	(250)312-3326

### **Library**

<b><u>Company</u></b>	<b><u>Address</u></b>	<b><u>Phone</u></b>
North Kamloops Library	693 Tranquille Road	(250)554-1124
Kamloops Library	100 – 465 Victoria Street	(250)372-5145

## MacArthur Island Park

Located on the north bank of the Thompson River, MacArthur Island Park is home to many of Kamloops sports and recreation facilities. The 126 acre island is equipped with a variety of playing fields, golf course, indoor sports centre, bicycle paths, parks and picnic land, lagoon, wild flora and fauna reserve, marmots. BMX track, walking trails and so much more. As such, there is something for everyone on MacArthur Island. Some of the unorganized recreational pursuits include walking, jogging and rollerblading on a 3.1km paved perimeter walkway. A large portion of the walkway passes by unique and natural riparian areas adjacent to the sloughs. The deck along the south side provides a relaxing rest spot and a place to observe many different birds.





Medical/Dental Offices

<u>Company</u>	<u>Address</u>	<u>Phone</u>
Aspen Medical Centre	21 – 429 Tranquille Road	(250)376-7242
Dr. R.C. McLaren	16 – 1800 Tranquille Road	(250)554-7876
Dr. J.R. Waller	16 – 1800 Tranquille Road	(250)554-8768
Cottonwood Dental Centre	2 – 1222 Tranquille Road	(250)376-5433
Dr. D.B. Dextraze (Dentist)	21 – 750 Fortune Drive	(250)376-5354
Dr. Kevin Kang (Dentist)	1 – 1120 8 <sup>th</sup> Street	(250)554-3441
Northhills Dental Centre	44 – 700 Tranquille Road	(250)376-8224

Physiotherapists/Massage Therapists/Chiropractors

<u>Company</u>	<u>Address</u>	<u>Phone</u>
Halston Place Physiotherapy	103 – 295 12 <sup>th</sup> Street	(250)376-2563
North Kamloops Physiotherapy Clinic	550 Tranquille Road	(250)376-1141
Back to Health Centre	42 – 700 Tranquille Road	(250)554-3446
North Beach Massage Therapy	301 Royal Avenue	(250)554-1097
Optimal Health Therapeutic Massage	101 – 1120 8 <sup>th</sup> Street	(250)376-3070

### Pharmacies

<u>Company</u>	<u>Address</u>	<u>Phone</u>
North Shore IDA Pharmacy	4 – 517 Tranquille Road	(250)376-9991
Pharmasave	35 – 1800 Tranquille Road	(250)376-5611
Safeway Pharmacy	750 Fortune Drive (Fortune Shopping Centre)	(250)376-9672
Shopper's Drug Mart	700 Tranquille Road (North Hills Shopping Centre)	(250)376-9010

### Retail

<u>Company</u>	<u>Address</u>	<u>Phone</u>
Serendipity Salon & Spa	11 – 1800 Tranquille Road	(250)376-2777
Qphoria Tanning & Wellness	12 – 1800 Tranquille Road	(250)376-4440
AMH Vanguard Tax & Accounting Services	33 – 1800 Tranquille Road	(250)376-8363
European Bakery	29 – 1800 Tranquille Road	(250)376-1117
Gino's Barber & Hairstylist	33 – 1800 Tranquille Road	(250)376-3211
T&M Bookkeeping	1800 Tranquille Road	(250)571-9879
Northhills Shopping Centre	700 Tranquille Road	(250)376-1259

### Restaurants

<u>Company</u>	<u>Address</u>	<u>Phone</u>
A&W	750 Fortune Drive	(250)376-3363
Arigato Sushi	424 Tranquille Road	(250)376-8815
Bailey's Neighbourhood Pub	1050 – 8 <sup>th</sup> Street	(250)376-3143
Bamboo Inn	1800 Tranquille Road	(250)376-3386
Barbeque Kitchen	273 Tranquille Road	(250)376-0333
Brock Centre Pub	1 – 1800 Tranquille Road	(250)554-3303
Café Motivo	499 Tranquille Road	(250)372-3565
Canadian 2 For 1 Pizza	157 – 700 Tranquille Road	(250)554-6999
Cap'n Sharky's Fish & Chips	726C Sydney Avenue	(250)554-3474
Chances Barside Lounge	1250 Halston Avenue	(250)554-1030
Dairy Queen	1075 – 8 <sup>th</sup> Street	(250)554-4390
Denny's	808 Tranquille Road	(250)554-4480
Dirty Jersey's Sports Bar & Lounge	1200 8 <sup>th</sup> Street	(250)376-9288
Domino's Pizza	724 Sydney Avenue	(250)554-3030
Dynasty Garden	227 Tranquille Road	(250)376-9288
Golden Dragon	554 Tranquille Road	(250)376-3737

<u>Company</u>	<u>Address</u>	<u>Phone</u>
Kentucky Fried Chicken	855 – 8 <sup>th</sup> Street	(250)376-3301
Kwan's Chinese Restaurant	501 Tranquille Road	(250)376-3328
Lee's Garden Chinese Restaurant	750 Fortune Drive	(250)376-8386
Little Caesar's Pizza	726 Sydney Avenue	(250)376-9989
Lotus Inn	512 Tranquille Road	(250)376-2611
McDonald's	661 Fortune Drive	(250)376-0222
Minos Greek Restaurant	177 Tranquille Road	(250)376-2010
Mr. Mike's Steakhouse	750 Fortune Drive	(250)376-6834
Panago	3 – 665 Tranquille Road	(250)310-0001
Pizza Hut	15 – 750 Fortune Drive	(250)376-6442
Pogue Mahone's	843 Desmond Street	(250)554-1055
Rock'n Firkin Pub	5 – 726 Sydney Avenue	(250)376-6121
Senor Froggy Mexican Restaurant	724 Sydney Avenue	(250)554-2055
Serene Fish & Chips	700 Tranquille Road	(250)376-0322
So Espresso & Bistro	204 Tranquille Road	(250)376-1716

<u>Company</u>	<u>Address</u>	<u>Phone</u>
Sorriso Pasta & Deli	177 Tranquille Road	(250)376-3421
Spice of India Cuisine	700 Tranquille Road	(250)376-4444
Starbuck's Coffee	106 – 700 Tranquille Road	(250)376-6553
Subway	665 Tranquille Road	(250)376-1005
Syros Pizza	133 Palm Street	(350)376-1224
The Press Box	474 Tranquille Road	(250)554-0808
The Sandwich Tree	67 – 700 Tranquille Road	(250)554-3014
Tim Horton's	481 Tranquille Road	(250)376-1412
Wendy's	801 Fortune Drive	(250)376-4155
White Spot	675 Tranquille Road	(778)470-5581

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## Transportation

### RiverBend Bus

The RiverBend bus is a 16 passenger, wheelchair accessible bus that is utilised for activities and outings coordinated through the Recreation Department Activity Coordinator.

### Public Transportation

With a bus stop located at the corner of Tranquille Road and Desmond Street, perhaps one of the most convenient modes of transportation for Mayfair residents is the City of Kamloops' Public Transportation System.

### Seniors Program

A universal bus pass is available for low-income seniors and persons with disabilities, providing unlimited access on any scheduled BC Transit bus. To qualify for the BC Bus Pass Program, you must be receiving:

- Federal Old Age Security (OAS) and Guaranteed Income Supplement (GIS);
- Spouses Allowance to Old Age Security
- Over 65 years – would qualify for OAS and GIS except having less than 10 years residency in Canada;
- Income Assistance (60 – 64 years); or
- Income Assistance for persons with a disability

For more information on this pass, please call 1(866)866-0800 then choose option 4 and then option 3.

### Accessibility

Low-floor buses are equipped to carry one or two wheelchairs and some types of scooters. For customers who have difficulty boarding, the front of the low-floor bus can be lowered to within 4 inches of a standard sidewalk and a ramp deployed. Customers using wheelchairs and scooters may board and exit from the bus only at accessible bus stops. Schedule changes may affect which trips are served by low-floor buses. To check if a stop is wheelchair accessible, please call transit at (250) 376-1216.

Not all types of mobility devices fit within the limited space on a bus or have the proper securements. When purchasing an aid, please check with Kamloops Transit staff for suitability.

### HandyDart

HandyDart is a convenient door-to-door transportation service for people with disabilities. It is available to those whose disability prevents them from using conventional bus service. Service operates Monday to Friday from 7:00am to 8:00pm and Sunday service is available from 8:00am to 5:00pm. For more information, please call handyDart at (250)376-7525 Monday to Friday 7:30am to 6:00pm.

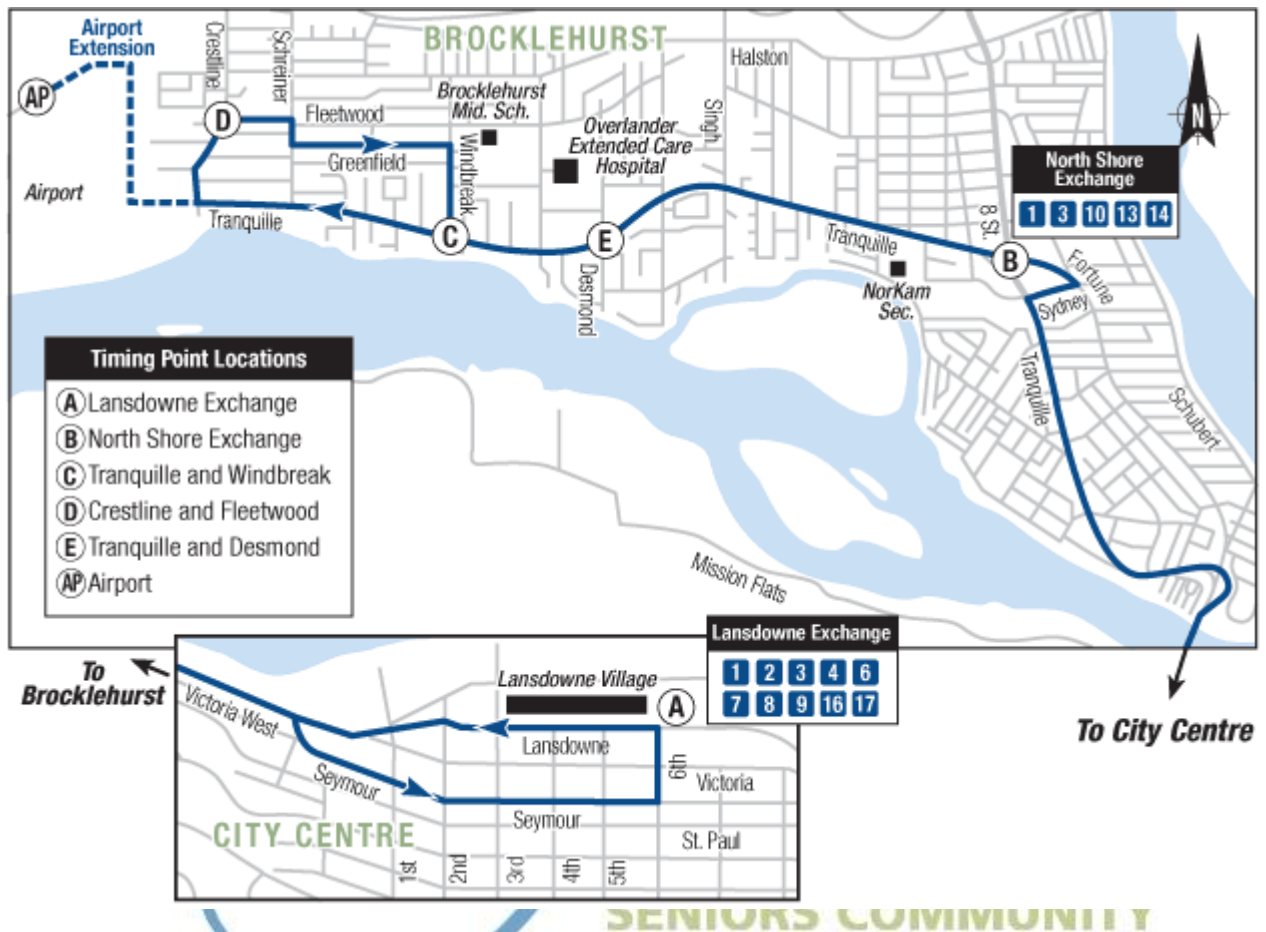
Bookings can be made 1 to 7 days in advance. If you are booking one day in advance, your request must be made before noon. At least 2 hours' notice needs to be given to cancel a ride.

### Ticket & Pass Outlets

The closest ticket outlets to Mayfair Seniors Community are located at:

<u>Outlet</u>	<u>Address</u>
Pharmasave	35 – 1800 Tranquille Road
Safeway	750 Fortune Drive

## Route



## Schedule

For current transit schedules, please visit [www.transitbc.com/regions/kam](http://www.transitbc.com/regions/kam)

### Taxi Saver Program

When handyDART cannot accommodate your travel need, you can use the Taxi Saver Program for one-time trips. The Taxi Saver Program provides a 50% subsidy towards the cost of taxi rides. You will need to have a handyPASS to use this program.

Taxi Saver coupons and handyDART tickets are available for purchase from the cashiers at City Hall.

Located downtown at 7 Victoria Street West, City Hall is a wheelchair accessible building. Office hours are between 8:30 am and 4:30 pm, Monday to Friday. Cashiers accept cheque, cash, and Interac payments.

### Taxi-Cabs

Airport Shuttle Service	(250)314-4803
Kami Cabs Ltd.	(250)374-9999
Yellow Cabs	(250)374-3333

### Walking/Bike Path: River's Trail

Rivers Trail offers more than 40 kilometers of paved pathways that explore the shores of the Thompson and North Thompson Rivers in and around the community of Kamloops. The trail system is, mostly, a walking and biking pathway that connects the downtown community with the local parks, historical sites, sightseeing viewpoints and outlying neighborhoods in the region.

The Rivers Trail originates in downtown Kamloops from Riverside Park on the Thompson River. Riverside Park is a sandy beach public park and the main park in the downtown core. In the park is a gathering place known as 'High-water Plaza'. The plaza consists of flower gardens, sitting benches and many stone monuments representing glaciers, lakes and rivers. It is here where the "Kilometer 0" stone monument marks the beginning of Rivers Trail.

The paved trail system is very well marked with trail signs and trail maps posted along the route. From downtown the trail goes off in four different directions. Follow the Rivers Trail east for 3 km along the South Thompson River to the Secwepemc Museum and Heritage Park. This eastern route will soon expand and connect to the Kamloops BC Wildlife Park. The southern route travels through the downtown streets of Kamloops eventually connecting with the Peterson Creek Nature Park trail system. Rivers Trail north follows along the North Thompson River for 13.5 kilometers which connects to Overlander Park, Schubert Lookout, Westsyde Centennial Park and ends at Harrington Road. The western route extends 19 kilometers following the Thompson River to Kamloops Lake and ending just short of Tranquille River and Cooney Bay. This route connects



with McArthur Island Park and the Lac de Bois Grasslands Park. Lac du Bois is a Grassland Protected Provincial Park near Cooney Bay. An endless series of trails exist in this park exploring the grasslands, forest and lakes north of Kamloops behind Batchelor Heights. This route is ideal for bird watching.

Shelters, washrooms, interpretive signs, sandy beaches, dog parks, museums, sitting benches, picnic tables, public art and drinking fountains are all located along the trail. It is important to pay attention to the trail signs at all times as they indicate the proper usage of the trail. All sections are designated hiker and walker friendly, while some designated routes allow dogs on a leash, biking and rollerblading. Please respect the signs.





## **Frequently Asked Questions (FAQ's)**

1. How are we to pay strata fees and when are they due?
  - *The easiest way to pay strata fees is by setting up automatic payments to CML Properties through your banking institution. Strata fees are due on, or before, the first of the month.*
2. Who is to be addressed on the strata fee payment?
  - *The strata corporation c/o CML Properties.*
3. Are BBQ's allowed on the balconies of individual units?
  - *Yes; however, for safety reasons, and at the recommendation of the City of Kamloops Fire Department we suggest electric BBQ's only. Please see attached examples of electric BBQs available at Canadian Tire, Rona and Home Hardware.*
4. Is smoking permitted within our units?
  - *Yes, if you are an owner, smoking is permitted within your unit. However, please be conscientious to your neighbours right to "quiet enjoyment" of their residence. Please take this into consideration when smoking in your unit as second-hand smoke can easily be transmitted to other units.*
  - *If you rent your unit, please refer to the conditions of your tenancy agreement regarding smoking.*
5. Are we allowed to rent our unit out?
  - *Yes, as long as the tenants meet the minimum age requirement of 55 years of age and are self sufficient.*
6. Where will I be able to park my scooter?
  - *Scooter parking is available on the main floor of the building. There is no charge associated with these spots but they are assigned. Please contact reception if you wish to reserve a spot.*

7. Is Mayfair gated and how can I access the facility?
- *Mayfair is not a gated senior's community; however there is a fence to the west of the property. Mayfair can be accessed from Rivers Trail, Mayfair and Tranquille Road. The main entrance is located off of Mayfair Street.*
8. Are storage lockers available? If so, what are the dimensions?
- *Yes, storage lockers are available for each strata lot. They are located in the basement of the building. The locker dimensions are 4' long x 4' wide x 6' high.*
9. Is there a general caretaker for the building?
- *No, there is no general caretaker for the building.*
10. What size and noise restrictions are there with regard to pets?
- *Pets are to be no more than 20" at the shoulders, weigh no more than 20lbs, and be respectful in terms of excessive barking/meowing, ensuring noise does not become a nuisance to other residents.*
11. How do I report an incident or a bylaw violation?
- *In the event of an emergency, please contact CML Properties at (250)372-1232. For non-emergencies or bylaw violations, please direct your report via mail, fax, or e-mail to the strata corporation c/o CML Properties.*
12. How do we book the Private Dining Room for a function?
- *To book the Private Dining Room, please contact the RiverBend Reception.*
13. Do we have to reserve a BBQ when we would like to use one in the BBQ/Patio area?
- *Reservations are not required to use the BBQ/Patio area.*

## Maintenance & Warranties

We would like to take this opportunity to thank you for your business. We are proud of the product that we have built for you and we hope that you will find comfort and peace of mind within your new home.

After you move in to your new home, you may notice small deficiencies even after your final walkthrough. Please address these items to CML Properties at (250)372-1232, these will be assessed and taken care of in a timely manner. As the building settles, you may notice small cracks and pops within the drywall etc. These small items are part of the drying out process of the wood and drywall and will most likely appear within the first 6 months of occupation.

Enclosed is our care and warranty package customized to your new home. In this booklet you will find all of the necessary information about what went into your home, including contact information for subcontractors, care instructions and warranties on products that were used.

Sincerely,

The Team at A&T Ventures Ltd.



## **Deficiencies: How to Deal with Them:**

At the time of your initial walkthrough, a list was generated to identify incomplete or deficient items. This list is prepared by a representative of A&T Ventures Ltd. with consultation of the unit's owner or owner's agent, and forms the official list distributed for action. Once the items on the list have been completed or corrected, A&T Ventures Ltd. will require the owner or owner's agent to sign the unit off, acknowledging completion of your unit.

If, after completion and possession of your home, any issues arise, they will be dealt with in a matter of priority; it is our goal to complete these items in a timely manner.

- An inspection will take place by A&T Ventures Ltd.
- Then the item will be assigned a priority number of 1, 2 or 3.
- Priority 1 relates to anything regarding gas, electric or water issues. Immediate attention will be paid, a solution determined and if necessary parts will be ordered and/or trades will be contacted to rectify the issue.
- Priority 2 relates to health, safety and security and the above procedures will be followed and a solution to the problem should be expected within 1-3 months.
- Priority 3 relates to aesthetic deficiencies or warranty items and will be inspected and completed within 3-6 months.

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### **Examples of Deficiencies:**

- Minor chips and scuffs on painted walls etc.,
- Paint drips or spots on other finishes,
- Drywall screw pops (these generally are the result of shrinkage caused by building materials drying out after construction). These kinds of issues may arise in the first six months of ownership as the building settles and materials dry.

Given the subjective nature of paint and drywall deficiencies, the following will be used as a standard test to determine deficiencies. Stand five feet from the surface in question and if the defect is still visible it should be fixed. This inspection should be done using the unit lighting and not natural light.

If the deficiency does not make it onto an official list compiled by A&T Ventures Ltd., it will not be attended to and will be the owner's responsibility.

Should you have a deficiency in your unit, please contact CML Properties at (250)372-1232. Once a deficiency is reported, the appropriate trade will be contacted to repair the issue; please do not contact the subcontractors directly regarding deficiencies. This includes any request for service work i.e.: installing shelves, extra locks, door adjustments, etc. We would be please to provide you with a referral to a company who does the work required.

# Mayfair



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## General Care & Cleaning

### Care and Cleaning of Ceramic Tile

Proper Care, Cleaning and maintenance will help ensure your ceramic tile always looks its best, whether it's on the floor, wall, or countertop. Simply follow Bridgeport's maintenance and prevention steps outlined below.

- Following directions use Armstrong Once 'n Done Floor cleaner or prepare a cleaning solution using a neutral pH cleaner designed specifically for cleaning ceramic tile. These types of cleaner are available from ceramic tile suppliers.
- Thoroughly clean the ceramic tile including the grout joints.
- Rinse thoroughly with clean, warm water and allow drying. A second rinsing with clean water may be necessary to completely remove all the cleaning solution.
- Ceramic tile floors, like other types of smooth floors, can become slippery when wet. Allow time for floor to dry after washing. Immediately wipe up wet areas from spills, foreign substances or wet feet.
- We recommend protecting your floor against abrasive dirt at entrances to buildings with dirt catching floor mats

### Care and Cleaning of Laminate Floor

#### Dirt

Grit and sands act like sandpaper to scratch, dent and dull laminate floors. Place floor mats at entrances to trap dirt and sweep, vacuum or dust mop at least once a week.

#### Sweeping

Brooms with fine, exploded ends trap dust and grit effectively. Swiffer type brooms are great but do not use the Wet-Jets, you should never spray your hardwood directly with any liquids.

#### Vacuuming

Use a brush attachment. Do not vacuum with beater bars because this can cause dents in your floor's finish. Canister vacuums with special bare floor attachments are the surest way to get rid of all the dirt and dust.

### Dust Mopping

Spray your mop lightly with a gentle cleaner and then mop floor.

### Water

Standing liquids can damage a floor's finish. Standing water can warp a finished floor. Starting at the edge and working toward the center, wipe up spills and pet accidents when they happen. Use a gentle cleaner for cleaning on a weekly basis. Spray onto your mop and then swift the laminate. Do not spray directly onto the laminate.

### Furniture

Move by lifting, not dragging. Felt contacts under furniture legs are a good idea to help prevent scratches in routine use.

### Sunlight

Can cause discoloration over time, close curtains and blinds or add sheer drapes to protect your floor from intense UV rays.

### Shoes

Exposed nails and heel supports will dent any floor.

### Mats

Collect heavy soils or wetness in entrances or other busy areas. Make sure they have a waffle matting underneath for an underlay.

### Care and Cleaning for Carpet

Regular carpet maintenance can enhance your indoor air quality and prevent your carpet's appearance from deteriorating prematurely.

Because preventative maintenance is less expensive and more effective than infrequent restorative cleaning:

1. Vacuum and spot clean your carpet daily.
2. Implement a preventive maintenance program.
3. Use hot water extraction to restore heavily soiled carpet.



## 1. Vacuum and spot clean your carpet daily.

Accelerated carpet wear occurs when traffic grinds imbedded soil into the carpet fiber. You can extend your carpet's life by placing walk-off mats at exterior entrances, and vacuuming traffic areas thoroughly every day.

Only about 20% of carpet soil is soluble in water or solvent. You can remove much of the remaining 80% (fibers and particles) by vacuuming thoroughly every day, **emphasizing heavy-soil areas** like entrances (refer to the maintenance plan on the back for more guidance). Your vacuum should have a powered brush and strong suction.

To ensure spots are removed promptly, give your daily cleaning staff a **carpet first aid kit** containing:

Dry cleaning **solvent** (e.g. perchlorethylene)

**Detergent solution** (a teaspoon of non-bleach powder in a cup of water)

**Ammonia** solution to neutralize acid stains (a tablespoon of ammonia in a cup of water)

**Vinegar** (of citric acid) solution to neutralize alkaline stains (1/3 white vinegar, 2/3 water)

White absorbent clothes or paper towels.

Beer	A	Excrement	B	Ketchup	B	Tar	A
Blood	F	Fruit	D	Mascara	A	Tea	D
Butter	A	Furniture Polish	A	Mayonnaise	B	Toothpaste	B
Chewing Gum	G	Garden Soil	B	Milk	B	Type Ribbon	A
Cheese	B	Glue, White	B	Nail Polish	A	Urine, Fresh	H
Chocolate	B	Grease	A	Paint, latex	A	Urine, Dry	C
Cocktails	D	Hair Spray	A	Rust	D	Vomit	E
Coffee	D	Ice Cream	B	Shoe Polish	A	Wax, Candle	G
Crayon	A	Ink, Point/Felt	A	Soft Drinks	D	Wax, Paste	A
Egg	B	Ink, Permanent	E	Soya Sauce	B	Wine	D

<b>A</b>	solvent, blot, detergent, blot, water, blot
<b>B</b>	detergent, blot, ammonia, blot, detergent, blot, water, blot
<b>C</b>	detergent, blot, vinegar, blot, ammonia, blot, detergent, blot, water, blot
<b>D</b>	detergent, blot, vinegar, blot, detergent, blot, water, blot
<b>E</b>	detergent, blot, ammonia, blot, vinegar, blot, water, blot
<b>F</b>	use cold ingredients: water, blot, detergent, blot, ammonia, blot, detergent, blot, water, blot
<b>G</b>	freeze with ice cubes, shatter with blunt object, vacuum, solvent, wait, blot, repeat if needed
<b>H</b>	blot, water, blot, ammonia, blot, detergent, blot, water, blot

## 2. Implement a preventive maintenance program.

An effective carpet maintenance program keeps soil below the threshold of visibility. If the program is working satisfactorily, **the carpet should never look soiled**. Hot water or dry extraction can be effective. **Cleaning frequency** and **cleaner expertise** are more important than the particular cleaning procedures selected. To assess a cleaner's professionalism, inquire about his or her references, training, and certification. Test-evaporate sample chemicals (particularly final rinse additives) in a pan, to ensure they dry to a powder, rather than leaving a greasy residue. When you have confidence in a professional cleaner, ask him or her to help you devise a maintenance plan that suits your particular site.

## 3. Use hot water extraction to restore heavily soiled carpet.

While various cleaning procedures can help prevent visible soil accumulation, your carpet must be **deep cleaned** once heavy soil appears. Hot water extraction usually cleans deeper and removes more soil than other methods. Select a cleaner carefully, because improper cleaning can cause accelerated resoiling. **Over-wetting**, particularly over cushion, will cause decreased lamination strength.

### Basic Cleaning Steps for all Food and Beverage Spills

- Scoop up as much of the spill as possible, with a towel or a spoon.
- Blot the spot, don't rub or scrub. Gently press clean cloths into the stained area to remove moisture. Scrubbing can damage the fiber and set the stain into the carpet
- Apply warm, not hot, water to the stained area and blot until the stain stops transferring to the cloth.
- If you can still see the stain, make a detergent solution by adding ¼ teaspoon dishwashing liquid to one cup warm water. Don't use too much soap, because it's difficult to rinse out of the carpet.
- Apply the detergent solution, let sit five minutes, and then rinse with clear warm water. Repeat until all the detergent is removed.
- Place layers of white paper towels on the spill to absorb the liquid. Weight down the towels with a non-staining glass or ceramic object. You can let them sit overnight
- When the carpet is dry, vacuum to restore the texture.

### Care and Cleaning for Linoleum

- Caring for linoleum flooring is very simple.
- Sweeping up dirt and grit regularly will help to keep the dirt from being ground into the linoleum. Place rugs or mats at the entrances to try to alleviate some of the dirt, sand, and grit from the floors.
- Linoleum can be wiped clean with a damp mop.
- From time to time you will want to polish your linoleum floors to keep them looking their best.
- Be sure to wipe up spills immediately as water runs the risk of loosening the linoleum.
- Use only plain water or a very mild detergent to damp mop.
- Be careful not to over wet linoleum floors. Floors should never be scrubbed with strong abrasive cleaners or cleaning tools.

### Cabinets

#### Care Instructions from Excel Industries

As with all wood products, avoid excessive moisture. Excel cabinetry is designed for use inside the home or other building and is not intended for outdoor appliances. Once your cabinets have been installed, wipe down all exteriors with a damp cloth to remove dust. Complete a small area at a time and wipe dry. The extended use of wax polish can result in a wax film buildup, while the use of silicone polishes can harm the cabinet finish.

### Cleaning Agents

Avoid spray-type polishes containing petroleum solvents, as they are flammable and toxic if swallowed. Use a damp cloth when cleaning normal household spills. After wiping thoroughly, dry the surface with a lint-free cotton cloth. For stubborn stains, it may be necessary to use a mild detergent with warm water. Always dry the surface immediately. Never use abrasive cleaners, scouring pads or powdered cleansers. Do not allow oven cleaner to touch any part of the cabinet. Don't use a dishcloth to wipe your cabinet exterior, since it may contain remnants of grease or detergents.



### Everyday Care

It is important to wipe up spills and watermarks as they occur. Give special attention to areas around the sink and dishwasher. Avoid draping damp or wet dishtowels over the door of the sink base cabinet. Over time, this moisture can cause permanent water damage to the door. A convenient out-of-the-way sliding towel rack can be purchased from Excel.

### Care and Cleaning of Hardware

Periodically, use a mild soap and warm water to clean door/drawer knobs or pulls. Thoroughly dry all hardware joints and surfaces and the surrounding area with a clean, soft cloth. Buff hardware with a clean, dry cloth. Lubrication of hinges is not necessary; however, hinges can be cleaned or dusted using cotton-tipped swabs.

*Caution: Many brass and silver polishes contain harsh chemicals, which can damage the hardware's surface. These polishes or cleaners are NOT recommended.*

### Care and Cleaning of Countertops from Excel

#### Plastic Laminate Surfaces

Plastic laminate countertops can be cleaned with mild soap and water and other non-abrasive household cleaners.

#### Natural Stone Surfaces (Granite, Marble, Quartz)

Any ready to use stone spray cleaner is recommended.