# RiverBend Seniors Community

Welcome Manual



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Welcome to RiverBend Seniors Community

Welcome to RiverBend 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 RiverBend 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 RiverBend Seniors Community Strata and will enjoy

access to all common areas within the RiverBend facility. The common facilities at RiverBend

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, Media Room, or the

Computer/Library Room. Join friends for a meal in the Dining Room or should you want a more

intimate dining experience with friends and family, the Private Dining Room is available by

reservation.

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 Gazebo, 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 RiverBend Seniors Community.

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

Sincerely,

The Team at A&T Alpine Construction Company Ltd.

<u>Note</u>: 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, RiverBend Assistance Crews, lead by the Assistance Coordinator will be onsite in order to ensure your move as smooth as possible. This team will be available to answer any questions you might have about RiverBend Seniors Community and lend a helping hand when needed.



Access to the building while moving in to your unit will be through the main entrance or through the secondary elevator entrance.

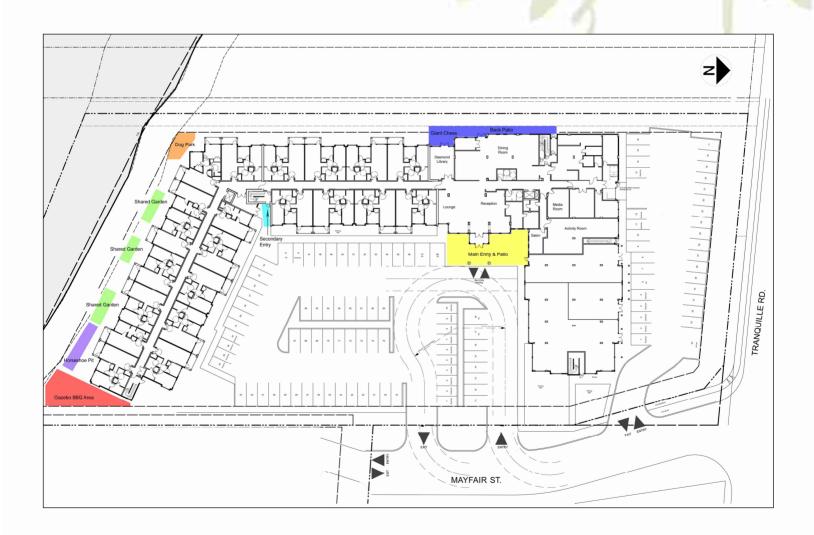
Should you be move into your unit following the initial occupancy of the building, please contact the property manager, CML Properties, in order to arrange for elevator protection to be installed prior to your moving date.



## **Overview & Map**

Tastefully situated along the river on the North Shore of Kamloops, RiverBend 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, RiverBend Seniors Community is the ideal location for convenience, accessibility, and enjoying life to its fullest.

#### RiverBend Site Map





#### **RiverBend Common Areas**





# **Contact Directory**

Property Manager – CML Properties	(250)372-1232
RiverBend Manor	(250)376-6536
Reception Desk	(250)376-6536
Security	(250)376-6536
Activity Coordinator	(250)319-3566

# **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 RiverBend 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 of 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.)

#### Caretaker

There is no fulltime caretaker on site at RiverBend Seniors Community. It is likely that the strata will decide to align their caretaking services with those provided by RiverBend Manor.

#### Garbage Disposal

Garbage and recycling stations are located in the "Garbage Room" on each floor at RiverBend. These bins will be emptied as required to the larger garbage disposal station. Normal household garbage is acceptable in the garbage receptacle.



RiverBend 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 (<a href="http://www.kamloops.ca/garbage/index.shtml">http://www.kamloops.ca/garbage/index.shtml</a>).

#### Housekeeping & Laundry Services

While each suite has a personal laundry centre complete with washer and dryer, RiverBend 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	<u>Price</u>
Linens (1-Bedroom)	\$80.00/month
Linens (2-Redroom)	\$120/month

Seniors living at RiverBend also have the option of using RiverBend's housekeeping service to clean their suites. For more information about these services please contact the RiverBend Manor Administration at (250)376-6536. 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.

Housekeeping Services	<u>Price</u>
Weekly Service (1-Bedroom)	\$125.00
Weekly Service (2-Bedroom)	\$150.00
Bi-Weekly Service (1-Bedroom)	\$75.00
Bi-Weekly Service (2-Bedroom)	\$100.00

For residents who wish to have both housekeeping and laundry services for their units, the following packages are available.

Hou	sekeeping/Laundry Service Package	Price
	Weekly Service (1-Bedroom)	\$185.00
	Weekly Service (2-Bedroom)	\$240.00
2	Bi-Weekly Service (1-Bedroom)	\$105.00
	Bi-Weekly Service (2-Bedroom)	\$145.00

<sup>\*</sup>All Rates detailed above subject to change over time\*



#### 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)

760 Mayfair Street Kamloops, BC V2B 0E5

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**

RiverBend 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 in the basement of the building. Currently 15 - 20 spots are available; 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 Landlord. To initiate the approval process, please contact CML Properties at (250)372-1232. In the event that written approval is granted, the Landlord and the 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 Tenant who keeps a pet shall be responsible for the care and feeding of the per as well as any damage caused by the pet to common property, landscaping or any other Strata Lot.
- All pets must stay inside a Tenant's strata lot and must be carried by the Resident at all times when the pet is in common property (hallways).
- Preference regarding the approval of pets will be given to strata lots having direct ground access (first floor suites).
- 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 Landlord to remove the pet from the property.

#### Phone System - Entertainment Package

An exclusive entertainment package is available to the residents at RiverBend Seniors Community through Shaw that combines your telephone, internet and cable TV in one package. This package combines two major advantages, affordability and flexibility; the package is offered at a monthly rate of \$79.95/month\* and requires no contract. As such, should you wish to cancel your service, a simple phone call is all that is required.

<u>Shaw Telephone</u>: Complete telephone services are offered in this package including voicemail, caller identification, programmed announcements, and conference calls. Long distance is offered at a rate of \$0.03/minute within North America and there is no charge for calling other Shaw customers. The Shaw phone system is interconnected with the facility's telecommunications system which enhances communications and security within the building.



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

<u>Shaw Cable TV</u>: Shaw is including digital TV service within this package which includes 87 channels (including high definition channels) plus 40 music channels.

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

\*Rates subject to change over time\*

#### Property Manager

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

#### Rentals

Rental of units is permissible at RiverBend 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 RiverBend 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."



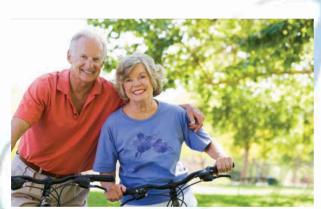
#### Security

With controlled building access, and surveillance patrolled main access points to the building, peace of mind is easy to achieve at RiverBend 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 RiverBend is prohibited in all common areas of the property which includes the elevators, hallways, parking areas, lounge, activity room, media room, computer room/library, salon, dining room, 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 are established on the grounds of RiverBend.

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**

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



Prior to occupancy of your unit, please contact

BC Hydro

1(888)224-9376

#### **Visitors**

RiverBend suite owners will have the ability to "buzz" in visitors through the integrated phone system. Visitors of residents in RiverBend Manor will be required to check in with reception prior to their visit where they will receive a "Visitor's Pass".



## **RiverBend Seniors Community Amenities & 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. The Activity Room will be open daily from 6:00am to 9:00pm. 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. Or if you simply are not up for making your own meals but want to dine in the privacy of your suite, RiverBend's optional meal plans can be delivered to your door (Additional charge applies).



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

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

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.

#### 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 20 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 the RiverBend Manor Administration at (250)376-6536. Meal plans can be built according to your request off of a special menu.

#### Lounge

The Lounge is an area that is available to all residents at any time. Located at the entrance to the building, the Lounge offers an inviting and peaceful atmosphere complete with a featured fireplace and a Baby Grand Piano.

#### 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.





#### Patio/Gazebo/BBQ Area

Located on the southeast end of the building is the Gazebo and BBQ Area which is perfect for all your outdoor entertainment needs. Featuring an outdoor shuffle board and a horse shoe pit, the Gazebo and BBQ Area will provide countless hours of outdoor entertainment.

Patio Area is located behind the Library and the Dining Room. The area features a Giant Chess Board and an outdoor sitting area, ideal for an afternoon game.

#### Reception

The reception desk is run by volunteers and is open daily from 6:00am to 9:00pm. Visitors of RiverBend Suites do not need to check in with reception however, visitors of RiverBend Manor are to check in with reception in order to receive their visitors pass.

#### 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.

#### Services (prices include HST)\*

#### **Hours of Operation\***

Hair Cut	\$25.00	Monday:	8:30a.m. – 12:00p.m.
Shampoo Set	\$20.00	Wednesday:	8:30a.m. – 12:00p.m.
Perms	Starting at \$60.00		2:00 – 4:00p.m.

Colours \$30.00 + Cut or Shampoo Set

\*Salon Prices and Hours of Operation are subject to change over time\*



#### RECREATION PROGRAM DIRECTORY

Welcome to our 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, who's purpose will bring forth educational information to residents and participants that will inform, inspire, 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.



#### THEATRE ROOM VIDEO PRESENTATIONS

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.



#### **GARDEN PATCH CLUB**

Garden Patch Club invites those who love to engage in our outdoor personal community garden; who seek to share their energy, ideas and secrets of a happy gardener. Social time is our motto; Eat, Share and be Merry!

#### **FLOWER POWER CLUB**

Seeking participants who would like to share in a creative group of flowers plants and landscape designs - developing breath taking

floral displays that will add to our buildings; unique touches inside and out. A touch of class for everyone; let's create and enjoy everlasting beauty.

#### **BIRD SANCUARY CLUB**

Each day brings new encounters! This exciting group of adventure is a place to learn about and enjoy one of life's most beautiful and interesting creatures. "It's a Bird's Life." Our very own "Bird Sanctuary" together we can build and create a place where we can all enjoy the incredible collection of diverse bird species. Plan to help build paths and rest areas for all to relax, watch, study and enjoy.



#### **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. Share in our friendship-mentoring program – "Seniors Helping Seniors."

Volunteers are the heart of our world – come – join in for great experience and lots of fun! Contact our Recreation Department to sign up now!!



#### **DINING ROOM ENHANCEMENT**

Our recreation staff will be your morning Dining room Host, and offering of refreshments, coffee or tea. This will be a welcome good morning meet and greet, a time for Recreation daily schedule review and a great way to start they day.



#### **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.

#### **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 monitory 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**

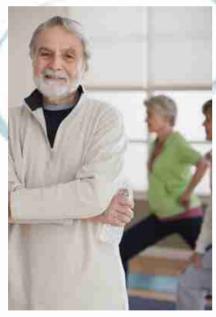
A good time to be had by all – join us for: Shuffleboard, magnetic darts, pool games, cards, Bingo, Trivia, board games Wii TV games and lots of outdoor games fun too – horseshoes, Bocci, Crochet, lawn darts, giant checkers – Fun! Fun! Fun!



#### **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 & NUTRITION**

A great group to engage in - Join us in developing our very own Riverbend Cookbook! For many years to come we may share in our own community cookbook. Share in favorite recipes. Enjoy the joy of cooking – a great variety of special favorites - baking, meal planning and tasting; a fun and eventful social time.

#### **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

Company	<u>Address</u>	<u>Phone</u>
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

Company	<u>Address</u>	<u>Phone</u>
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

Company	<u>Address</u>	<u>Phone</u>
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, McArthur 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 McArthur 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

Company	<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	21 – 750 Fortune Drive	(250)376-5354
Dr. Kevin Kang	1 – 1120 8 <sup>th</sup> Street	(250)554-3441
Northills Dental Centre	44 – 700 Tranquille Road	(250)376-8224

## Physiotherapists/Massage Therapists/Chiropractors

Company	Address	<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**

Company	Address	<u>Phone</u>
Drugstore Pharmacy	49 – 700 Tranquille Road	(250)312-3326
Pharmasave	35 – 1800 Tranquille Road	(2 <mark>50</mark> )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

## <u>Retail</u>

Company	<u>Address</u>	<u>Phone</u>
Serendipity Salon & Spa	11 – 1800 Tranquille Road	(250)376-2777
Sears Canada Inc.	35 – 1800 Tranquille Road	(250)376-2459
Qphoria Tanning & Wellness	12 – 1800 Tranquille Road	(250)376-4440
Movie Gallery	17 – 1800 Tranquille Road	(250)376-7007
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
Northills Shopping Centre	700 Tranquille Road	(250)376-1259



## Restaurants

Company	Address	Phone
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 Grill & Chill	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
Greco's 2 For 1 Pizza	104 – 1295 12 <sup>th</sup> Street	(250)554-4300



Company	<u>Address</u>	Phone
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 on the Water	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
Sandpiper Pub	177 Tranquille Road	(250)461-6705
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



Company	<u>Address</u>	Phone
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
Stella's Mediterranean Pasta House	262 Tranquille Road	(250)376-2010
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
Twin Phoenix	69 – 700 Tranquille Road	(250)376-8218
Warunee's Thai Restaurant	413 Tranquille Road	(250)554-7080
Wendy's	801 Fortune Drive	(250)376-4155
White Spot	675 Tranquille Road	(778)470-5581
Yaki Joe's 2 for 1 Pizza	1800 Tranquille Road	(250)554-4711



### **Transportation**

#### RiverBend Bus

RiverBend Seniors Community has purchased a 16 passenger, wheelchair accessible bus that will be 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 residents at RiverBend 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.

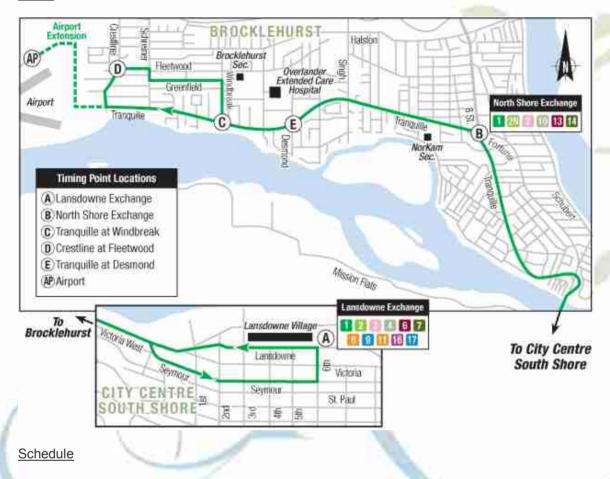
### Ticket & Pass Outlets

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

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



## Route



For current transit schedules, please visit www.transitbc.com/regions/kam

## Taxi-Cabs

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



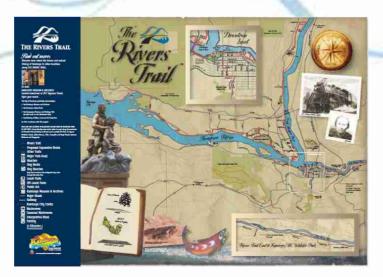
## Walking/Bike Path: River's Trail

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?
  - o The strata corporation c/o CML Properties.
- 3. Are BBQ's allowed on the balconies of individual units?
  - o Yes, barbeques are allowed on your personal balconies.
- 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 in the basement 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 RiverBend gated and how can I access the facility?
  - RiverBend is not a gated senior's community; however there is a fence to the west of the property. RiverBend 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, RiverBend Suites will likely retain the services of RiverBend Manors Caretaking provider.
- 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?
  - o To book the Private Dining Room, please contact the RiverBend Manor Administration at (250)376-6536.
- 13. Do we have to reserve a BBQ when we would like to use one in the BBQ/Patio area?
  - o 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 Alpine Construction Company 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 Alpine Construction Corporation 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 Alpine Construction Corporation 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 Alpine Construction Corporation 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.

#### **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 Alpine Construction Corporation 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.





# Unit A, B, C, & D Finishing Details

## **Fresh White Option**

Kitchen & Bath Cabinets:	Mesa Vinyl Door from Excel Kitchens, Colour: Frosty White		
Laminate Countertop:	Frescoe		
Carpet:	Kraus, Casual Touch Carpet, Colour: 45 Walnut		
Linoleum:	Corn Silk		
General Wall Paint:	Benjamin Moore, Carrington Beige HC-93		
Baseboards and Trim:	Benjamin Moore, Chantilly Lace OC-65		
Fire Place:	Dimplex Kenton Electric Fire Place, Colour: White		
Window Coverings:	White Vinyl Horizontal Blinds		
Appliances:	Kenmore, White or 'Simple' Care Stainless		

# **Sycamore Option**

Kitchen & Bath Cabinets:	Mesa Vinyl Door from Excel Kitchens, Colour: Sycamore		
Laminate Countertop:	Frescoe		
Carpet:	Kraus, Casual Touch Carpet, Colour: 45 Walnut		
Linoleum:	Corn Silk		
General Wall Paint:	: Benjamin Moore, Carrington Beige HC-93		
Baseboards and Trim:	Benjamin Moore, Chantilly Lace OC-65		
Fire Place:	Dimplex Kenton Electric Fire Place, Colour: White		
Window Coverings:	ngs: White Vinyl Horizontal Blinds		
Appliances:	Kenmore, White or 'Simple Care' Stainless		

# **Walnut Option**

Kitchen & Bath Cabinets:	Mesa Vinyl Door from Excel Kitchens, Colour: Amati Walnut
Laminate Countertop:	Frescoe
Carpet:	Kraus, Casual Touch Carpet, Colour: 43 Camel
Linoleum:	Corn Silk
General Wall Paint:	Benjamin Moore, Misty Air OC-44
Baseboards and Trim:	Benjamin Moore, Chantilly Lace OC-65
Fire Place:	Dimplex Kenton Electric Fire Place, Colour: Espresso
Window Coverings:	White Vinyl Horizontal Blinds
Appliances:	Kenmore, White or 'Simple Care' Stainless

# **Upgrade Options**

Kitchen & Bath Cabinets:	Maple Shaker Style Door from Excel Kitchens, Colour: Medium
	Stain
Granite Countertop:	Santa Cecilia
Carpet:	Kraus, Casual Touch Carpet, Colour: 45 Walnut
Laminate Flooring:	Southern Oak
Ceramic Tile:	Centura Ardesia Latte



## 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.

<u>Furniture</u>

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

scratches in routine use.

<u>Sunlight</u>

Can cause discoloration over time, close curtains and blinds or add sheer drapes to protect your

floor from intense UV rays.

<u>Shoes</u>

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, Kraus Carpet Mills recommends that you:

1. Vacuum and spot clean your carpet daily.

2. Implement a preventive maintenance program.

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

For additional advice, contact a technical services representative at:

Kraus Carpet Mills,

65 Northfield Drive West,

Waterloo, Ontario, Canada, N2L 0A8,

Tel.: 519-884-2310, Fax: 884-0170.



### 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)

Excrement

blot, water, blot, ammonia, blot, detergent, blot, water, blot

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)

В

Ketchup

В

Tar

White absorbent clothes or paper towels.

Α

Beer

G

DCCI			, · ·	EXOLOTION		recondp		i ui	/ \
	. /	Blood	F	Fruit	D	Mascara	Α	Tea	D
	1	Butter	Α	Furniture Polish	Α	Mayonnaise	В	Toothpaste	В
	C	hewing Gum	G	Garden Soil	В	Milk	В	Type Ribbon	Α
d		Cheese	В	Glue, White	В	Nail Polish	Α	Urine, Fresh	Н
ı		Chocolate	В	Grease	Α	Paint, latex	Α	Urine, Dry	С
		Cocktails	D	Hair Spray	Α	Rust	D	Vomit	Ε
		Coffee	D	Ice Cream	В	Shoe Polish	Α	Wax, Candle	G
1		Crayon	Α	Ink, Point/Felt	Α	Soft Drinks	D	Wax, Paste	Α
		Egg	В	Ink, Permanent	Ε	Soya Sauce	В	Wine	D
	В	detergent, blot, ammonia, blot, detergent, blot, water, blot							
	С	detergent, blot, vinegar, blot, ammonia, blot, detergent, blot, water, blot							
	D	detergent, blot, vinegar, blot, detergent, blot, water, blot							
	Е	detergent, blot, ammonia, blot, vinegar, blot, water, blot							
	F	use cold ingredients: water, blot, detergent, blot, ammonia, blot, detergentplot, water, blot							



freeze with ice cubes, shatter with blunt object, vacuum, solvent, wait, blot, repeat if needed

## 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 ½ 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.

## Wood 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 us ing 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.

