

2025

New Resident Package



Julie Lepp

Stone Road Village

www.niagarainagrafton.ca

Welcome!

On behalf of the Niagara Ina Grafton Gage Village's Board of Directors, management team and nearly 400 dedicated staff and volunteers, it is my pleasure to welcome you to Stone Road Village.

All of us recognize that this move is a big change in your life which may come with many questions. Please do not hesitate to speak with any member of the staff that you may see if you need more information. We are here to assist you and to make you feel at home, wherever we can.

Have a look through this information package for answers to our most often asked questions, some tips and important information to help you settle in your new environment and community.

I wish you all the best and hope you enjoy your new home.

Sincerely,

Kathy Robinson
Acting Chief Executive Officer

Telephone Directory

Call Direct to: 905-935-6080 and extension as follows:
Or Call Main Line during office hours: 905-935-6822

Administration Office	221
Director of Finance.....	222
Chief Executive Officer	223
Volunteer Coordinator	224
Satellite Meal Service	228
Manager, Environmental Services	230
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Leasing/Finance.....	260
Fire, Police, Ambulance	911
Stone Road Village Maintenance	905-468-8889
After Hours Emergency.....	905-705-6508

Info on Your New Home

Apartment Entry System

Your telephone is connected to the front entrance door entry (enterphone) system and is coded. Visitors should scan the name list for the code and enter the numbers on the keypad. Your telephone will ring. Pick up the telephone and identify your visitor, press 9 on your telephone and hang up. If you are already on the telephone, you will hear a beep; finish your call, hang up, pick up the telephone and proceed as above.

Balconies & Patios

Please refer to Schedule C, Article III - Common Areas with respect to guidelines for use of balconies and patios.

Birdfeeders

Birdfeeders are not allowed anywhere on Stone Road Village property.

Booking an Elevator

When moving in/out, removing or bringing in large items, please contact the Maintenance Department to reserve an elevator. Elevator bookings can be made Monday – Friday 8am – 4pm.

Bulletin Board

The residents' bulletin board is located in the foyer of the main entrance of the building.

Cable TV

The cost of cable TV (Cogeco's Digital Value Pack) is included in your Maintenance Fee. You may upgrade your cable services by contacting the cable company directly; you will be responsible for the payment of any upgrades. Please be aware that you are responsible for the registration and the return of the high-definition cable receiver and remote control upon vacating the unit.

Unit Alterations

Requests must be made in writing to the Manager, Environmental Services for any major alterations, e.g. painting, hanging TV's, etc. You do not need permission to hang small shelves or pictures, etc.

Garbage & Recycling

On the first floor, garbage should be deposited in the garbage containers located in the Recycling Room. On the second, third and fourth floors, deposit garbage in the garbage chutes beside Units 219, 319 and 419. Ensure that all garbage bags are securely tied. Try not to use the chutes late at night or early in the morning when your neighbours are sleeping.

All recycling must be sorted into the two totes in the Recycling Room on the first floor. Please do not leave any recycling in this on Mondays as this is pick-up day and the totes will be outside.

A battery recycling bin is located in the main floor Recycling Room beside Unit 115.

Keys

Each set of keys includes a front entrance key; a unit key; and a mailbox key. Each set of keys is charged a \$100 refundable deposit. A maximum of (4) four sets of keys can be issued for each unit upon request. Any lost keys must be reported to the Leasing office immediately at 905-935-6080 extension 260.

Library

The Library is located on the first floor off the main entrance foyer.

Live Plants/Fresh-Cut Flowers

Live plants and fresh-cut flowers are not permitted in common areas or hallways, but are permitted in residents' units.

Mail

Mailboxes are located at the front entrance.

Parking

Each unit is assigned one reserved parking space, which is numbered. Visitor and Handicap parking spots are marked. Please refer to Schedule "C", Article VI of your Lease Agreement for further information re parking and driveways.

Pets

No animals, other than those weighing less than 30 pounds and being less than 16 inches in height shall be kept or permitted within the Unit or upon the property. Please refer to Schedule "C", Article V of your Lease Agreement for additional guidelines re pets.

Smoking

Stone Road Village is a smoke-free property including patios and parking lot. A copy of the Smoking Policy is included in your Lease Agreement under Schedule "D".

Storage

Storage lockers may be available for rent on a monthly basis with the rent added to the Maintenance Fees. Storage lockers are available only for the term of the Lease.

The Stone Road Village News

You will receive a copy of "The Village News" via email every month. This publication keeps you up to date on events at Stone Road Village. Hard copies are provided for those residents who do not have access to email in the lobby.

If you wish to be added to the newsletter email group, contact Administration at dkopeschny@niagarainagrafton.ca or by calling 905-935-6080 ext. 221

Fire Safety

Make sure you and your visitors know the Resident Fire Safety Plan in your complex. The Plan instructs you as to the best way to evacuate your building if there is a fire. The evacuation procedure is located by the elevators. Observe where the fire alarms are in the hallways. If you hear the fire alarm, follow the Resident Fire Safety Plan immediately. Never assume it is a false alarm.

Throughout the facility and in each unit, there are heat detectors, sprinklers and smoke detectors. Smoke detectors will only sound the alarm in your unit if activated; the heat detectors and sprinklers will sound the alarm throughout the entire building and a signal will be sent to Fire Monitoring and Fire Services who will respond. If there is a fire inside your unit and only the smoke alarm has been activated, exit your unit, pull the nearest fire alarm and call 911.

By law, you cannot place furniture within 18 inches of a sprinkler head on a horizontal plane. All materials must be stored below this horizontal plane. You cannot have any items beside a sprinkler head (within 18 inches) or hang items from a sprinkler head. The clear space between stored materials and the sprinkler deflectors allows discharge from sprinklers to overlap and pre-wet combustibles to effectively contain a fire. It is against the law to tamper with sprinkler heads, heat detectors, or smoke detectors in any fashion. No personal items (walkers, boots, umbrellas, scooters etc) to be left in the hallways.

On-Site Maintenance

Maintenance staff promote and maintain a clean, safe and comfortable environment at all times. They perform minor plumbing, electrical and appliance repairs as well as painting and repairing walls, ceilings, etc. and also assist with preventative maintenance throughout the premises.

Regular business hours are Monday to Friday from 8 am to 4 pm. Maintenance staff are located on the first floor across from the Warren Maybee Room and can be contacted by calling **905-468-8889**.

A Maintenance Requisition Form should be completed for all maintenance issues that are not an emergency; blank forms are available at the office and a mail slot is available at that location for complete forms.

Emergency Response System

Dumont Security has been retained to provide an immediate response to any after-hours emergencies. They can be contacted at 905-705-6508.

Examples of an emergency include fire; flooding; elevator entrapment (if you witness someone trapped in an elevator who is not able to place an emergency call); unit power failure; loss of heat & loss of air conditioning; being locked out of your unit; overflowing plugged toilet. Please note that a plugged toilet that is not overflowing is not an emergency; turn off the water to the toilet and do not flush the toilet; use the public washrooms until the next business day when maintenance staff is available

Who Does What

Board of Directors

The Niagara Ina Grafton Gage Village Corporation consists of 7-10 volunteers who form the Board of Directors. The directors represent various sectors of the community including hospitals, churches, business and social agencies and are responsible for the governorship of Niagara Ina Grafton Gage Village. The Board does not involve itself in the day-to-day operations of the village. Board members cannot be residents, staff or contractors of the village. The day-to-day operational responsibilities are delegated to the Chief Executive Officer.

Chief Executive Officer

The Chief Executive Officer is responsible for the overall operation of Niagara Ina Grafton Gage Village and reports to the Board of Directors, while all managers report to the Chief Executive Officer. Any issues of concern or compliments may be referred to the Chief Executive Officer.

Director of Finance

The Director of Finance is responsible for the collection and payment of all accounts, production of monthly and fiscal financial statements, maintenance of all telephone and computer systems and the supervision of Administration Office and Assisted Living Services staff.

Administrative Assistant, Leasing/Maintenance

The Administrative Assistant, Leasing/Maintenance is responsible for the viewing and efficient turnover of rental apartments and life lease units.

Manager, Environmental Services

The Manager of Environmental Services is responsible for the management of the Maintenance and Housekeeping Departments to provide a safe, comfortable, clean and well-maintained environment, and for the supervision of staff in these areas. The role of Fire Safety and Emergency Management Coordinator also falls under the direction of the Manager of Environmental Services.

Volunteer Coordinator

The Volunteer Coordinator is responsible for the recruitment, training, supervision, recognition and engagement of all Niagara Ina Grafton Gage volunteers. Volunteers play an important role throughout the organization by assisting in all departments and enhancing residents' and their families' experiences

Niagara Ina Grafton Gage Foundation

Purpose of the Foundation

As a not-for-profit organization and registered charity, the Foundation raises monies to fund projects that enhance the quality of life for seniors of Niagara Ina Grafton Gage Village by providing them with an exceptional place to call “home”.

Goals of the Foundation

- To identify fundraising opportunities that are not routinely funded by government; e.g., capital improvements, amenities.
- To conduct annual fundraising drives
- To invest in projects that will sustain the future of Niagara Ina Grafton Gage Village.
- To work with the Niagara Ina Grafton Gage Village Board of Directors, Management and Residents to prioritize fundraising needs.

Annual Fundraising Events

- Christmas Giving Campaign
- Staff 50/50 Lottery

Donations can be made to the foundation at any time either online on our website www.niagarainagrafton.ca or at the main administration desk with a one-time gift or set up regular donations monthly, quarterly or annually. Planned giving through a bequest in your will is of course accepted and appreciated.

For more information on the Foundation, please visit the website at www.niagarainagrafton.ca

Residents’ Rights and Responsibilities

The Human Rights Code

The Human Rights Code states that landlords, people working for landlords and fellow tenants cannot harass the residents of a building. This is the law. Harassment may be based on race, ancestry, place of origin, ethnic origin, colour, citizenship, religious beliefs, political beliefs, sex, sexual orientation, age, marital status, family status, physical and mental disability or the receipt of social assistance.

Code of Conduct

We have a code of conduct to help ensure high standards of service are maintained. Please be aware that staff may not:

- accept tips, money or gifts from residents
- sell items or services to residents
- buy or take property or personal belongings from residents, their families or their estates or use it for personal gain
- accept gifts or other items from residents in return for service
- accept payment for service during or after work hours
- borrow money or anything else from residents
- witness a will, oath or affidavit for a resident or act as the executor of a resident's will
- be on the job in an unfit condition due to using alcohol or drugs, or
- abuse* residents, family members, staff members, volunteers, visitors, service agency representatives or anyone else in the work place, either verbally, physically, psychologically or financially

*The Abuse-Free Environment Policy (C-10-03-03) is available through the Administration Office.

Harassment

Harassment is defined as engaging in comments or conduct towards a person or persons that is known or ought to be known to be unwelcome. Harassment may make one feel uncomfortable, embarrassed, offended or intimidated. Types of behaviour that may constitute harassment include but are not limited to:

- unwelcome jokes about one's colour, ancestry, religion, etc.
- racist remarks
- sexual advances or intimidation
- teasing or gestures which may cause embarrassment

Harassment directed towards residents, staff and visitors will not be tolerated and will result in action being taken by the management of Niagara Ina Grafton Gage Village.

Whistle Blower Protection

No threats or action of retaliation shall be taken against a person who exposes any kind of information or activity that is deemed illegal or unethical.

Noise Transmission

You are reminded to respect your neighbours' right to privacy and enjoyment of their homes by keeping noise at a low level.

Residents' Responsibilities

You must respect the rights and privacy of all persons in the facility and treat them with dignity, courtesy and respect. You must also abide by the facility's policies, procedures and guidelines.

Stone Road Village Residents' Meetings

Resident meetings are scheduled on a regular basis to discuss pertinent issues related to Stone Road Village. This group provides a strong line of communication between residents and management with the hope of achieving goals and providing suggestions on improving the quality of life for residents. Residents are encouraged to attend meetings to discuss ideas and concerns. They are also encouraged to represent their peers when voicing opinions. The executive for this group is reviewed annually by the residents.

Notice of Entry

Niagara Ina Grafton Gage Village and its authorized agents shall, subject to the obligation to give notice as hereafter set out, have the right to enter the Unit to examine same and to make such repairs, alterations, improvements or additions thereto as management may deem necessary or desirable. The Resident shall grant access to the Unit at reasonable times during the day after not less than forty-eight hours' notice in writing and at all times in cases of emergency.

Satellite Meal Service (SMS)

Home-cooked frozen meals are prepared in the Niagara Ina Grafton Gage Village's Kitchen and offered for sale by order through the Satellite Meal Service voicemail at ext. 228, email sms@niagarainagrafton.ca or contact the Administration Office at ext. 221 for all the details and updated menus! Let us do the cooking for you!

Volunteers

Niagara Ina Grafton Gage Village relies on volunteers to enhance the quality of life for residents in the Village. If you or your family member would like to consider donating their time and talents, please contact the Volunteer Coordinator at 905-935-6080 ext. 224 or mgordon@niggv.on.ca. Your contribution, no matter how big or small, is appreciated.

Recreational Facilities

A Billiard Room is located off of the front entrance foyer; an exercise room is located on the lower level. The Warren Maybee Room has a full kitchen and is available for meetings, parties, etc. A booking calendar is located on the bulletin board to reserve the room.

Resident Quick Links:

Our website features a resident section dedicated to you called Resident Quick Links. This can be found on the main page at the bottom banner. The Resident Quick Link page provides all the information and forms you need most. Village News, Maintenance Request Forms, Speak Your Mind forms, Resident Handbooks, Contact numbers and our volunteer info can be found here on one page!

www.niagarainagrafton.ca