

SECTION IV

PROCEDURES

In This Section:

Instructions on how to handle a variety of situations, mostly dealing with maintenance of your unit and the Co-op in general. Also covers the Member Selection process in detail.

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I. EMERGENCIES

Co-op policies and procedures change from time to time. In order to cope with emergencies, as well as day-to-day procedures in the Co-op, please keep yourself informed. It will also help to keep your handbook up to date, especially:

Section II - Co-Op Directory

Section III - Policies

Section IV - Procedures

The following are general emergency procedures:

If your **furnace breaks down**:

1. Check the fan switch, usually located high on the wall, to make sure it is switched on.
2. If the furnace is switched on and it still does not work, check the electrical panel to see whether a circuit breaker has tripped. If so, flip the breaker switch back to restore the connection.
3. If that doesn't work, call the Co-ordinator or the on-call member of the Maintenance Committee.
4. If neither is available, call the gas company or service department.

If your **water pipes burst**:

1. Turn off the main water supply where it enters the unit.
2. Call the Co-ordinator or on-call member of the Maintenance Committee.
3. If unavailable, call a plumber and inform the Co-ordinator on the next working day.

If your **toilet bowl cracks**:

1. Turn off the water at the toilet.
2. Take the same action as if your pipes had burst.

If your **hydro goes off**:

1. Check to see whether there is a general shut-down.
2. If not, check the circuit breaker.
3. If flipping the circuit breaker does not restore service, call the Hydro service department.

If you **smell gas**:

1. Do not smoke or light matches in the area.
2. Open windows and leave the house.
3. Call the gas company immediately.
4. Follow the advice of the gas company about alerting neighbours.



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If your **basement is leaking:**

1. Remove any belongings that might be damaged.
2. Try to locate the source or cause of the leak.
3. If the cause is heavy rainfall, dig a channel near the foundation outside the house to redirect the flow of water away from the foundation wall or reduce ponding.
4. Inform the Co-ordinator or the on-call member of the Maintenance Committee.

If your **stove or refrigerator shuts down:**

1. Check to see that it is plugged into the wall outlet.
2. Check for burnt-out fuses in the appliance itself.
3. Check the main service panel for a tripped breaker.
4. Call the Co-ordinator or the designated member of the Maintenance Committee.



II. MAINTENANCE

One of the main differences between co-ops and rental accommodation is that much of the general upkeep of the project is carried out by the members, and paid trades people are called in only for major repairs and emergencies.

By taking care of the Co-op's buildings and grounds ourselves, we are able to save money and keep our housing charges lower.

Care of Your Unit

The Co-op unit assigned to you is your home. We would like you to treat it as if you owned it. That is, take care of the minor repairs and maintenance that any home will sometimes require. Now and then, however, a major problem may arise - one that you don't have the skills to deal with. When this happens, by all means call the Co-op Co-ordinator or the Maintenance Committee so that skilled help can be obtained.

Please remember that if and when you move from your unit the Co-op must prepare it for its next occupant. This will be easy for the Co-op and will reflect well on you if you will follow these practices for good care of the unit:

- 1. Counter Tops:** Counter tops are not meant to be a cutting surface and will become permanently damaged if used in this manner. Always use a cutting board for this purpose. Although the laminated surface has a good heat resistance, it can be marked by placing hot ovenware directly on it. Do not use abrasive cleaners which scratch the surface, like Comet or Ajax. Use a non-abrasive liquid or cream instead.
- 2. Sinks, Counters, Bathtubs:** To prevent scratches, use a non-abrasive cleaner such as baking soda or washing soda, which are excellent for removing stubborn hard water stains and making your fixtures gleam. They are also easier to rinse away than harsh powdered cleaners.
- 3. Kitchen Cupboards:** Wipe down as required, using a mild liquid detergent diluted with water.
- 4. Carpets:** Carpets should be vacuumed as needed (usually once or twice a week) and shampooed once each year. Liquid spills should be attended to as they occur. Blot the spill with dry paper towel. Do not rub. If a stain remains, soak it with bottled soda water and continue blotting with clean paper towel until it is removed. Protect the affected spot from traffic until dry.
- 5. Hard Surface Flooring:** The best and also the most economical way to clean a no-wax vinyl floor covering is to wash with a solution of warm water and vinegar. Avoid using strong detergents. Never use abrasive cleaners. For coverings designed to be waxed, use only the wax recommended for that type of flooring. Use even that sparingly, and guard against build-up of wax that collects dirt. Never, never apply varathane or any other such finish that is intended for wood. It will destroy the finish. If



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you have any hardwood floors, do not wash with water. Follow the directions on a good brand of cleaning wax made especially for hardwood floors.

6. **Decorating:** Feel free to decorate your unit but do not use dark paint on the walls and use only dry-strippable wallpaper. Never mount self-adhesive mirror or cork tiles directly on the walls because adhesive destroys the drywall surface. Consult the Co-op Co-ordinator or the Maintenance Committee if you are unsure about the acceptability of your decorating plans.
7. **Improvements and Alterations:** It is written in your Housing Agreement that "the member agrees not to make alterations or improvements to the Unit without the prior consent of the Board of Directors".

Care of the Grounds

If there is a yard or garden, patio, sidewalk or perimeter fence associated with your unit, you are responsible for the general upkeep on this space. Some lawn care equipment is owned by the Co-op and can be borrowed by members. The Co-op Co-ordinator or Maintenance or Landscape Committee will be able to tell you what is available.

Members share the responsibility for the upkeep of the common elements. It is important that all members of the Co-op participate in the discussions and decisions as to how this responsibility can be shared equitably and amicably. We all like to live in attractive surroundings, and with a little work our grounds can have a "well dressed" appearance.

Here are some hints and reminders:

1. **Sidewalks:** Using salt to melt ice on concrete steps and walkways erodes the cement and kills the grass. Use UREA instead. This is a fertilizer that also melts ice. Your sidewalks will be clear and intact and your grass will grow!
2. **Cutting the Grass:** In early Spring dress the grounds by removing all dead leaves, twigs and collected debris. The first cuttings should be shorter than later, around 3/4 inch to 1 inch to promote root development. Other than the first Spring cutting, mow the lawn only when it is tall enough to bend slightly (1 to 2 inches high) and cut about 1/2 inch of grass blade.
3. **Watering:** When the top few inches of soil dries out, soak the soil deeply. Then wait until it begins to dry again before watering again. This will encourage strong root growth and discourage weeds and crab grass.
4. **Care of Planting Beds:** These should be cultivated and weeded from May through October and fertilized in the Fall. Keep edges neat and tidy. When turning the soil, turn the shovelful of earth on its side, not all the way over. This will allow air and water to penetrate the soil.
5. **Saving the Co-op Money and Work:** If proper care and attention is given to the landscaping, the plants and trees will flourish and the Co-op will have to spend less time and money on weeding and replacement. The project will look better and the members will be proud of their Co-op.



III. MEMBER SELECTION

To be considered for membership and residence at the Co-op, applicants must complete the prescribed application form with full information as indicated, pay the application fee, attend an orientation session and participate in an interview arranged by the Membership Committee. A recommendation will then be made to the Board of Directors, the only body capable of granting membership.

If membership is approved by the Board, the application fee will be received as a membership fee.

The main objective of the member selection process is to choose the best possible members for the Co-op, taking into account the needs of the membership as well as the needs of the applicant. This objective is interpreted in policy statements and procedures adopted by the Co-op and amended from time to time.

The Co-op will consider applications on the basis of criteria established by the membership from time to time, which will include the following:

- A willingness to participate in the development of the Co-op as a community;
 - A willingness to respect the human and civil rights of others;
 - A willingness to abide by the Bylaws, Agreements, Policies and Regulations set by the Co-op;
 - A willingness to allow a credit check as proof of financial responsibility;
 - A commitment to treat the Unit and grounds with the respect and care due to a family home;
 - An indication of permanency or at least long-term residence;
- and**
- A need appropriate to the available unit.



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In cases where there is more than one applicant eligible for the same unit, the following priorities shall prevail unless and until they are modified by the Co-op:

- Applicants will be assessed on their merits according to the member selection criteria in order to achieve an appropriate balance between the needs of the Co-op and the needs of the individual or family.
- First preferences shall be given to resident members of the Co-op under the terms of the Internal Moves Policy in effect at the time.
- Second preference shall be given to applicants from other co-operative organizations who have demonstrated need appropriate to the circumstances and who have positive recommendations from the other co-operatives.
- When according to the Co-op's criteria two applications are assessed to be equal, the earlier date of application may be the deciding factor.
- After being approved by the Board of Directors and signing the Housing Agreement, the member is entitled to quiet enjoyment of the unit assigned as long as the member continues to uphold and abide by the terms of the Bylaws, Agreements, Policies, and Regulations set by the Co-op from time to time.

Each member is entitled to one vote on each item of business for which a vote of the membership is required or requested. No proxy voting is allowed. A member's right to occupy the unit may be terminated by a majority decision of the Board of Directors, providing that the conditions of the General Bylaws and the Housing Agreement are met.

Co-operators agree that they will not discriminate against applicants because of race, religion, national or ethnic origin, colour or family composition. This commitment is also a condition of funding agreements with governments.

Often a resolution is passed by the membership which broadens the non-discriminating terms to include some or all of the following:

- age
- sex
- marital status
- sexual orientation
- health or physical disability
- source of income
- conviction for which pardon has been granted or sentence served



IV. FLOORING REPLACEMENT PROCEDURES

Flooring shall be installed by professionals or people with proven skills. Flooring shall not be replaced without permission of the Board of Directors. The member shall request permission to have flooring replaced.

In cases where the member will pay for the cost of the installation of the flooring the member shall ensure that the floor replacement is done in a professional manner.

Any flooring replacement shall be subjected to an inspection by a staff person and a board member shortly after the flooring has been installed. A final inspection by a staff member and a board member will take place six (6) months after the first inspection.

FIRST INSPECTION OF FLOORING

- Prior to installation the old flooring shall be removed. New flooring shall not be laid on top of old flooring. Where necessary an underlay must be used.
- Lift area rugs to check the flooring, move sofas to check flooring
- Flooring should be laid starting at an outside wall and along the longest part of a room
- Protectors shall be installed under the legs of tables, chairs, sofas to prevent the laminate from being scratched
- For Laminate flooring the joints have to be staggered, no less than 6" apart
- Laminate flooring must have a gap of ¼" between the floor and the walls, no underlay may show; the flooring shall be tucked under the baseboards.
- Check that there are no scratches or dents or chipping.
- Transition areas shall be finished appropriately with some type of stripping; they have to be even. Bathrooms shall have a metal transition
- For carpets check that seams are done tightly, they should be almost invisible
- The carpets shall not show wrinkles and be tucked under the baseboards
- Transition from carpet to other type of flooring shall be even
- For any type of tiles check that the tiles are all even; all edges shall lay flat and match with the other tiles

SECOND INSPECTION (AFTER SIX MONTHS)

- Laminate: Check that no pieces have buckled, no gaps at the baseboards, no underlay showing. Transitions are even.
- Carpet: No fraying at the edges, no wrinkles; properly tucked under the baseboards



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V. ISSUING PAINT TO MEMBERS PROCEDURE

In accordance with the Painting Policy, the following procedures shall be followed:

1. When member requests paint, the office will determine whether the member qualifies under the Painting Policy.
2. If a member qualifies for a paint request, a form shall be filled out.
3. The Office will issue a paint requisition including date of delivery to member, colour and amount of paint. Before any outside purchase is placed, the Office shall check with the Maintenance Person whether we have any of the requested paint on hand.
4. If the member chooses any other colour than approved by the Co-op, the member shall pay \$400.00 refundable deposit prior to painting and will sign on the receipt of \$400.00 deposit that the member has full knowledge of and will comply with the Painting Policy.
5. The Office will be responsible for having the members' unit checked 30 days after the member has received the paint, and ensure that the unused portion of paint in their original container(s) are returned as well as any empty paint cans.
6. Any unused paint will be dated and stored in an appropriate area of the maintenance rooms: empty paint containers will be disposed of in the appropriate manner. The requisition will be kept by the office in the appropriate file.

ALLOCATION OF PAINT:

APARTMENTS:

One bedroom and one bedroom accessible	4 gallons
Two bedroom and two bedroom accessible	5 gallons

TOWNHOUSES:

Two bedroom accessible	6 gallons
Three bedroom accessible	7 gallons
Three bedroom	8 gallons
Four bedroom	9 gallons

APPROVED BY THE BOARD: APRIL 2, 2012



VI. RECREATION AREA PROCEDURES

Skating Rink Rules and Time

The following rules and guidelines are to be followed for the use of the Skating Ring;

1. Use at Your Own Risk (If you have a hockey or bike helmet, please wear it for your safety while using the rink)
2. Small Children must always be supervised by their parents at all times.
3. No adult, teenagers or young kids are permitted to walk or wear their skates in the Co-op Apartment Building.

SKATING HOURS		HOCKEY HOURS	
MONDAY TO FRIDAY		MONDAY TO FRIDAY	
4:00 PM	-	6:00 PM	
		6:10 PM	-
		8:10 PM	
WEEKENDS & HOLIDAYS		WEEKENDS & HOLIDAYS	
8:00 AM	-	10:00 AM	
12:15 PM	-	2:00 PM	
4:15 PM	-	6:00 PM	
		10:10 AM	-
		12:10 AM	
		2:10 PM	-
		4:10 AM	
		6:15 PM	-
		8:10 PM	
OPEN SKATING			
		8:15 PM	-
		10:00 PM	

NOTE: If no one wishes to skate during the above times, then hockey can be played.

No Skating Rinks may be built unless approved by the Board of Directors.



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Sports Pad Rules

In order to ensure safety and total enjoyment by all, the following rules are to be adhered to by all individuals using the basketball court and the playgrounds.

SPORTS PAD PLAY TIMES

9:00 AM – 9:00 PM

NO SPORTS PAD ACTIVITIES

5:00 PM – 6:00 PM

9:00 PM – 9:00 AM

Teens/Youths (13 – 21 Years) 7:30 PM – 9:00 PM

School Aged Children (7 – 12 Years) 6:00 PM – 7:00 PM

Co-operation Times 9:00 AM – 5:00 PM

There should be no rude behaviour or playing of loud music while on the basketball court, as this interferes with the reasonable enjoyment of the other members who live close to the basketball court. Activities that are not sports related are not permitted on the basketball court.

Individuals who have friends on the grounds who are not living here will be responsible for their actions while on the co-op grounds.

Any person who fails to adhere to the above rules will lose their privilege of using the sports pad area.

Thank you for your co-operation in this matter,
 The Board of Directors.

DATE: April 14, 1998



Playground Rules

In order to ensure the safety of our children, the following rules are to be adhered to by all children who will be using the playground at Shamrock.

- All children under the age of eight must be supervised by an adult.
- No teens will be allowed to play or congregate around the playground equipment, unless they are supervising a child under eight.
- No rough play on or around the equipment.
- No swearing or rude behaviour on or around the playground area.
- No throwing of stones on or around the equipment.
- No use of skates or skateboards or any other such toys while on the playground equipment.

Children who do not adhere to the above rules will lose their privilege to play on or around the playground equipment for a period of one week. Continuous violations of these rules will result in the permanent loss of this privilege.

We thank you for your co-operation in this important matter and trust that you will inform your children of the above rules.

DATE: September 6, 2007



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VII. SHED KEY HOLDER ACCEPTANCE FORM

I, _____, of Unit # _____ accept the key for the Shed, located at 446 Kingscourt Drive, Waterloo, Ontario.

In accepting this key, I agree to the following:

- This key cannot be duplicated
- If this key is lost or stolen, I will report it to the Co-op office immediately.
- If this key is lost, stolen, or not returned at move-out, I agree to be financially responsible for all costs associated with having the Shed lock replaced for \$75.00.
- *I shall take training on most of the equipment.*
- *In compliance with the Shed Key Policy, I will not sign equipment out to members not wearing closed toed shoes.*

Further,

- **I am responsible to personally accompany members to the Maintenance Shed. I will not give my key to anyone.**
- I will ensure that the Log Sheet is filled out indicating when items are signed out and returned. I will also carefully close and lock the shed upon exit.
- *Children under the age of 16 are not permitted access to the Shed or power equipment. This is subject to any policy that is put in place in the future regarding the minimum age of use of equipment.*
- I agree to check the equipment before and after to ensure that they are in proper working order.
- I am responsible to ensure all tools, equipment and supplies are returned to the shed immediately after use.
- In the event that any equipment is returned damaged or is not returned on time, I will immediately report this in writing to the Office.
- I understand if I break any of the above rules my key holder privileges will be removed.

Member Signature: _____

Staff Signature: _____

Date: _____



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VIII. USE OF LIBRARY COMPUTER

1. Approval for the use of the Computer must be given by member on duty or the Committee Co-ordinator.
2. Computer users must sign the sign in log prior the use of the computer.
3. The computer can be used between the hours of 6:00 p.m. to 8:00 p.m. on Mondays and Wednesdays.

If use is needed outside of these above times, approval must be given by the Library Co-ordinator.
4. Users must be (13) thirteen years or older and must be computer literate.
5. Computer may only be used for work or school related projects.
6. Time limit of (1) one hour per evening (longer if needed with approval to a maximum of two hours).
7. Internet Access may be used with the supervision of the member on duty.
8. The printer may be used at a cost of \$.05 per sheet.
9. Computer must be turned off when finished using the proper shut down procedures (see instructions).

APPROVED BY THE LIBRARY COMMITTEE: OCTOBER 1, 2001



IX. RULES OF ORDER FOR MEETINGS OF THE CO-OPERATIVE HOUSING FEDERATION OF CANADA

These rules of order explain the procedure used to conduct the business of CHF Canada at the Annual General Meeting. They are based on *Robert's Rules of Order* with some minor changes. These rules explain the most commonly used motions and how these motions affect the main motion or the conduct of the meeting.

1. Main Motion

Purpose: To get the meeting to take some kind of action.
Rules: Debatable. Majority vote required. All other motions apply to it.

2. To Amend

Purpose: To make some changes to the main motion without changing its intent.
Rules: Debatable. Majority vote required. Amend, reconsider, close debate motions apply.

3. To Refer

Purpose: To refer the main motion to another body for consideration.
Rules: Debatable as to advisability of referring, and as to instructions. Majority vote required. Amend, reconsider, close debate motions apply.

4. To Close Debate

Purpose: To close debate on the motion under discussion.
Rules: Not debatable. Two-thirds vote required.

5. To Table

Purpose: To postpone consideration of a motion, usually to a stated time.
Rules: Not debatable. Majority vote required.

6. To Withdraw

Purpose: To withdraw any motion under consideration.
Rules: Not debatable. No vote required unless there is objection to withdrawal.

7. To Appeal

Purpose: To appeal a decision by the Chairperson.
Rules: Not debatable. Mover states reason for appeal then Chairperson states reason for decision. Majority vote required to confirm or overrule decision of the Chairperson.



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8. Point of Order

Purpose: To correct an alleged error in the conduct of the meeting.
Rules: Not debatable. Point is decided by the Chairperson, subject to appeal. May also be used as point of information.

9. Point of Privilege

Purpose: To propose a motion on a matter that may affect the honour, dignity, or safety of the meeting or of individuals.
Rules: Not debatable. Point is decided by the Chairperson, subject to appeal. The resulting motion is debatable. All other motions apply to it. Majority vote required.

10. To Adjourn

Purpose: To adjourn the meeting.
Rules: Debatable. Majority vote required. Not normally made until all business has been completed, except in cases of emergency.

There are two motions that have the effect of changing a decision previously made by the meeting. They are:

A. To Reconsider

Purpose: To reconsider a vote on the main motion.
Rules: Debatable. Mover must have voted with prevailing side. Majority vote required. Table, close debate motions apply.

B. To Rescind

Purpose: To annul a main motion.
Rules: Debatable. Two-thirds vote required. Rarely used, and not in order if the motion “to reconsider” would have the same effect.



X. LANDSCAPE EQUIPMENT PROCEDURES

Lawn Mowers

The Landscape and Maintenance Committee asks your co-operation in the following matters, regarding the use of lawn mowers in the co-op:

- Shoes must be worn when using the mowers.
- Protective eye glasses should be worn when mowing the lawn (these can be found in the maintenance room).
- Riding mowers are to be used only by people with their drivers' license.
- No alcohol is to be consumed while using this machinery or anywhere near the maintenance room.

Failure to follow these guidelines means that you will no longer be able to use this machinery.

Thank you for your anticipated co-operation,
The Landscape and Maintenance Committee.



Snow Blowers

The following are the rules and guidelines to be followed for use of the snow blower owned by Shamrock Co-op.

DO'S:

1. Check the oil and gas prior to using the snow blower each time.
2. Clear all seven doors to the apartment building.
3. Clear all sidewalks around the apartment building, including ramps from the parking lot to the building.
4. Clear the city sidewalk from one end of the property to the other.
5. Feel free to clear any common areas if time allows.
6. Lock the snow blower in the maintenance room when not in use.
7. It is recommended that two people operate the snow blower. Use your best judgement on this. The second person's primary job is to guide the snow blower operator. Their secondary job is to put down kitty litter as necessary.

DONT'S:

1. Do not be under the influence of any mind altering substances while operating the snow blower.
2. Do not put power cords across city sidewalks. People who hook up cords crossing any common or city sidewalks will be held responsible for any damage or injury caused by that cord. Anyone having to use cords to plug in clock heater on your car are to notify the Landscape and Maintenance Committee in writing as to the location of the cord. This will enable the snow blower to ensure the cord is moved during operation.

RESTRICTIONS:

1. Only people approved by the Landscape and Maintenance Committee can operate the snow blower. A questionnaire must be completed before instructions can be given.
2. All operators must be approved/refreshed each fall.
3. Approved snow blower operators can only remove snow from common areas.
4. No personal use of the snow blower is permitted.



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5. No person except the operating team can be within 20 feet of the snow blower.
6. Snow removal should be done between the hours of 6:00 AM and 10:00 PM as necessary.

Please use common sense when around the snow blower.

Any townhouse unit that does not have an able bodied person must submit a written request for snow removal to the Landscape and Maintenance Committee.



XI. USING THE LAUNDRY FACILITIES

Members should try to share the use of the laundry area with as many members of the co-op as they possibly can. Some ways to be more co-operative while using the laundry room are:

1. **Use as few machines as you can at once.** (Keeping in mind if you were in a townhouse or your own home, you would only have one washer and one dryer.)
2. **Clothing is not to be left unattended for any length of time.** (Members are responsible for clothes which go missing while left unattended.)
3. **Do your share in keeping the laundry room clean.**
4. **Make sure the fans are on.** (These are the two switches located on the wall as you walk in to the laundry room.)
5. **Clean the lint screens in the dryer after each use.** (If these overheat, they could ruin the motor of the dryers.)
6. **Monday and Wednesday mornings are dedicated Attendant Times.** (Only attendants and other personal support workers are allowed to use the machines during these mornings, not members or individuals.)
7. **No food is to be left in the laundry room.** (Non-perishable food items can be donated to the Co-op Food Bank by leaving it in the Office. The Co-op Food Bank does not accept perishable items).

Please remember that these appliances are here for everybody's convenience. Do your share in co-operation while in the laundry room too.



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XII. MEMBER SELECTION COMMITTEE PROCEDURES

The Committee will appoint a Contact Person.

Anyone wanting to do interviews MUST attend a training workshop. Committee meetings will be scheduled on a set day each month.

Information Nights for Orientations will be set on the 3rd Monday of the month (bi-monthly). The Contact Person will organize the evening activities, recruit, and train the presenters. Interview teams will consist of two Member Selection Committee members. The Contact Person will organize the interview teams to ensure people have the proper files needed.

The Member Selection Committee file will be maintained and kept up to date by the Contact Person. The Board approved applications will be given to the office and the waiting list will be updated.

The Contact Person, on behalf of the Member Selection Committee, will submit recommendations to the Board for membership approval of applicants. The approved applicant will be added to the waiting list and removed from the general file.

If the Member Selection Committee makes a recommendation to the Board not to accept an application, and the applicant makes an appeal to the Board of Directors, the Board of Directors must consult with the Member Selection Committee regarding the reason for the decision as part of the appeal process.

The interview should have a time limit to allow interviewers time to discuss the applicant after the interview meeting.

If an interview team cannot come to consensus on an applicant, the Contact Person will set up a second interview for that applicant. Only after both interviews are completed, will it go to a committee discussion.

Applications will be distributed to new applicants at the end of the Information Meeting. ONLY IN A SITUATION OF A VACANCY LOSS does the office or Contact Person have the right to give out application forms.

The General Manager will separate the financial information from the application when it is received. The non-confidential part of the application will be given to the Contact Person.

The General Manager will contact the first person on the waiting list when there is a unit available. The Contact Person will be asked to set up interviews to fill a unit when there is no name on the waiting list.

The information for Information Night will be recorded on the answering machine.

DATE: January 14, 1994



XIII. PROCEDURES FOR GUESTS AT BOARD MEETINGS

In order to make the Board of Directors meetings run more effectively and to streamline our meeting procedure, the following procedure was adopted by the Board of Directors at their meeting of March 10th, 1992. Your co-operation in following this procedure will help us more effectively manage the interests of the Co-op.

1. Members wishing to be part of the Board agenda must contact the office 5 days prior to the Board meeting, to be added to the agenda, stating who will be presenting, and the nature of the issue/report.
2. Reports will be given a time limit, based on the nature of the report and the amount of business on the agenda. A written report must be submitted, after the presentation, to accompany the minutes on file in the office.
3. Visiting members will be made welcome and comfortable but will sit away from the Board table until their issue is on the floor. After the presentation they have the option of returning to their seat, or leaving the meeting.
4. Visiting members are only allowed to address the issues for which they are in the agenda.



XIV. ADMISSION PROCESS FOR ATTENDANT CARE PROJECT APPLICANTS

The “Admissions Process” will form an addendum to the “Admissions Procedure” which is part of the existing agreement between Shamrock Co-op and the Independent Living Centre of Waterloo Region. The procedure and the process are meant to work in conjunction with one another, the process expanding the procedure.

1. Co-op receives both the Membership and the Attendant Care applications.
2. A letter is sent by the co-op to acknowledge receipt of the Attendant Care application.
3. Attendant Care application is passed on to the Attendant Care Project Supervisor.
4. Attendant Care Committee assesses the applicant, in their home, and determines if the project can meet their needs.
5. Attendant Care Committee reports to the co-op regarding the applicant’s eligibility and the ability of the Attendant Care Project to meet the needs of the applicant. If needs cannot be met a letter from the Co-op Manager should be sent to the applicant with options/suggestion from the Attendant Care Committee.
6. Co-op invites the applicant to an orientation meeting at the co-op and then a membership interview.
7. The Membership Selection Committee then makes submissions and recommendations to the Board of Directors regarding the applicant.
8. Board decides whether or not to accept the applicant for co-op membership.
9. Letter is sent by the co-op stating whether or not the applicant has been accepted for membership. All successful applicants are then put on the waiting list until an accessible unit becomes available.
10. Co-op Manager notifies the Attendant Care Committee when an accessible unit becomes available and provides all necessary details (date available, size of unit, etc).
11. Within one month, the Attendant Care Committee must have a meeting to review the waiting list and set up interviews for re-assessment if necessary.
12. Attendant Care Committee determines which candidates are suitable for the program at that time.



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13. Using the following criteria (taken from the co-op's Member Selection Policy), the Committee prioritizes its recommendations to the Member Selection Committee.

First priority shall be given to qualified disabled applicants confined to Long Term Care facilities who meet the membership selection criteria and who have demonstrated a strong desire to live independently.

Second Preference shall be given to members residing in the Co-op whose requirements are appropriate to the available unit and who qualify under the terms of the Internal Moves Policy adopted by the Board of Directors of Shamrock Co-op from time to time.

Third preference shall be given to applicants from other co-ops who meet the membership selection criteria, who have a demonstrated need for the available unit, and who have positive recommendations in writing from the Board of Directors of that co-op.

Other applicants will be judged on their merits according to the above criteria in order to achieve a proper balance between the needs of the Co-op and the needs of the individual.

When all other priorities have been considered and everything else appears equal, the final priority shall be given to the date the application was received.

14. At the end of the month, the Attendant Care Committee will notify the Co-op Manager:

a. That a suitable candidate has been found to fill the unit and should be invited to move in

OR

b. If a suitable candidate cannot be found, the Board of the Co-op, in conjunction with the Attendant Care Committee should then decide how to temporarily fill the accessible unit, until a suitable candidate can be found. Any member who chooses to temporarily fill an accessible unit must sign an agreement form promising to move when necessary.

15. If an accessible unit is temporarily filled by a non-physically disabled member; when the next vacancy occurs within the co-op and if there is a suitable attendant care candidate, then the temporarily housed member will be required to move into the vacant unit. If the temporarily housed member is moved into an unsuitable unit, a third move may be required by that member.



XV. MEMBERS' MOVE-OUT RESPONSIBILITIES

The following are the standards the Move-In/Move-Out Committee Inspectors will be looking for when they do your Preliminary and Final Inspections. Hopefully the list will help you prepare for the inspection, and reduce the workload and expense for you when you vacate the unit.

The Inspectors will give you a list following the Preliminary Inspection, outlining what your responsibilities are prior to vacating the unit. The maintenance Person will also be given a list of repairs to be done by the Co-Op. If those damages, determined as your responsibility, are not repaired when the unit is vacated, the cost of repairs will be deducted from your Member Loan Deposit.

Before you leave, please ensure that your keys and your Green Member Handbook are returned, either to the inspection team or to the Office. Also, ensure that you have left a forwarding address or number with the Office, so we can send your cheque to you. We wish you the best of luck in your new home.

INTERIOR

WALLS

- Clean and in "ready-to-paint" condition in accordance with paint policy.
- No crayon/ink/marker on the walls.
- Wallpaper must be approved by the new member, otherwise it must be removed and walls returned to "Move-In" condition.
- Nails and plugs must be removed and the holes filled and sanded smooth to the surface. There should be no fill over the walls, only in the holes.
- Baseboards should be intact, secure and clean.

Floors

- Tile floors should be clean, have some shine and a reasonable finish.
- No tiles missing or damaged.
- Heat registers should be clean.
- Carpets must be cleaned and deodorized. **
- Stains/burns/other damages which will require the carpet to be replaced will be discussed.

The Co-Op can arrange for a company to clean carpets to ensure they are clean to standards. However, any stains that are not removable may result in a deduction.



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Door and Hardware

- All hardware components are intact and operational.
- Weather stripping on threshold and sweep are intact.
- No loose/missing screws in the hinges. Hinges move freely, are intact and operational.
- Doors should be clean, with no dents or gouges in the door or frame.
- Peephole intact and secure.

Windows

- Hardware latches.
- Dust stop and seals are intact.
- Windows are clean. No dirt or moisture between panes.
- Bug strip on screen. Screen in place, clean, and not damaged.
- Tracks and sill are clean (no mildew).
- Bay window screens are intact with locking tabs; no rips or holes. Tracks, screens, and glass are clean, and cranks are secure, intact, and operational.

Closet

- Closet doors are on tracks and operational.
- Door tracks are securely attached to ceiling and floor.
- Hinges on bi-fold doors are intact.
- There is no paint on sliding doors or hardware, in accordance with the paint policy.
- Rods, shelves and supports are secure.
- Floor and walls of closet are in accordance with floor and wall standards.

Lights

- All lights are complete, secure, and operational.

Doorbell

- Doorbell is complete, secure, and operational.

Ceiling

- Ceiling is clean and undamaged.
- All hooks should be left in the ceiling. Any holes made by removing hooks must be repaired, and the ceiling returned to "Move-In" condition.

Electrical Wall Plates (Light Switch Plates, Outlet Covers, Light Fixtures)

- Intact, secure, and operational.
- Must be original colour, not painted.



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Patio Door, Screen, Hardware

- Any added locks must be left on the door.
- No damage to the door or separation between the glass and wood.
- No mildew or water damage to wood.
- Weather stripping, latch & keeper, and hinges are secure, intact, and operational.
- Screen is intact and clean, with no holes, rips, or claw marks.

Sinks

- Sinks are clean - no stains or damages, no scale or lime build-up, no rust on or around taps.
- Pipes don't drip, no evidence of leaks, drains not plugged.
- Taps are complete - aerator intact, secure, and operational.
- All plugs accounted for (2 in the kitchen, 1 in bathroom sink, 1 in bathtub).

Cupboards, Drawers, and Countertops

- No paint on these surfaces (in accordance with paint policy).
- No burn marks, chips, dents, or water damage.
- Countertops have no burns, blistering, cuts or dents.
- All hinges/handles/knobs are intact, secure, and operational.
- Drawers, doors, and shelves in cupboards are clean.
- Drawer slides are intact, secure, and operational.
- All shelf paper is removed.

Refrigerator

- Clean inside and out; clean on top, underneath, and behind.
- Emptied of anything which is not a part of the fridge.
- All shelves, drawers, and covers are in place (butter keeper, crispers, etc).
- Interior light bulb secure, intact, and operational.
- All temperature dials secure, intact, and operational.
- Door closes gently by itself.

Stove

- Clean inside and out; clean on top, underneath, and behind.
- All elements and indicator lights operational; oven light operational.
- Exhaust fan and range hood clean, intact, and operational.
- Burner trays clean; not rusted through.
- No damage to surface finish.
- Two oven racks and a broiler pan present and accounted for.



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Thermostat

- Thermostat should be intact, secure, and operational.
- Thermostat should be clean; not painted.

Cold Air Intake

- Cover is secure, intact, clean and operational.
- Cover is original colour, not painted.

Toilet

- Secure, intact, and operational (seat/lid in place and secure, no rocking).
- No damages or leaks.
- Toilet is clean (inside and out).
- Flushes and refills.

Bathtub and Shower

- Shower rod is secure.
- Showerhead is intact, secure, and operational; no scale or lime build-up.
- No holes drilled in tub surround (except in accessible units where grab bars have been installed).
- Surfaces are clean, with no damage, lime, mold, or mildew.

Towel Racks, Toilet Paper Holders and Grab Bars

- All are intact and secure.

Bathroom Electrical and Fan

- Fan operates quietly.
- GFI receptacles are tested (push red button in - black pops out).

Hot water Heater

- Top is clear (nothing stored on top).
- If there are any operational problems with the water heater, Union Gas should be contacted immediately.

Furnace and Filter

- Surface is clean and clear.
- Filter is clean.
- Furnace runs quietly.

Laundry Tubs

- Taps and tubs are intact, secure, and operational.
- Plug is present and accounted for.
- There are no leaks; the surface is clean and has a good finish.



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Ducts, Pipes, and Fresh Air Intake

- All are complete, secure, and clean.
- Insulation around fresh air intake is intact.

Basement Stairs

- No damage to stairs (no gouges).
- Stairs should have a reasonable paint finish.
- Handrail is secure and intact.

Clean Out Covers

- These are secure and intact, with no leaks.

Sump Pump

- Sump pump is plugged in and working, as well as clean.
- Cover is intact.

Exterior

Fence

- All boards are intact and secure.

Lawns

- Grass is in an acceptable condition, alive and cleared of debris.

Siding & Brick

- Clean and intact. No holes or breakage points.

Roofing

- Visual check for debris on roof and intactness of shingles.

Exterior Faucets

- Intact, secure, and operational. Caulking in place, no leaks.

Sidewalk/Driveway

- Intact, clean, no damage to the surface.

Patio

- Patio is sloped away from the house (first four feet). No cracks.

Eaves Trough Downpipe

- Intact and secure, undamaged

Mailboxes

- Mailboxes are secure, intact, and undamaged.



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