



# STAFF RESIDENCE GUIDEBOOK

ALL ABOUT WHERE YOU LIVE

EVERYTHING INSIDE  
YOU NEED TO KNOW

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# Our Vision

**“To Be The Leading Mountain Resort Offering an Unrivalled Employee Experience for Adventure and Growth”**

## **WELCOME TO THE KANANASKIS VALLEY!**

This valley as you may have noticed is one of the most beautiful in Canada. Living here is a privilege and an adventure that only a few can enjoy. Now you are part of those privileged few!

In order to make your experience in Kananaskis the best possible, we have created this guidebook as a reference for Community Living as well as **“Living The Adventure”** in the Kananaskis Valley.

Please Read thoroughly and carefully.

## **COMMUNITY LIVING**

**“Our Residence will reflect a Welcoming, Comfortable and Safe Environment where each Resident is treated with Fairness and Respect”**

Living in a building with a hundred or so other people can be a challenge for numerous reasons. It is important that we respect all people who share this community. The guidelines that we have created for Residence all stem from taking care of the building, the environment, and most importantly, respecting the individuals that we share the building and valley with.

A community is about sharing, support and respect. We expect that at all times the residents will live in a manner that supports this mountain community.

## **Live the Adventure**

**“We will support residents to foster a sense of community, within the Delta Lodge at Kananaskis and the Kananaskis Valley. Through Leading by example, we will motivate all employees to “Live The Adventure” while encouraging a balance and wellness in their mountain lifestyle”**

Getting out and exploring all that the Kananaskis Valley has to offer is the best way to enjoy your time here in the mountains. Breathe in the fresh mountain air and enjoy all this **“Valley of Adventure”** has to offer.

**“Living the Adventure”** means something different to all people. For some it may mean putting on your ski touring gear, or climbing gear and traveling to the highest peaks. For others it is taking a walk along a mountain trail and enjoying the flora and fauna of the valley. Whatever your passion for the outdoors involves, the valley will have it for you.

In order to help you get out in the mountains and see all the valley has to offer, we have a Staff Activities Committee comprised of individuals whose jobs are to organize and facilitate mountain based activities for all levels of outdoor enthusiasts.

The Staff Activities Committee puts out an activity calendar and facilitates parties and special events. Employee Experience is a team here to help you out with any questions you may have or give you advice about living and being active in the mountains. Look out for posters about upcoming activities around residence and The Bear Necessities as well as on <https://livetheadventure.ab.ca>. or on our DLAK staff activities Facebook page. For More information see your Employee Experience representatives or sign up online.

## HOW TO USE THIS GUIDEBOOK

This book is divided in to 5 section...

You have just read through *Part 1: The Introduction*.

*Part 2: Helpful Hints to Enhance Your Stay* is comprised of just that, information regarding living in residence and a tight knit community. This part includes information on living in residence and the services that are offered by the Employee Experience Team and Safety & Security to make who lives here has a safe and enjoyable time. *Part*

*3: Things You Need to Know* outlines all policies and procedures in place to make the Delta Lodge at Kananaskis residence a comfortable and safe living environment for all residents.

*Part 4: Continuing Your Adventure* includes information for your departure from staff residence. Information for check out procedures, terms of eviction, and Appendix A and B, will be found here.

*Part 5: Closing Remarks and Acknowledgement* summarizes The Residence Guidebook.

If you have any questions or concerns about the contents of this Guidebook, we encourage you to stop by and see a member of the Employee Experience Team.

## Part 2: Helpful Hints To Enhance Your Stay

### **SHUTTLES AND ACTIVITIES**

Delta Lodge offers a variety of shuttles to help you get what you need to live comfortably in residence. Or just to get out of the valley for a while and check out our surrounding communities. Our Hotel Transportation Department currently offers weekly shuttles. Please contact Employee Experience for the schedule to Calgary and Canmore.

Sign-up for shuttles online at <https://livetheadventure.ab.ca> in the employee sign up section of the Website (accessible by current employees). Each shuttle costs \$5. These shuttles are subject to cancellation and Employee Experience will do their best to provide sufficient notice regarding cancellations. We do require five people signed up for a shuttle in order for it to run.

During winter months the transportation department runs shuttles to Nakiska Ski Hill. Shuttles will run daily based on Nakiska's hours of operation.

You are not required to sign-up for ski shuttles to and from Nakiska. Simply ensure that you are waiting at designated pick up locations at the appropriate times.

### **BEAR NECESSITIES**

We call the Bear Necessities the hub of residence because you will find everything you need from information, cleaning supplies, groceries, coffee, and much more. The Bear Necessities is open from 11:00am to 9:00pm every day of the week, with closures during less busy hours of the day. Business hours subject to change. This is just one place you can find a knowledgeable Employee Experience Representative to help answer questions and concerns. The store is also equipped with a Point of Sales system which allows you to make purchases with debit or credit cards in addition to cash purchases. Residents will be able to make credit purchases of up to \$100.00. Payroll deductions will be taken from your upcoming payroll

### **KEYS**

Upon your arrival and check-in to Residence you are issued 2 keys; a mail key and a room key. You are responsible for keeping these keys with you at all times when not in your residence room.

Any loss of residence keys must be reported to the Employee Experience team immediately. Should you lose your keys, you will be charged \$120 to replace the keys and change the lock.

Please keep your doors locked at all times for your safety and the security of the residence facilities.

### **ROOM INSPECTIONS**

The Employee Experience team along with Safety & Security, People Resources and the Facilities Coordinator will conduct room inspections. 48 hours' notice will be provided to inform you that we will be coming into your unit. Routine Residence inspections are performed to ensure the safety of all residents and to ensure the buildings are being managed effectively. We will be looking for the following during routine inspections:

- Smoke detectors are working properly
- Curtains hung for separation; allow proper airflow (18 inches below the ceiling) and also is not causing any fire hazard
- That you are not in possession of lodge property

- Maintenance needs for the room
- General cleanliness of the room
- Room inventory (furniture, dishes, etc.)

## **RECYCLING**

Residence has an active recycling program and we ask that you make every effort to recycle with care and concern for the environment. There is a recycling center in residence A, if you are unsure of the location please feel free to ask an Employee Experience Representative for assistance.

It is the responsibility of each resident to take the time to sort their recyclables into the appropriate containers. Please take the time to recycle and help keep the environment as beautiful and healthy as it is now for years to come.

## **MAINTENANCE REQUESTS**

In an effort to keep individual residence rooms in peak condition, we ask that you fill out maintenance requests for anything that is not working properly in your residence room. It is important that requests are filed diligently and promptly as some issues in one room may also affect another residence room. If you do not report a maintenance issue you will be held accountable for the damages.

Residence maintenance requests can be filled out by going to <https://livetheadventure.ab.ca> and accessing the Existing Employee sign up tab/ Residence Maintenance/ Request form.

Employee Experience will deal with all maintenance requests based on a priority basis, meaning the more severe the request the higher the priority for repair. Employee Experience will contact you regarding the maintenance request and let you know when we will be completing the request. Please keep in mind that that Employee Experience is always working to help make your residence a safe and enjoyable one and will contact you as promptly as possible.

In case of an Emergency after hours (between 11pm and 7am) please contact safety and security immediately at (403) 678-8184.

## **PETS**

The only pets permitted in residence are small fish; please keep the tanks clean and odor free. Any damage caused as a result of the tank/bowl will be the responsibility of the owner.

## **MAIL**

Your new mailing address is;

P.O Box 74 – followed by the physical address of whichever building you reside in;

<u>Residence A</u>	<u>Residence B</u>	<u>Pocaterra Suites</u>
3 Residence Road Kananaskis Village, AB T0L 2H0	3 Residence Road Kananaskis Village, AB T0L 2H0	3 Residence Road Kananaskis Village, AB T0L 2H0

Employee Experience representatives gather the mail from the post office and sort it into your individual unit mailbox by 4pm each day.

If you receive a parcel shipped through Canada Post you will receive a parcel slip that you need to take to the Post Office in order to get your parcel from them. If you plan to move out of residence and continue employment at the Delta Lodge at Kananaskis visit the post office to set up a private mailbox or to redirect



All residence rooms must be clean and organized for the new arrival. Should your unit be in an unacceptable condition upon check-in of a new roommate, you will receive a residence warning.

If you would like more information on your new roommate or are curious as to why this roommate was selected for you, please stop by the employee experience office at any time.

*Please help us to ensure each resident has a welcoming and comfortable arrival.*

## **ROOM CHANGES**

The Residence Manager must approve any room changes. Should a room change be made without authorization, the person changing rooms will be asked to return to their original room. It is not permitted to move any residence furniture during a room change unless employee experience grants permission.

It is not acceptable behavior to force a roommate to change rooms, whether by your conduct, company, or by creation of any disrespectful living conditions. Making a roommate uncomfortable in their own residence room is grounds for eviction.

If for any reason you are not comfortable with your current room assignment, please speak to the Employee Experience team, and they can then assist you in the matter.

## **WAIT LISTS – Open Double Rooms**

Open double occupancy rooms are made available based on years of service at the hotel. You are automatically signed up on the wait list for a double occupancy room when you arrive and check in at residence.

### A couple of tips for getting into a double occupancy room:

- If you want a room with a pre-determined person, it will take longer for an entire room to open up; therefore the wait can be significant
- Talk to people who are in double rooms, someone in a double maybe be currently looking for a roommate

\*\*Married couples that are employed at the Delta Lodge at Kananaskis are automatically bumped to the top of the wait list

# Part 3: Things You Need To Know

## **CARE OF UNITS**

We want all of the residence units to be in a respectable and reasonable shape to live in for you and future residents. To maintain a safe and comfortable environment, we need your help keeping them in great shape. We require that all residents will treat their units with respect.

- Please maintain reasonable cleanliness and care
- Fill out maintenance requests promptly and thoroughly
- Do not paint or alter your units in any way. Please do not affix anything to the walls or ceilings that will cause damage once removed. Shelves that are put up must stay up upon departure. Do not affix stickers to the unit doors or on the furniture
- If you require any fixture installations please contact the Employee Experience Team
- Please leave the units and furnishings in the same condition as you found them, suitable for the next occupant

- Furniture can be added or removed by making a request with an Employee Experience Representative. You will be held responsible for all the furniture designated to your room. Any moved, missing, or damaged residence owned furniture would result in you covering the necessary costs. Beds will not be removed from any units.
- Curtains and/or dividers in the room are not allowed. If you wish to use something to divided your room, we are suggesting a Chinese Wall, Please ask any of the Employee Experience team member for recommendations.
- Please keep the outside of the unit doors free from stickers, signs, posters, wipe boards, etc. The unit door must have the number visible at all times, nothing else may be posted on the outside of unit doors.
- The sprinkler must not be touched or obstructed and the sprinkler system in its entirety may not have any items hanging from it
- The smoke detector must be in working order at all times, and affixed to the designated location
- In wintertime windows must be closed while you are not home
- Willful damage will not be tolerated (see section on damage). Occupants are responsible for reporting any damage and anything that would potentially cause major damage to the Residence Facilities Coordinator and/or the Employee Experience team upon check in. The occupant of the room will be financially responsible for any discrepancies, aside from normal wear and tear. Cleaning fees will apply to all rooms not left in good condition and ready for the next occupant
- Employee Experience has vacuums available to borrow, these need to be returned promptly after use.

## COMMON AREAS

The common spaces of residence are there for all residents to enjoy. Please take the time to pick up after yourself when using the common spaces, leaving them a safe and comfortable space for all residents to enjoy. Report any damage and mistreatment of these areas immediately to Safety & Security and/or Employee Experience.

### Hours of Operation

- A building common room
  - Opens at 9am and closes at 2am, Employee Experience and/or Safety & Security may choose to close this area early if either deems it necessary due to noise level, misbehavior, etc.
- B building gym
  - Opens 24 Hours/day ( Subject to change ), Make sure after 11pm that we are make sure we are respecting residence units located above the room.
- A building stove 2<sup>nd</sup> floor and microwave 2<sup>nd</sup> floor
  - Although the stove/oven is only turned on from 9am to 9pm each day, the microwave is available for your use 24 hours a day. Please remember that these are available for all your fellow residents and to tidy up after yourself.
- Laundry rooms
  - These are available for residents to use 24 hours a day, please be conscious that others use these laundry facilities as well. Keep track of your laundry by changing it over and removing it from machines in a timely matter. Also remember to put lint and other garbage in the provided garbage bins. If you spill detergent clean it up, keeping it a clean and comfortable environment for all.
  - We also have a new TAP card system for laundry, a laundry card will be given to you at check-in. If you lose your card during your stay, you can buy one directly for the reloader. Please note that you have to give the card back at check-out or you will be charge 5\$ on your last paycheque.

## Closures

Employee Experience as well as Safety & Security may close any of the common rooms early should they deem it unfit for use or that it is being misused.

Although long-term closures of these areas are not normal, they may be closed for extended periods of time. Common areas may be closed for day(s), week(s), or even a month for reasons such as misuse or for renovations. Some reasons that may cause extended closure include;

- Garbage and recycling all over
- Excessive noise, multiple noise complaints
- Belligerent behavior towards Security at closing
- Wilful damage to residence and residence property

These are just some reasons; Employee Experience and Safety & Security reserve the right to close these areas for extended period of times should they see it necessary.

## **NOISE POLICY**

**Residence quiet hours are between 11:00pm and 7:00am. Any noise, which will disturb the comfort and privacy of other residents at any time of day, will not be permitted.**

We expect that all residents will respect those around them and their lifestyles at all times. With a full service hotel comes staff with a wide variety of shift work. Residence is home to staff that work all different shifts covering the twenty-four hours in a day. Please respect your colleagues and fellow residents, as people have different working schedules they also have different sleeping patterns and therefore may be sleeping in the day, evening or night.

## **NOISE COMPLAINTS**

As a resident, you may be issued a noise complaint anytime when you are in a situation where Safety & Security and/or Employee Experience is required to ask you to adjust/reduce the noise level on behalf of a fellow resident. You may receive a noise complaint when you are in your own residence room, someone else's residence room, and/or in the public areas in and around residence. Receiving a noise complaint will result in you receiving a residence warning.

## **GUESTS IN RESIDENCE**

Residents are free to entertain guests in residence, however the resident assumes/accepts any and all responsibility for the behaviour and actions of their guest while they are on Delta Lodge at Kananaskis property.

If you wish to have a guest in residence the following conditions must be met;

- the guest must be at least 18 years of age
- there can be no more than 2 guests per residence room at any given time, unless approved by the Employee Experience team
- Guests cannot stay more than 4 consecutive nights, unless approved by the Employee Experience team
- You are responsible to approve any guests with your Roommate(s)

***Any guest must be registered for any period of time they will be on the property between 11:00pm and 7:00 am, whether they are staying the night or not.***

### Guest Conditions are as follows:

- Valley Residents (Golf Course, Nakiska, RV Park, Boundary Ranch, Sundance Lodge, Etc.) are not permitted as guest or otherwise in residence between 11:00pm and 7:00am
- Current Delta employees that do not reside in residence are permitted in residence, but need to be registered (this does not include staff which have been evicted from residence)
- Guests are not permitted to use the Heartland (Staff Cafeteria) or access any back of the house areas of the hotel
- Terminated/evicted staff members are not permitted in residence at any time.

### Registering a Guest

To register a guest to residence you may call (403) 591 – 6026 or dial extension 6026 from any house phone. The guest line is available 24 hours a day. You will need to leave a detailed message including the following Information;

- Your name
- Your room number
- Your guests name
- How many nights the guest will be staying

This system is in place to make it easy for residents to register guests, it is crucial that this process is followed, if there is an emergency in residence, Safety & Security and Employee Experience need to be aware of all guests in residence.

## **DAMAGE**

Damage to residence and residence property will not be tolerated under any circumstances. Any resident aware of wilful damage to residence and/or residence property is expected to report it to Employee Experience and/or Safety & Security immediately. Residents who cause wilful damage will be held responsible for the cost of repair and are subject to immediate eviction. Residents are responsible for any damage in their residence unit. If someone else causes damage to your residence unit and/or residence property in your unit, report it immediately or you may be held responsible. You are required to make a maintenance request online or through the Employee Experience team if you require assistance with hanging shelves, TV mounts, etc. Under no circumstances are you permitted to make holes in the walls. **Please see Annex C, at the end of this guidebook for damage cost.**

If you see anyone causing damage to residence and/or residence property please report it to Employee Experience and/or Safety & Security as soon as possible.

## **GARBAGE**

Living in a pristine wilderness area, such as the Kananaskis Valley, obliges us to a certain responsibility to the environment and to the wildlife we share the valley with. Leaving garbage around invites animals into our living environment and endangers the animal and us.

All residents are responsible for disposing of their garbage in the dumpsters provided in the residence parking lot out front of A-building. The garbage baskets throughout residence are provided to dispose of single garbage items, such as a cigarette wrapper or snack wrapper, and not for residents to dispose of their unit's garbage. Leaving garbage in stairwells and hallways or in the common rooms is unacceptable and disrespectful to other residents.

Garbage from your room that is found anywhere other than the appropriate dumpster is considered litter and can result in a residence warning.

**PARKING**

If you have a vehicle you are eligible for a parking space outside of residence. **Employee Experience assigns all parking stalls.** To sign-up for a parking stall see an Employee Experience representative. Please ensure you are only parking in your assigned parking space.

Your vehicle must be insured and registered to park anywhere in the village; if a vehicle sits unregistered it may be towed at the owner’s expense.

The Yellow lane in front of the residence buildings is to be used for loading and unloading only. If you park your car in the Yellow lane for longer than 15 minutes, or if you park in the Fire Lane, you may be issued a warning and/or a ticket from the RCMP. Repeat offenders of parking in the fire lane run the risk of their vehicle being towed at the owner’s expense.

You may receive a parking warning if you are parked anywhere not considered an assigned parking spot.

**RESIDENCE WARNINGS**

All residence warnings will be viewed as one process. Warnings are issued for any discrepancy against the policies outlined in this Residence Guidebook including but are not limited to;

- Noise Policy
- Smoking Policy
- Violence and Harassment Policy
- Evicted and Terminated Staff Policy
- Garbage policy
- Illegal Drug Policy
- Open Alcohol Policy
- Guest Policy
- Damage Policy
- Parking Violations

Employee Experience and/or Safety & Security will issue residence warnings up to and including eviction based on the severity of the breach and as outlined in the policies (see Appendix C: Policies)

If you receive a residence warning you will get a notice in your residence unit door to meet with Employee Experience. Employee Experience will notify you of your status (warning level) and what the next steps are, and the warning will be put on your residence file.

<b>Residence Warnings Table</b>	
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First Violation	You will be notified with a written residence warning and you will be asked for cooperation in rectifying the situation. (i.e. If a noise complaint, you will be expected to adjust the volume to avoid further noise complaints)
Second Violation	You will be notified with a written residence warning and you will be asked for cooperation in rectifying the situation. (i.e. If for open alcohol in a public space, you will be reminded of the permitted areas and asked to keep it within those boundaries)

Third and Final Violation	You will notified with a written residence warning and you will be asked for cooperation in rectifying the situation. (i.e. If for littering, you will be asked to pick up your garbage and refrain from it in the future) the residence manager will meet with you and give you a written letter regarding your residence status as you are now on your final warning and any other incident will result in immediate eviction
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Employee Experience tracks all warnings issued to the resident and regarding residence.

It is very important that if you receive a notice regarding a residence warning that you come and meet with Employee Experience as soon as possible. Employee Experience will then discuss the severity of the issue with you and update you on your residence status, up to and including eviction should it be deemed necessary. Employee Experience and/or Safety & Security will determine the severity of any breach of policy and update your residence status accordingly.

Keep in mind that different situations require a more severe punishment. Just because it is your first violation does not mean that you are at your first warning, **Employee Experience and/or Safety & Security reserve the right to issue residence warnings up to and including eviction in any situation no matter the resident's current residence status.** Should you be concerned of your current residence status or have any questions or concerns regarding residence policies or warnings feel free to speak to Employee Experience at any time.

## EMERGENCIES

In the event of a fire alarm evacuate the residence building immediately and make your way to the adjacent Residence building if safe and clear.

### Building Evacuation

An evacuation may happen for various reasons (fire, gas leak, etc.) do not always assume that there will be visible signs leading to an evacuation. Do not assume it is a fire drill, evacuate the building immediately and in a calm and safe manner.

### Fire

Should you discover a fire:

- Pull the nearest fire alarm pull station
- Call 6666 from a safe house phone and state your name, exact location, and nature of the problem
- Evacuate the building and gather at a safe location (the adjacent building)

### Fire Safety Equipment

There are fire extinguishers in every hall in residence. You should use a fire extinguisher only if you are trained to use one properly and are not in any personal danger. Never fight a fire alone.

**Tampering with fire safety equipment is a Federal Offence and is considered cause for immediate eviction.**

## Part 4: Continuing Your Adventure

### **CHECKING OUT OF RESIDENCE**

So you have decided to continue your adventure outside of the Delta Lodge at Kananaskis staff residence. There are a few things that each resident must do when checking out of residence.

- Any employee, who resigns their employment at the hotel automatically, gives notice of vacating residence. (If you wish to leave hotel employment you must hand in a departing employee package to People & Culture)
- Anyone who leaves employment at the Delta Lodge at Kananaskis must vacate residence within 7 days of their last day of work, unless otherwise approved by the Residence Manager
- The residence room cleaning checklist must be completed (this is available through Employee Experience) the checklist is to be signed off on by your current roommate(s) and/or verified by Employee Experience
- Departing residents are responsible for cleaning the entire residence unit and ensuring that it is left a safe, clean and comfortable environment for the next occupant.
- Should the unit not be left in satisfactory condition, the departing resident will be responsible for cleaning/maintenance fees which will be taken off of their final paycheck.
- Employee Experience will do a walkthrough of the unit with the departing employee and check for damage and/or missing residence property.
- The employee is responsible for returning residence keys ( unit key, and mail key) to Employee Experience or a fee will be charged for the replacement of the keys and/or lock for the unit.
- Any employee that will be on a leave of absence and/or medical leave for longer than 1 month must seek approval from the Residence Manager to remain in residence. A return date must be provided along with advanced payment of residence fees (or arrangement to pay fees) organized through People & Culture and the Payroll Coordinator.

### **TERMS OF EVICTION**

When a person is evicted from Staff Residence for any reason, the following apply;

- The amount of time you will be given to vacate residence will be determined by the Residence Manager and be based on the severity of your reason for eviction.
- Should you create any further issues during the time you are given to vacate, eviction could become immediate.
- Evicted employees will not be permitted on residence property for a minimum of 6 months. Employee Experience and/or People & Culture, will determine re-admittance to residence for any reason whether to live or visit. Eviction and/or non-allowance to be on residence property is indefinite. A person not allowed to be on residence property and will be charged with trespassing.
- Evicted persons will be provided with notice of their eviction and issued a no-trespassing waiver for residence property.
- If found and/or charged with trespassing on residence property, the evicted person will be issued a no-trespassing waiver for Delta Lodge at Kananaskis property. This means they will no longer be permitted on hotel property. They will be forfeiting their employment with the Delta Lodge at Kananaskis. (Trespassing is determined and/or trespassing charges may be laid as per “petty trespass act”)
- Terms of eviction also apply to anyone quitting without notice and/or anyone being terminated from employment. In both cases privileges to visit and/or stay overnight are revoked.

**Appendix A: Clean and Well Maintained Unit**

<p>A clean and well maintained unit is expected of all residents and shall be defined as:</p>	<p>At all times a 2nd and/or 3rd bed will be kept in the unit and is available in case of roommate assignment</p>
	<p>Floors will be clean; carpets will be vacuumed and linoleum and/or wood floor surfaces will be swept and/or mopped whenever needed</p>
	<p>Freezers will be kept defrosted and fridges and freezers will be kept clean and free from dripping and/or spoiled foods</p>
	<p>Walls will be cleaned and free from scuff marks, drawings, and other defacing characters</p>
	<p>No light covers will be covered with cloth or other flammable materials</p>
	<p>All safety and fire regulations will be adhered to and are subject to change as per fire and/or provincial legislation and law</p>
	<p>There will be free and clear passage to and/or from the bedroom(s) and/or living areas to the bathroom and exit at all times</p>
	<p>Garbage and/or recycling will be taken out regularly and disposed of in an appropriate manner</p>
	<p>Dishes will be cleaned regularly and not left dirty or un-kept in the residence room</p>
	<p>All surfaces and/or furniture will be kept clean and/or in good repair</p>
	<p>No willful damage will be caused at any time by resident(s) and/or guest(s)</p>
	<p>Maintenance requests will be completed in detail and in a timely and appropriate fashion. Employee Experience will be made aware of any and/or all maintenance issues in the residence unit</p>

**Appendix B: Policies**

Noise Policy	<i>Quiet hours are from 11:00pm - 7:00am daily</i>
	We expect that all residents will respect the lifestyle of their roommates and neighbors at all times. Please respect that other residents work a variety of shifts, including overnights and therefore have different sleeping patterns. Although our standard quiet hours are in effect, any noise which will disturb the comfort and privacy of other residents will not be permitted/tolerated at any time.
	Should you have an issue with noise you may contact Safety and Security at (403) 678 - 8184 anytime or Employee Experience at (403) 591 - 6225 between 11am and 11pm. At this time a noise complaint shall be issued. Note that the name of the person calling in the complaint will be kept confidential.
	Noise complaints are subject to residence warnings

Illegal Drug Policy	<i>Zero tolerance for use and possession of illegal drugs, related paraphernalia and activity</i>
	The Delta Lodge at Kananaskis does not condone, permit or tolerate the use of illegal drugs. Should any illegal drugs, related paraphernalia or activity be noted in residence or the surrounding areas (rooms, porch, stairs, hallways, parking lot, etc.) it will result in immediate eviction from residence. All individuals involved/present will be determined to be equally accountable and subject to disciplinary action up to and including immediate eviction.
	Should there be suspected drug use or related activity, Employee Experience and/or Safety and Security reserve the right to enter the room/area to investigate without notice.

Smoking Policy	<i>Zero tolerance for smoking indoors</i>
	The Delta Lodge at Kananaskis along with Provincial Legislation is a smoke free environment. Smoking is not permitted inside any of the facilities on the Delta Lodge at Kananaskis, including residence and individual residence units.
	Should a resident be caught smoking indoors it will result in loss of privileges and residence warnings up to and including eviction.

**Appendix B: Policies**

Open Alcohol Policy	<i>Permitted individual units and A building common room</i>
	The consumption of alcoholic beverages is permitted in your units as well as in the residence A common room. Open alcohol is not permitted in hallways, stairwells, outside of residence or in other common/ public spaces.
	Any open alcohol in an un-permitted area will be considered drinking in public and is subject to a fine by the RCMP and/or Conservation Officers. Open alcohol in un-permitted areas is also subject to residence warnings

Violence and Harassment Policy	<i>Zero tolerance for violence and harassment, whether it be physical, verbal, written or otherwise</i>
	Physical/verbal/written threats of violence and harassment towards other employees and residents will not be tolerated, permitted or condoned by the Delta Lodge at Kananaskis.
	If you are a victim or know someone who is a victim of violence or harassment, whether physical, verbal, written or otherwise, you should report it to Safety and Security and/or Employee Experience immediately.
	Should a resident be caught being violent or harassing another resident or person, or condoning violence or harassment it will result in residence warnings up to and including eviction.

Damage Policy	<i>Zero tolerance for willful damage to residence and/or residence property</i>
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	Willful damage to residence, residence property, Delta Lodge at Kananaskis property and/or the individual property of residents will not be tolerated.
	Any resident caught causing and/or condoning willful damage to residence, its property or any part or property of the Delta Lodge at Kananaskis will receive residence warnings up to and including eviction. Participants in willful damage will also be responsible for the cost of repairs. Participants in willful damage may also face termination of employment from the Delta Lodge at Kananaskis, as it is willful damage of your employer and workplace property.

**Appendix B: Policies**

Guest Policy	<b><i>Guests must be registered between 11:00pm and 7:00am, and be permitted persons</i></b>
	The resident is responsible to register any and all guests via the guest line (403-591-6026 or ext. 6026). The resident is responsible for the actions and conduct of their guest while they are on Delta Lodge at Kananaskis property including residence, and ensuring that their guest is abiding by, all policies. The guest is not permitted in any hotel back spaces or Heartland (Staff Cafeteria). Any person who has been dismissed from employment at the hotel, quit without notice, or has been evicted from residence is not permitted to be a guest in residence.
	Any breach of this policy and failure to register any guests will result in suspension of guest privileges for a minimum period of 6 months and a residence warning. If during your suspension another breach occurs in will result in residence warning up to and including eviction

Evicted and Terminated Staff Policy	Zero tolerance for evicted and/or terminated staff in residence
	Staff who have been evicted and/or terminated from employment at the Delta Lodge at Kananaskis are not permitted in residence at any time. As a resident you are responsible for any evicted and/or terminated staff in your residence room.
	Residents are responsible to notify Safety and Security and/or Employee Experience immediately if they have knowledge of an evicted and/or terminated staff in any residence room, residence common area or building.
	Violations will result in residence warnings up to and including eviction for any resident residing in and/or occupying the same residence room or common space as a terminated and/or evicted staff member. The evicted and/or terminated employee will also be charged with trespassing as they were made aware of the conditions at the time of eviction and/or termination.

**Appendix B: Policies**

Garbage Policy	<i>Proper disposal of garbage</i>
	Residents are expected to dispose of garbage appropriately in the dumpsters provided in the residence A parking lot. Garbage from residence units or otherwise found littered through residence common spaces (including hallways, stairwells, common rooms, outside of residence, etc.) and otherwise not disposed of properly will be considered litter.
	Any resident caught/found responsible for the improper disposal of garbage will be issued a residence warning.

**Appendix C: Cost for Damage**

Damage to a wall (Holes, etc. )	Up to \$250 if we have to repaint.
Cabinet	Up to \$400 if we have to replace the cabinet
Stove-Top	Control Buttons: \$40 Cabinet replacement up to \$500
Bathroom Door	\$150
Windows Screen	\$50
Roller Blinds	\$150
Toilet	Seat: \$40 Tank and Bowl: \$125
Bathroom Vanity with Mirror	\$75
Light Fixture	\$75 /each
Shower	Shower Rods: \$60 ( Can be more if Bathtub insert is damage ) Shower Curtains: \$30
Bathtub Insert	\$900
Smoke Detector	\$50
Radiator Cover	\$50 to \$200
Outlet Cover	\$10 /each
Toilet Paper Holder	\$30 ( Can be more if wall is damage )
Towel Rack	\$30 ( Can be more if wall is damage )
Closet Shelves	\$30 / each
Closet Poles	\$50 / each
Fridge	\$400
Bed	Frame: \$100

	Box Spring: \$200 Mattress: \$250
Broken Ceramic Tiles	\$25 / tiles
Windows	\$100 minimum, up to \$500
Faucet	\$100
Bathroom Fan	\$50
Kitchen Fan Hood	\$75

## Part 5: Closing Remarks and Acknowledgement

### **CLOSING REMARKS**

Employee Experience strives day to day to ensure that every resident has a welcoming environment where they feel both comfortable, clean and safe. It is only through hard work and dedication along with the cooperation of residents that we are able to accomplish this.

We hope that you enjoy your stay here in residence and that you **“Live the Adventure”** by getting out and enjoying the glorious backyard that we call the Kananaskis Valley. Employee Experience is here to assist you in making this an unrivaled experience and we strive to provide you with all the tools necessary to enjoy the Kananaskis Valley in whatever form you choose. Please feel free to stop by and see Employee Experience with any questions or concerns you may have.

Sincerely,

The Employee Experience and Residence Management Team