Wood Buffalo Home

Quarterly Tenant Newsletter

Vol: 7 Issue #4 October/November/December 2019

Holidays

October:

- 1 - International Day for the Elderly
- 14 - Thanksgiving Day in Canada
- 26 - Make a Difference Day
- 27 - Dilwali
- 31 - Halloween

November:

- 3 - Daylight Savings time ends
- 11 - Remembrance Day

December:

- Winter Solstice: December 21
- Hanukkah: December 22 - 30
- Christmas Day: December 25
- Boxing Day: December 26
- Kwanzaa: December 26 - January 1st

Tenant Meeting

- Join us on October 24th for one of our fall tenant meetings:
  - o Location: Meadow Creek Clubhouse 152 Millennium Gate
  - o Times: 11 a.m. – 12 p.m. and 6 p.m. – 7 p.m.
  - o Topics will include the new 'Tenant Referral Program', site offices and main office hours, RentCafé enrollment, snow removal, community supports available for tenants.
  - o Refreshments will be provided and there will be some prize draws including a $150 rent credit.

Office Hours:

Office will be closed on:
October 14 — **Thanksgiving**
November 11 — **Remembrance Day**
December 25 — **Christmas Day**
December 26 — **Boxing Day**

Halloween Door Hangers

Trick-or-Treaters: We realize that this is a shift work community, and that many of our tenants cannot partake in trick-or-treating festivities. In an effort to help those that do not wish to be disturbed, or those that want as many treaters as possible, WBH will have available a Halloween door hanger that you can display to show your wishes.

The door hangers will be available at the WBH office on the 9th floor of the Provincial building (Franklin) for pickup after October 22, and it will simply say "Trick-or-Treaters Welcome" on one side or "Boo! We aren't home" on the other to indicate to kids and parents whether they can knock.

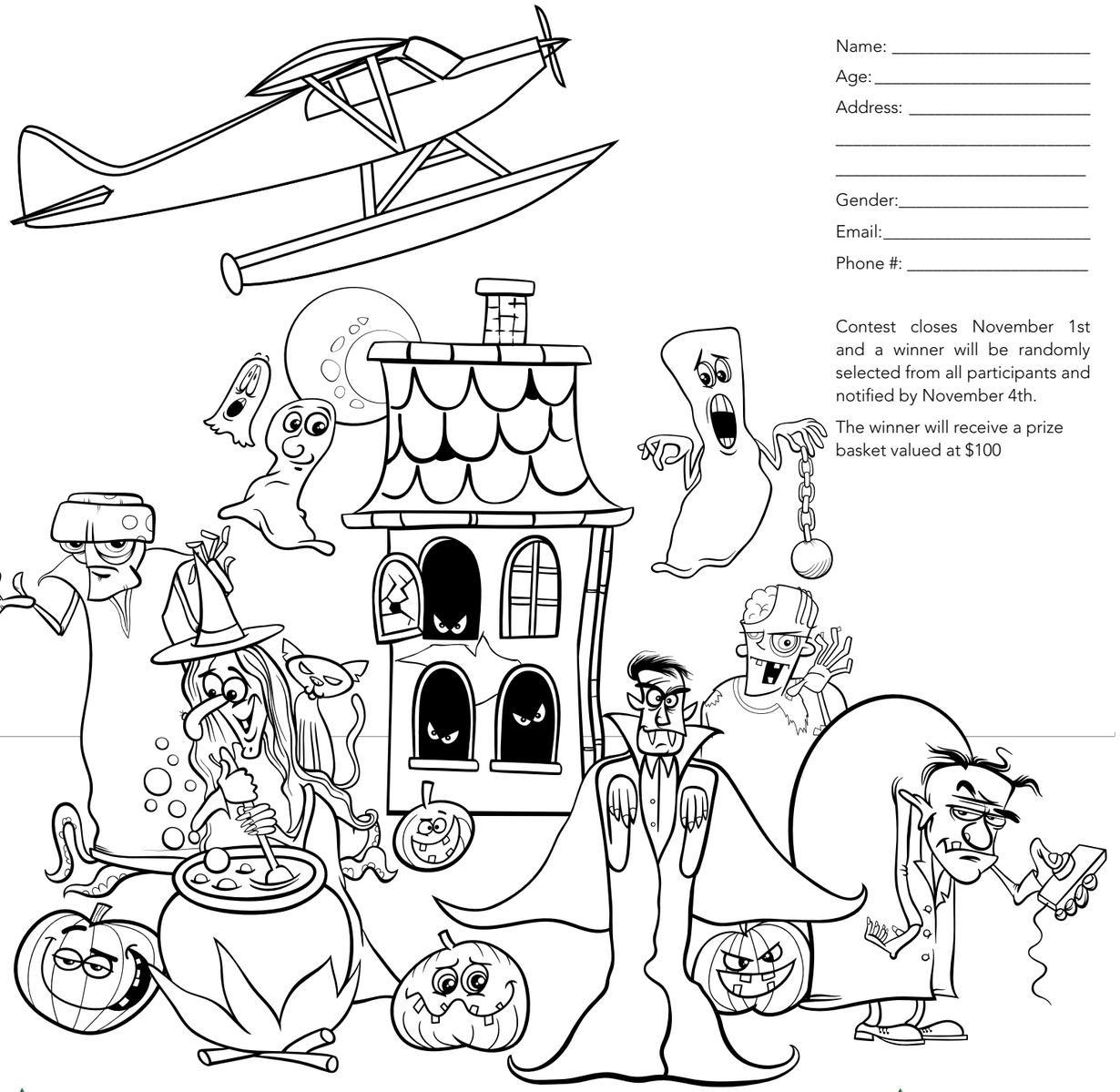
We ask all our tenants to respect the signs. Happy Halloween everyone!

New Office Hours:

- Please note that our new office hours at the Provincial Building are as follows: Monday – Friday - 8:30 a.m. – 4:00 p.m.
- Provincial Building office will be closed to the public from noon on December 24, 2019; reopening at 8:30 a.m. on Thursday, January 2, 2020.

Wood Buffalo Housing
Halloween Colouring Contest

Open to all tenants of WBH 12 and under. Submit your page in person to our head office at: 9011-9915 Franklin Avenue, Fort McMurray, AB T9H 2K4. Or you can take a picture of your coloured sheet and send to **christina@wbhousing.ca** or post on our Facebook page **@WoodBuffaloHousing** with the hashtag **#wbhcontest.**



Name: _____

Age: _____

Address: _____

_____

_____

Gender: _____

Email: _____

Phone #: _____

Contest closes November 1st and a winner will be randomly selected from all participants and notified by November 4th.

The winner will receive a prize basket valued at $100

November 11th

REMEMBRANCE DAY

LEST WE FORGET

CAUTION! Watch for Kids

Now that the days are shorter and colder and the school year has begun, please be aware of children waiting for or exiting from school transit buses. Please drive slowly through streets, parking lots and around playgrounds. Also watch for young children darting out in front of cars.

RentCafé Bulletin Board and Social Media:

Have you liked us on Facebook yet? Visit @WoodBuffaloHousing today and like us to stay in-the-know on all of the latest information for WBH tenants, including promotions, contest updates, office hours, etc.

You can also check out the Bulletin Board in the RentCafé Resident Portal. Sign up and stay informed!

On November 1st we will kick off our 'Cold Days Warm Hearts' Campaign

We will once again be holding our 'Cold Days Warm Hearts' campaign this fall, which is a winter clothing drive for the patrons of Marshall House Emergency Shelter. Last year was a huge success, and with the support of our tenants, staff and community we were able to provide winter jackets, thermal undergarments, socks and toiletries to dozens of men and women.

This year we will be collecting:

- gently used or new winter coats and boots
- new socks
- new regular and thermal underwear (for both men and women in sizes S, M, L and XL)
- new hats, gloves and scarves
- new toiletry items like shaving cream, razors, toothbrushes, toothpaste, deodorant, etc.

Donations can be dropped off at our administration office on the 9th floor of the Provincial building on Franklin, or to arrange a pickup of items, please contact Christina at 780-799-4034, christina@wbhousing.ca.

Getting Winter Ready

We all know, Winter is Coming!!! Our fall is so short in Fort McMurray, which doesn't leave a lot of time to get your units winter ready.

- If you notice a draft in your apartment, please alert administration right away by calling 780-799-4050 so the issue can be resolved before it worsens in the colder months.
- If you are going to be away from your unit, please turn down your thermostat but do NOT turn it off. The heat does not have to be kept as high as you normally would keep it if you were actually at the property, but keeping it set above 10 degrees Celsius is a good idea. This should provide enough heat to keep the pipes warm and to prevent the water inside from freezing. If pipes freeze and burst it can cause a lot of water damage to the property and to your possessions. Tenant insurance is critical in this instance to protect the tenant from having to pay for the repairs directly. As stated in our lease agreement, the tenants must hold a current tenant insurance policy and WBH should have a copy of that insurance documentation.
- Don't leave any windows open overnight. Again, this can lead to frozen pipes.
- Allow a faucet to drip slightly if you plan to be away from your unit, and keep interior doors open so that the heat can flow throughout the home. Allowing the faucet to drip slightly will alleviate pressure in the system. Once a pipe freezes, it is actually pressure that is created between the blockage and the faucet that will cause the pipe to burst, so allowing the faucet to be open will prevent this pressure from building up and thus, the pipe from bursting. Just make sure there is nothing blocking the water in your sink before you let it drip.

Some Useful External Resources

Newcomer Welcome Centre

A one-stop-shop for newcomers in Wood Buffalo to be connected with organizations that cater to their needs.

WHAT DOES THE WELCOME CENTRE DO?

- Listens to clients' needs, and matches them with appropriate services in the community,
- Sets up appointments with support services on behalf of clients,
- Eliminates frustrations experienced by newcomers when they are trying to find the services in the community that they need.

Visit us and get to know more about the programs and services offered in your new hometown!

Phone: 587-536-0216
Email: welcome@mcwab.org

Ready To Launch!

Please join us to celebrate the launch of the **Vulnerable Persons Registry.**

A free, voluntary and confidential service aimed at improving the safety of residents living at home who would be at greater risk during emergencies.

The VPR provides key information to local energy services about registrants during emergencies, helping them evacuate safely.

September 27, 2019
from 10 a.m. to 11 a.m.
at the Golden Years Society
10111 Main Street, Fort McMurray

Enjoy refreshments and learn about this new program available to RMWB residents.
Registration information about the Vulnerable Persons Registry will be available.

YMCA of Northern Alberta – "Bridging the Gap"

- An Employment Readiness Program

Bridging the Gap is a paid 20-week employment readiness program with twelve (12) weeks work experience for young adults aged 15-30. Participants are paid $15/hour while in-class for eight (8) weeks.

The program covers important life skills such as career planning, job search, resumes and cover letters, computer training, financial literacy, stress management, personal development, and certifications such as First Aid, CPR and WHMIS.

Eligibility:

- Between the ages of 15-30 years.
- Unemployed and not eligible for Employment Insurance.
- A Canadian citizen, permanent citizen or refugee.

Please contact the YMCA in Eagle Ridge to complete the intake interview, **587-537-5015** or email **sara.tham@northernalberta.ymca.ca or kevis.wilson@northernalberta.ymca.ca.**

YMCA Home Visitation Program

Are you expecting to be, or currently are, a parent of an infant or toddler?

Do you want to find out more about parenting, child development, or what is available in our community to help support you and your child's future?

The YMCA can help with that! We have a new program that will come meet with you in your home free of charge!

- Free and voluntary
- One-to-one support
- Parent-child resources and information
- Connections to community resources

Contact us at **hvinfo@northernalberta.ymca.ca** or **1-587-537-5019** today!

MAC Community Calendar

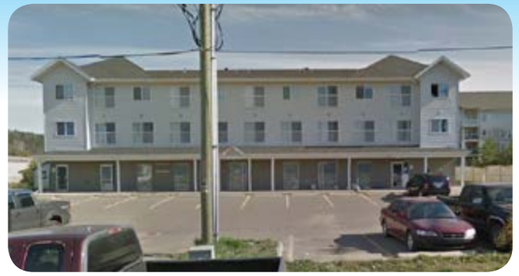
The **MAC Community Calendar** (www.maccalendar.ca) has been revamped:

- o easier to read and find events happening in the community, and to add events,
- o every category is a separate calendar and features more events specific to interests,
- o one calendar that advertises all the great events happening in our community.

Marshall House Emergency Homeless Shelter

Marshall House emergency homeless shelter is a clean and safe environment, with security on site, for adults over the age of 18.

Location: 10095 Marshall Street Fort McMurray, Alberta
Phone: 780-715-1870
Hours of Operation: 5 p.m. to 8:30 a.m., 7 days a week.



Marshall House provides the basic necessities to our homeless population:

- Hot meals are provided from 5 p.m. to 8 p.m.
- Marshall House has cable TV, which is available from 5 p.m. to 11 p.m.
- We provide hot showers from 5 p.m. to 10 p.m.
- Continental breakfast is available from 6 a.m. to 8:20 a.m.
- Emergency clothing & toiletries can be provided if needed.

Planning a Holiday Party?

Meadow Creek Clubhouse is available to all WBH tenants for special events and occasions.

For information on cost to rent and availability please contact **780-750-0085** or **mcvcondo@shaw.ca.**

Hours of operation are Monday to Friday, 5 p.m. to 6 p.m. Saturday 11 a.m. to 1 p.m. Closed Sundays.

Tenant Referal Program

We are very excited to announce our new Tenant Referral Program!!

If you are a current tenant of Wood Buffalo Housing (WBH) and know of someone looking for housing in Fort McMurray, refer them to live with us and you could receive $150 credit toward your rent if they sign a one-year lease under the Affordable Housing Program.

Your name must be indicated on the application form at the date of signing by the applicant in order to be eligible for the credit. There is a limit of one referral credit per month.

Call **780-799-4050** for more information.

Housing applications can be downloaded at **https://wbhousing.ca/about/application-forms/.**

If you have an After Hours Emergency please call 780-799-4050

Emergency items include:

No Heat • Flood • Sewer backup

Please do not use this number for non-emergencies or tenancy issues.

For police/fire/ambulance — any situation involving immediate threat to person or property, **Call 911**