



yukon  
hospital corporation

## Crocus Ridge Residence General Information

**PLEASE READ  
CAREFULLY!  
IT IS YOUR  
RESPONSIBILITY TO  
BE AWARE OF THE  
CONTENTS.**

Crocus Ridge Residence is a fully furnished, short term, temporary accommodation offered to persons who are employed by or interning with the Yukon Hospital Corporation.

All units have:

- ✦ a kitchen that is fully equipped with all the basic appliances and fixtures
- ✦ a double XL bed along with all the necessary bedding
- ✦ a private bathroom with a bathtub and shower, toilet, and sink
- ✦ wired internet access
- ✦ cable TV
- ✦ a telephone (local calls only)

### CHECK IN

Your welcome package can be picked up **after 1 PM** at the Admitting & Discharge desk at Whitehorse General Hospital on the date of your scheduled check in to Crocus Ridge Residence.

One (1) room key and security fob to gain access to Crocus Ridge will be issued in your welcome package and must be returned at check out. **A \$75 fee will be charged to your credit card in the event that your room key is lost or damaged.**

### RENT

Rent is waived but if you are staying with us for an extended period of time you may have an Inventory Check List included in your Welcome Envelope. If you receive the Inventory Check List, tenants must complete it and return it to the Facility & Residence Clerk at which time both parties will sign the agreement on the bottom of the form. We will also require an **imprint of your Credit Card which will act as a security deposit.**

Rent includes heat, water, electrical, cable television, telephone (local calls), and access to common laundry facilities and parking.

**Limited Internet of 20 gigabytes per calendar month**, is also included in your Rent. Please see Internet Access Section Below! Monthly over-usage charges will be billed to the tenant incurring the fees.

## CHECK OUT

Check out time is prior to 1 PM. Please turn your keys into the Admitting & Discharge desk at Whitehorse General Hospital. It is your responsibility to leave the suite in the condition it was in when you arrived!

- A walk through inspection can be requested by the tenant prior to vacating the apartment.
- If tenants do not request a walk through inspection, WGH Housekeeping staff will perform the procedure at the time of sanitizing the apartment. Staff will complete an additional Inventory Check List which is compared to the Inventory Check List completed and signed by you at time of check in.

## TELEPHONE USE

All suites are equipped with a telephone that is accessible for local calling. For all long distance calls you must use a calling card or call collect.

To allow entrance into Crocus Ridge through the intercom system, press the number 9 on your telephone keypad after identifying your guest.

## INTERNET ACCESS

Each suite has one wired internet modem. To gain access to the internet, simply plug the Ethernet cable located on the back of the modem beside the television into your computer/laptop.

- **Limited Internet of 20 gigabytes per Calendar month for each apartment is also included. Over usage charges will be processed to the credit card of the tenant who exceeds the monthly limit and a copy of the NWTel Invoice will be emailed to you. The billing cycle from the Internet Company is delayed approximately 30 days post usage charge being incurred.**

We recommend you monitor the monthly usage for the unit you are assigned to, by accessing the link provided below. Enter the MAC Address # found on the back of Cable Modem in the space provided on the webpage and monitor your "Current" usage.

<http://www.nwtel.ca/online-services/check-your-internet-usage/cable/>

Troubleshoot Modem Problems: Unplug all cords from the modem, one by one plug back in using this sequence: power cords-wait for light to come on; telephone jack-wait for the light; cord to the computer-wait for the light. Retry Internet access from your computer. This will reset the IP address. If additional help is required call: Tech Support for NWTel: 1-888-423-2333

## PARKING

Parking is available for all Tenants. Please note that recreational vehicles are not permitted in this area. Those traveling with recreational vehicles that require space on the hospital campus are asked to contact the Facilities Manager, Justin Peterson, who will arrange for an appropriate parking space.

## MAINTENANCE

Tenants are required to report all maintenance concerns such as leaks, deficiencies, damage, heating or electrical issues by emailing [justin.peterson@wgh.yk.ca](mailto:justin.peterson@wgh.yk.ca), phone 393-8768 or [donna.sherman@wgh.yk.ca](mailto:donna.sherman@wgh.yk.ca), phone 393-8695. After normal business hours, please contact the Engineer on shift at: 393-8717 or 332-4831

## LAUNDRY FACILITIES

Laundry facilities are available for Tenants, free of charge, on the third floor. Tenants will need to supply their own detergent and laundry products. Please be respectful and considerate of other tenants when doing laundry. Please leave washers open to air dry when not in use to alleviate odors.

## MAIL

Mail can be picked up at the Facility & Residence office. Tenants should stop by on a regular basis to check for mail. Personal mail can be addressed as followed:

(Name of Recipient) - (Room #)  
C/O Facility & Residence  
Whitehorse General Hospital  
# 5 Hospital Rd  
Whitehorse, YT Y1A 3H7

## HOUSEKEEPING

It is the Tenant's responsibility to maintain the cleanliness of their unit during their stay. If housekeeping is caused to exceed the expected 0.75 hour to bring the suite back to the condition received, Tenants will be invoiced.

Any damage done to the suites due to disrespectful behaviors will be the Tenant's responsibility. Specifically but not limited to:

- Damage done to the paint/plaster on the walls from adhesives or push pins
- Damages done to the windows or its surroundings from screen removal
- Damages done to the floors or furniture from rearranging the layout of the contents

## GARBAGE & RECYCLING DEPOTS

Garbage and recycling receptacles are located outside of the Residence directly on the North side of the building on the East Side of fuel storage tank. Garbage is not to be stored within the building/suite. You are responsible for removing all garbage in a timely fashion to the outside receptacles.

## PETS

Absolutely no pets are allowed in Crocus Ridge.

## SMOKING

Smoking is not permitted in Crocus Ridge. Designated smoking areas are located outside of the Residence. Please refer to the map on the back of the Unit's door for location.

## FIREARMS, EXPLOSIVES & FLAMMABLES

Firearms, explosives and flammables are not permitted in the Crocus Ridge. - this includes candles and any type of device that can be used for cooking not included in your suite such as a BBQ, camp stove, etc.

**Heat** is included in your accommodations but we would ask your assistance in eliminating excessive heat costs due to the opening of windows during the winter. If you are having an issue with controlling the temperature within your unit, please call us immediately rather than leave windows open during winter months.

Please exercise discretion and common sense when using utilities. Turn off all electrical appliances/lights when not needed.

## EMERGENCY NUMBER

**911 (fire, ambulance, police)**