

[Type here]



## Client Handbook

Universal Rehabilitation Service Agency  
808 Manning Road NE  
Calgary, AB T2E 7N8



## Table of Contents

Dear Guests,.....	- 2 -
About THE URSA RETREAT CENTRE.....	- 3 -
Welcome to the URSA Retreat Centre! .....	- 5 -
Application Information.....	- 5 -
Payment Information.....	- 5 -
Cancellation/Refund Policy.....	- 5 -
Registration Confirmation .....	- 6 -
Gearing up for your Retreat.....	- 7 -
Packing for your Retreat .....	- 7 -
Do Not Bring .....	- 7 -
Laundry .....	- 7 -
Non-smoking.....	- 7 -
Campfire .....	- 8 -
Screening Criteria.....	- 9 -
Behavior Expectations .....	- 9 -
Applicant Health .....	- 9 -
On-site Support.....	- 9 -
Communication & Phone Policy .....	- 10 -
Parent/Guardian Notification of Injury and/or Illness.....	- 10 -
Personal Hygiene & Staff Support .....	- 10 -
Guest Discontinuation .....	- 11 -
Visitors .....	- 11 -
Application Form.....	- 12 -
Night care and routine:.....	- 15 -
Mobility:.....	- 15 -
Behavior:.....	- 16 -
Authorization to Participate .....	- 18 -
Emergency Medical Treatment.....	- 19 -
Optional Consent .....	- 19 -
Checklist .....	- 20 -
Clothing.....	- 20 -
Pack necessities .....	- 20 -
Personal needs.....	- 20 -
Driving Directions to The URSA Retreat Centre.....	21



Dear Guests,

We would like to take this opportunity to welcome you to the URSA Retreat Centre. You are about to embark on an exciting adventure, and it is important for you to prepare ahead of time to ensure this is a successful experience for all those involved.

The URSA Retreat Centre is a member of the Alberta Camping Association (ACA), a nonprofit organization comprised of community and camp professionals who are dedicated to promoting, organizing and advancing camp centres in Alberta. The ACA believes that camping is an educational, character building, constructive, recreational experience and The W.O. Mitchell URSA Retreat Centre is very proud to be a member of this association.



At the URSA Retreat Centre, our guests realize a full range of benefits as a result of participation in outdoor recreation, adventure activities and programs. We provide a safe, accessible camping experience where individual gifts and differences are celebrated. Our retreat centre's trained staff, coupled with the resources of the natural surroundings, contribute to each guest's personal growth.

We look forward to providing participants with a wide range of activities and experiences that will leave guests and their families with lasting memories of an enjoyable camping experience.

Sincerely,  
Pam McGladdery  
Executive Director  
URSA





## About the URSA RETREAT CENTRE

It is in the spirit of a 'retreat', that the URSA Retreat Centre was created. Acquired in 2009 by the Universal Rehabilitation Service Agency, the Centre was designed to provide a relaxing and safe getaway for individuals with disabilities and their families. We believe individuals with disabilities need recreational and respite opportunities to encourage their rehabilitation, focus on new adventures and allow their spirit a chance to soar. It is an affordable recreation and respite service, combining the charm of a relaxing country setting with the comfort of modern conveniences. Together, these elements enhance the quality of every activity and every day during your stay.

To cover the cost of the Centre, and to ensure we can continue to make our space available to all, we invite groups who share our values of inclusiveness to rent our centre for private bookings.



The URSA Retreat Centre is positioned on 18-acres of land only 20 minutes northwest of Cochrane, AB. The Centre is the ideal environment for gatherings of all types. The Centre is a perfect location in a relaxed environment for day, weekend, or weekly stays.

The URSA Retreat Centre is a perfect for corporate retreats and working groups, facilitated sessions, school groups, youth groups, leadership programs, health and wellness retreats, writing and arts-focused events, family events, and holiday celebrations.



Universal Rehabilitation Service Agency (URSA) is a Calgary-based non-profit agency which was established in 1985. Our objective is to meet the needs of individuals with developmental disabilities and brain injury survivors in community settings.

#### Mission

To develop and provide opportunities for individuals with disabilities to attain a personal level of achievement and excellence in life!

#### Vision

To provide an excellent service to individuals and their families to maximize quality of life in a "wholistic" manner.



## Welcome to the URSA Retreat Centre!

### Application Information

To ensure your spot, please have your application submitted early, with original signatures. Below are the requirements for your application:

(Please ensure all items are submitted and your application is filled out correctly).

**Application Form:** please ensure your application form is filled out completed with your Alberta Health Care Number and two emergency contacts.

**Consent Forms:** Please ensure that there are signatures and witness signature on the attached consents.

### Payment Information

- A 50% non-refundable deposit is due upon booking your stay at the URSA Retreat Centre in order to reserve your spot.
- Full payment must be received by the first day of your stay at the URSA Retreat Centre.
- Post-dated cheques or installments will be accepted as long as the last payment is received 7 days prior to your date of stay with the URSA Retreat Centre.
- Invoicing is available to Trustees or other sponsors upon receiving your application with that option indicated.

### Cancellation/Refund Policy

Refunds will not be issued for a booking after it has been confirmed and the initial deposit has been paid. This will include departures for medical reasons or individuals who are asked to return home for the any of the following reasons:

- Inappropriate behavior
- Disruptive behavior
- Abuse towards other guests and staff
- Destruction of property

Partial credits will be issued to applicants if:

- There is a Centre closure or evacuation due to unforeseen circumstances or other reasons beyond our control.

If you have any questions on any of the above criteria or about the application process, please do not hesitate to contact URSA's Administration office at 403-272-7722.



### Registration Confirmation

You will receive confirmation of your registration once all paperwork has been received. URSA will only accept original applications and documents – no faxed application will be accepted.

Please submit your application and questions to:

Universal Rehabilitation Service Agency  
808 Manning Road NE Calgary AB T2E 7N8  
Phone: 403-272-7722



## Gearing up for your Retreat

This handbook contains information that you will need to be ready for the URSA Retreat Centre. Please take a few minutes to read through everything.

Spend time as a group discussing Centre policies and procedures. Carefully read through all the information and forms.

Complete the forms and return them as soon as possible so that we can reserve your spot and make plans for your camping experience.

Please note that due to a high demand for space, guests may be required to share a room with other guests. You will be informed ahead of time if you will be sharing a room.

## Packing for your Retreat

Each guest will have a bed and space in their room for their belongings. **Please ensure ALL of your belongings are labeled.** While we make every effort to help guests keep track of their belongings, we cannot be responsible for items that are lost. All items left behind will be placed in *Lost & Found* at the Centre's main facility.

On the following pages you will find a packing list for your upcoming retreat. If you have any questions about what to bring, please feel free to contact URSA's main office at 403-272-7722.

## Do Not Bring

Drugs, alcohol, sparklers/fireworks, weapons (including knives), hair dyes, expensive or valuable jewelry, skateboards, cell phones, computers, pagers, MP3 players or portable stereos.

## Laundry

Guests will not have access to laundry facilities while at the Centre. Guests must ensure to bring enough clothing and items for the duration of their stay. Exceptions will be made in cases of emergency and for towel laundering.

## Non-smoking

The URSA Retreat Centre is a smoke free environment.





### Campfire

All camp fires MUST be extinguished by the 11:00 pm curfew.



### Screening Criteria

The goal of the URSA Retreat Centre is to provide a high-quality camping experience that will foster personal growth and greater self-esteem through opportunities to grow, gather, create and disconnect, all while fostering a culture of inclusiveness. The URSA Retreat Centre strives to empower individuals through focusing on their abilities in a safe, fun and encouraging environment.

Unless specially agreed upon, all guests must come with staff to meet their needs (URSA provides only a cook and housekeeping personnel).

The URSA Retreat Centre is a great experience, but is not for everyone. Applicants who do not work well in group settings, fear being outdoors, are abusive to self, others or property or have a habit of running or wandering away, may not be appropriate. Please take the above into consideration when filling out your application.

### Behavior Expectations

Individuals who are abusive to other guests, staff, self and/or property may be asked to leave the W.O. Mitchell URSA Retreat Centre. Individuals who pose a threat to the safety of other guests and the program by behaviors such as running off may be asked to leave the Centre.

Please ensure that the application form is filled out completely in order to keep URSA staff well informed. If there is a change in the applicant's behavior between the time you fill out the application and the date of your camp stay, please notify URSA.

- There is NO climbing on the rocks/ waterfall at any time
- No glass bottles are permitted by the fireplace
- Please clean up after yourselves before leaving The W.O. Mitchell URSA Retreat Centre

### Applicant Health

The URSA Retreat Centre wants to ensure the health and wellbeing of all guests and staff during your stay with us. In order to ensure the health of our guests and staff we ask that anyone who shows the following symptoms within 24 hours of their date of arrival excuse themselves from attending scheduled events at the Centre:

- Vomiting
- Diarrhea (should be symptom free for 24 hours)
- High fever
- Low fever, with other symptoms present
- Respiratory illness more serious than the average cold

Should a guest exhibit any of the above signs, we reserve the right to isolate them at the Centre or send them home.

### On-site Support



The URSA Retreat Centre staff members are certified in First Aid and CPR and have received training in all of our adventure activities. There is no nursing staff at The URSA Retreat Centre. If a visitor calls ill while at the retreat centre, they will be triaged to the nearest hospital in Sundre or to the basic medical services in Cochrane.

### Communication & Phone Policy

If you are looking for information about the Centre, please check out our website at [www.WOMitchellRetreat.com](http://www.WOMitchellRetreat.com). Important information will be sent out to the guests, before and after their stay, by mail or email. While at the URSA Retreat Centre there will be no access to public telephones for guests. The Centre Manager will have access to a telephone for emergency situations. There is poor cell phone reception at the URSA Retreat Centre, so please leave them at home and take this opportunity to connect with self and nature.

### Parent/Guardian Notification of Injury and/or Illness

Parents will be notified of camper injuries and illness under the following circumstances:

1. When the injury or illness requires medical attention beyond the scope of staff certification.
2. When a camper needs to be seen by anyone other than the Centre staff for medical care.
3. When an illness or injury results in the camper being pulled out of programming for a significant length of time (i.e. more than one day).
4. When an illness or injury requires the camper to be removed from the Centre.

### Personal Hygiene & Staff Support

The URSA Retreat Centre does not provide individual staffing to participants of our program.

Centre personnel are able to provide support in the following areas:

- Provide meals
- Clean/housekeeping
- Provide general program activity ideas
- Be available for questions
- Provide support in emergency situations

The URSA Retreat Centre personnel DOES NOT:

- Provide personal Care/hygiene
- Administer medications
- Lift/transfer individuals
- Provide behavioral support
- Feed guests
- Turn guests in the night



### Guest Discontinuation

There are occasional instances in which guests may need to leave or may be asked to leave the URSA Retreat Centre. These instances include, but are not limited to:

1. Illness or injury
2. Guest behaviors upon arrival that are inconsistent with the information presented in the application materials.
3. Guest(s) displays continual aggressive or sexual behavior towards other guests, self, or staff
4. Guest(s) cause damage to the facilities
5. The guest(s) use(s) illegal drugs, alcohol, or tobacco products.

The W.O. Mitchell URSA Retreat Centre reserves the right to ask guests to leave due to these and other issues deemed appropriate to maintain the safety of other guests and staff. Property damages will be invoiced to the individual making the booking directly.

### Visitors

Due to space and extremely limited parking, unregistered guests may not visit the URSA Retreat Centre. Only registered guests are allowed on the premises, unless for pick up and drop off purposes. If you are interested in touring the URSA Retreat Centre, please phone URSA's administration to see when a tour can be arranged at 403-272-7722.



## Application Form

### URSA Retreat Centre 2019

Name of Applicant: \_\_\_\_\_  
(Last Name) (First Name)

Date of booking: \_\_\_\_\_

Please Place an up-to-date Photo Here



**Primary Contact/Guardian Information** (please check off if person is authorized to pick up the applicant)

- Name of Primary Contact** (To whom all correspondence will be sent, including all inquiries about this application and question during the camp stay):

\_\_\_\_\_

Relationship to the Applicant \_\_\_\_\_

Address: \_\_\_\_\_

City

Province

Postal Code

Daytime Ph: \_\_\_\_\_ Evening Ph: \_\_\_\_\_ Cell Ph: \_\_\_\_\_

Email Address: \_\_\_\_\_

- Name of Guardian** (if different than above): \_\_\_\_\_

Address: \_\_\_\_\_

City

Province

Postal Code

**Applicant Information:** \_\_\_\_\_

Address: \_\_\_\_\_

City

Province

Postal Code

Alberta Health Number: \_\_\_\_\_ Date of Birth: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: M F

Applicant's disability/diagnosis: \_\_\_\_\_

Is the applicant developmentally delayed?  No  Yes If yes, developmental age \_\_\_\_\_

Has the applicant attended the URSA Retreat Centre before?  No  Yes

Any camp specific behaviors? Explain \_\_\_\_\_



Camper Information: \_\_\_\_\_

Hobbies and favorite activities: \_\_\_\_\_

Likes: \_\_\_\_\_

Dislikes: \_\_\_\_\_

Fears: \_\_\_\_\_

Emergency Contact \_\_\_\_\_

URSA requires the names and phone numbers of two emergency contacts (other than primary contact or guardian of the camper). These people must be available at all times during the applicable camp dates.

**Name of Emergency Contact:** \_\_\_\_\_ Relationship to Applicant \_\_\_\_\_

Daytime Ph: \_\_\_\_\_ Evening Ph: \_\_\_\_\_ Cell Ph: \_\_\_\_\_

**Name of Emergency Contact:** \_\_\_\_\_ Relationship to Applicant \_\_\_\_\_

Daytime Ph: \_\_\_\_\_ Evening Ph: \_\_\_\_\_ Cell Ph: \_\_\_\_\_

**Authorized Pick Up** \_\_\_\_\_

Please note the applicant will only be released to the individuals checked off above, or additional people listed below. Authorized individuals may be required to show picture identification prior to an applicant's release. The URSA Retreat Centre must be notified in writing immediately of any changes to the list. Name of additional person(s) authorized to pick up the applicant:

\_\_\_\_\_

Are there any custody agreement details we should be aware of, or any individual who should not be allowed access to the applicant?  Yes  No

Please specify: \_\_\_\_\_

**Please indicate:** Smoker  Non-Smoker



Camp Fees: \_\_\_\_\_  
 Person/Agency Responsible for Camp Fees: \_\_\_\_\_ Amount: \_\_\_\_\_  
 Contact Person: \_\_\_\_\_ Address: \_\_\_\_\_  
 Ph # \_\_\_\_\_ Fax # \_\_\_\_\_ Invoice Required:  Yes  No

Night care and routine:

Please indicate: Bunk Choice:  Lower only  Either

Bedrails Required:  Yes  No

Sleeping difficulties:  Yes  No

Please describe: \_\_\_\_\_

Mobility:

Please indicate: Does the camper walk?  Yes  No

W/Another Person      Crutches      Walker

Does the applicant use a wheelchair?  Yes  No

Manual (self)      Manual (assisted)      Electric  
Scooter

Time out of wheelchair required? \_\_\_\_\_

If so, where will the applicant have this break? \_\_\_\_\_

Other Equipment/Info: \_\_\_\_\_

Note: All activities of daily living are completed by your agency staff.

Please list all food allergies:

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



Note: Meal supplements like Ensure or Jevity are not covered by camp costs and you must bring those with you. The URSA Retreat Centre does have a blender available for your staff to puree food.

**Behavior:**

Please indicate:

- Non-Compliance
- Self-Abusive
- Foul Language
- Wandering
- Running Away
- Physical Aggression
- Sexually Inappropriate
- Lots of Affection/Hugging

Other: Including property damage history

---

Is the applicant presently on a behavior support program?  Yes  No

Has the applicant ever been away from home before?  Yes  No

Is homesickness anticipated?  Yes  No

**Additional Information:** \_\_\_\_\_

---

---

---

---

**Note:** Because your agency provides staff, the URSA personnel **DO NOT:**

- Administer medications
- Provide personal care
- Lift/transfer individuals
- Provide behavioral support
- Feed Guests
- Turn guests in the night

URSA personnel are able to:

- Provide meals



- Clean/housekeeping
- Provide some general activity ideas
- Be available for questions/directions
- Provide a place to lock medications if required



## Authorization to Participate

BETWEEN:

UNIVERSAL REHABILITATION SERVICE AGENCY

(hereinafter referred to as "URSA")

- and -

\_\_\_\_\_

(hereinafter referred to as "the client")

I, \_\_\_\_\_, (parent/guardian/Public Guardian) hereby give permission for the client to participate in the URSA Retreat Centre which activities may include but are not limited to horseback riding, hayrides, sports, nature trail hikes, gardening, fishing, campfire activities, and other activities that involve physical activity and the possibility of injury resulting from such activity. In addition, I acknowledge that the the URSA Retreat Centre facility contains physical hazards that may result in injury or death to persons or damage to property on or at the facility.

I acknowledge that it is the policy of the URSA Retreat Centre to take all reasonable precautions with respect to such activities and to provide a safe environment.

As \_\_\_\_\_ (parent/guardian/Public Guardian) of the client, I freely consent to all such risks and fully assume all responsibility for the possibility and related costs of personal injury, death, disability, property damage or loss resulting thereof, howsoever caused, with the sole exception being gross negligence on the part of the URSA Retreat Centre and their members, agents, employees and directors (herein collectively called "URSA").

I further waive and release any and all claims that the client or I have or may have in the future, on my own behalf and on behalf of the client, against the URSA Retreat Centre as a result of the participation of the client at The URSA Retreat Centre.



## Emergency Medical Treatment

I, the undersigned, as \_\_\_\_\_ (parent/guardian/Public Guardian) of the client, do hereby authorize and consent to any x-rays, examination, anesthetic, medical/surgical diagnosis rendered under the general or special supervision of any member of the medical staff and emergency room staff licensed under the provisions of the Alberta Medical Association/*Medical Practice Act* or a dentist licensed under the provisions of the *Dental Practice Act* and on the staff of any acute general hospital holding a current license to operate a hospital from the Provincial Department of Public Health. It is understood that this authorization is given in advance of any specific diagnosis, treatment or hospital care being required, but is given to provide authority and power to render care which the aforementioned physician, in the exercise of his/her best judgment may deem advisable. It is understood that effort shall be made to contact the undersigned prior to rendering treatment to the patient, but that any of the above treatment will not be withheld if the undersigned cannot be reached.

## Optional Consent

As \_\_\_\_\_ (parent/guardian/Public Guardian) of the client, I do hereby grant permission for myself or the above-said person to be photographed and/or videotaped for the purpose of:

- Photo Albums
- URSA Newsletter
- URSA Website
- URSA Action Wall at the Administration Office
- Fundraising Ventures (i.e., newsletters, publications, and promotional material)
- URSA Social Media including Facebook, Twitter, etc.

Provided the material is used to further the objectives of URSA.

I understand that consent granted on this form shall apply from the date of this release to:

\_\_\_\_\_ (month/day/year).

\_\_\_\_\_  
Parent/Guardian/Public Trustee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness



## Checklist

\* Check list is suggested items only. The URSA Retreat Centre does not provide extra supplies so please ensure you bring whatever you will need to make this experience an enjoyable one. Remember to pack for ALL weather situations!

The URSA Retreat Centre will provide meals, bedding, towels and facecloths. All other toiletries, personal items, and snacks need to be brought.

### Clothing

- Indoor shoes
- Pants/Jeans
- Shorts
- T Shirts
- Shirts – Long Sleeve
- Socks
- Underwear
- Sweater
- Jacket
- 2 pair of comfortable outdoor shoes (one pair must have a closed toe and heel)

### Pack necessities

- |   |   |
|---|---|
| <input type="checkbox"/> Sunglasses                     | <input type="checkbox"/> Rain Suit                                  |
| <input type="checkbox"/> Flashlight                     | <input type="checkbox"/> Water Bottle                               |
| <input type="checkbox"/> Sunscreen                      | <input type="checkbox"/> Laundry Bag                                |
| <input type="checkbox"/> Sun Hat                        | <input type="checkbox"/> Toque (winter camping)                     |
| <input type="checkbox"/> Insect Repellent (non aerosol) | <input type="checkbox"/> Pair of mittens or gloves (winter camping) |

### Personal needs

- |   |  |
|---|--|
| <input type="checkbox"/> Prescription Medications   | <input type="checkbox"/> Hair Brush          |
| <input type="checkbox"/> Alarm Clock                | <input type="checkbox"/> Shampoo/Conditioner |
| <input type="checkbox"/> Notebook Paper & Pen       | <input type="checkbox"/> Soap                |
| <input type="checkbox"/> Personal hygiene items     | <input type="checkbox"/> Deodorant           |
| <input type="checkbox"/> Toothbrush/Toothpaste      |  |
| <input type="checkbox"/> Food Blender (if required) |  |

\* Please remember to label ALL belongings

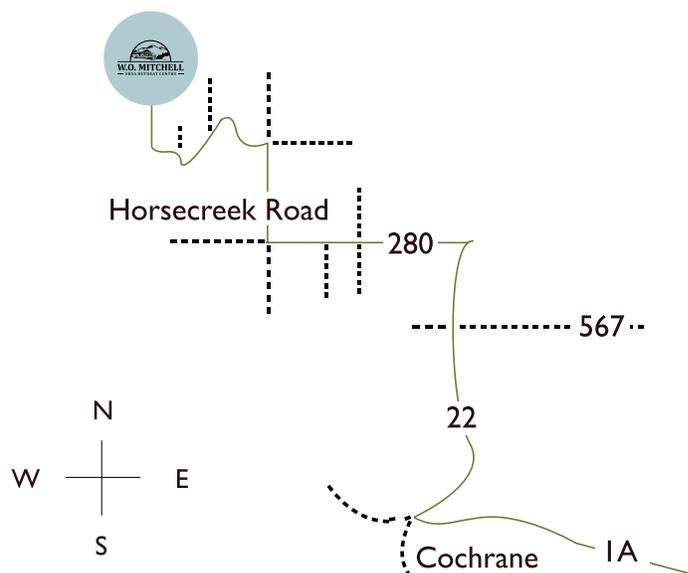
Limited items will be available to purchase if required.

[Type here]

## Driving Directions to The URSA Retreat Centre

From Calgary:

1. Travel North on Crowchild Trail
2. Crowchild Trail becomes Provincial Route 1A
3. Follow Highway 1A until it meets with Highway 22
4. Head North on Highway 22 (at traffic lights)
5. Take a left (west) on TWP #280. You will see a The URSA Retreat Centre sign
6. Go right (north) on Horsecreek Road (4 way stop)
7. Turn Left (west) at Dartique Lodge. The speed limit will change to 60 km/h right before you see Dartique Lodge
8. The URSA Retreat Centre is your 3rd entrance on the right.
9. The municipal address is 50082 TWP #283



The URSA Retreat Centre would like to thank you for your cooperation and patience with all of these details. Please feel free to contact us at any time with any questions you may have! 403-272-7722

Thank you and we look forward to seeing you at the URSA RETREAT CENTRE!