

V!VA *moves*

Making your move to V!VA an easy one.



Moving Tips.

MOVERS & DOWNSIZERS

Often when selling a home we find the need to ‘de-clutter’ or stage a house to make it more appealing to a wider scope of potential buyers. In addition, when moving from a larger home to a ‘right-sized’ retirement community, many encounter the need to downsize throughout the packing stage.

You will likely have to decide what items in your current home should be moved to your new V!VA home, and what items need to be sold, donated, gifted or discarded. This can be an emotional process. Embracing the services of a downsizing expert can ease this transition.

Below are some “relocation specialists” that can provide assistance. While we have heard positive feedback about these businesses, V!VA Barrhaven does not officially endorse their services:

- **Darling Solutions:** 613-850-2047

OTHER SERVICES

Cable television is included in your monthly rent at V!VA Barrhaven. V!VA’s current service provider is Rogers and our standard package includes nearly 70 cable and specialty channels.

Cable

Please changed to read: You will need to contact our Rogers Account Specialist at 1-416-358-0662 to set up an appointment for the delivery and installation of your Rogers service, and activation of the standard package. This will be done at no cost to you. If you desire additional channels, high definition service, or other services not included in the V!VA package, you can make the necessary arrangements at the same time as booking the delivery, installation and activation of the standard package.

Canada Post

When moving to a new address, always be sure to submit a permanent change of address form to Canada Post. You can do this in person at your nearest post office or do it online at the following website: www.canadapost.ca

Be sure to have all the necessary information on hand before you start the process. V!VA Barrhaven will provide you with postcards to mail out to friends and family notifying them of your address change. Once you've moved to V!VA, feel free to ask our Concierge for additional postcards if required!

Phone

Be sure to contact your home phone service provider to cancel or transfer your service to V!VA Barrhaven. In some instances you may be able to transfer your existing phone number to your new location. Upon moving to V!VA Barrhaven, please advise the Concierge when the service person will be arriving to connect your phone. Please also provide your new phone number to our Concierge so we can maintain our records. If you need to contact Bell, please call 1-866-310-BELL. For Rogers, please call 1-855-381-7834.

**Should you select Rogers as your phone provider, please note that you must advise the Rogers service technician to install their equipment in the suite utility box to enable phone service in the bedroom(s) and living room.*

Internet

While wireless internet access is available in certain amenity areas of V!VA Barrhaven, you will be responsible for arranging internet access in your suite if this is a service you desire. Your suite is already pre-wired for high-speed internet access so you just need to advise your internet provider of your moving date, new address, and make an appointment for the installation. Please also remember to advise the V!VA Barrhaven Concierge when a service person will be arriving to install your internet connection.

Gas & Hydro

Advise your home service providers of the date to discontinue service to your home. If you currently live in Barrhaven, please contact Ottawa Hydro at 613-738-6400 for hydro. For gas, please contact Enbridge at 1-877-ENBRIDGE (1-877-362-7434) or Direct Energy at 613-247-9855.

Linens & Towels

As a Community Member of V!VA Barrhaven, your flat bed linens and towels will be washed weekly by our housekeeping team at the time of your scheduled suite cleaning. Please make sure you have two sets of linens and towels so as to have a spare set available should your first set be scheduled to launder overnight. Please also mark your linens and towels with your suite number. Permanent labels can be ordered from Oliver's Labels online at www.oliverslabels.com or by calling 1-800-398-2060.

Insurance

We take every reasonable precaution to safeguard our V!VA Communities. However, we cannot assume responsibility for your possessions. We strongly recommend you arrange for personal contents and liability insurance as per your Tenancy Agreement. This can be arranged through your personal insurance broker, or we can help arrange it through our preferred insurance provider, Marsh Canada. Another good idea is to place your valuables in a safety deposit box at your bank.

Newspaper Delivery

To redirect your morning paper delivery, remember to advise your provider of your new address including your suite number. Please note that The Nepean-Barrhaven News will also deliver regular newspapers to the mailroom at V!VA Barrhaven.

- **Ottawa Citizen** (613) 829-9100
- **Ottawa Sun** (416) 739-7200
- **The Globe and Mail** 1(800) 387-5400

Banking and Financial Services

Advise your financial institutions of your change of address and contact number. If necessary, you may have to have your cheques re-issued with your new address.

Doctors & Health Practitioners

Remember to advise them of your change of address and contact number.

“Back-up” Pet Care Plan

Arrange a “back-up” plan for your pet. In the instance you are unwell or plan to be out of town, please provide the Community Director with details to manage your pet in your absence. Veterinary information would also be of a benefit. These details should be shared at the time of signing the Tenancy Agreement.

Service Appointments

For any outside service appointments, such as phone or internet installation, we suggest you be in your suite during the time of their visit. A V!VA Barrhaven Team Member will not be available to escort and supervise a service visit.

Local Service Providers.

Pharmacy		
Guardian Pharmacy	4100 Strandherd Dr.	(613) 823-1700
Shoppers Drug Mart	Barrhaven Town Centre 3781 Strandherd Dr.	(613) 825-9151
Dining		
Pinelopi's Greek Kitchen	4100 Strandherd Dr. #102	(613) 843-1111
Swiss Chalet	3775 Strandherd Dr.	(613) 823-0656
Royal Oak	4100 Strandherd Dr.	(613) 825-8251
Royal Oak		
Scotia Bank	3701 Strandherd Dr.	(613) 825-3077
TD Bank	3671 Strandherd Dr.	(613) 825-3472
Royal Bank	4120 Strandherd Dr.	(613) 825-6611
CIBC	3777 Strandherd Dr.	(613) 825-1553

Other	
Cedarview Animal Hospital	(613) 825-5001
Barrhaven Seniors Council	(613) 440-3620
Ottawa Taxi	(613) 315-2505
Blue Line Taxi	(613) 238-1111
Marsh Canada Ltd Insurance	1 (800) 265-2196
Councillor Jan Harder, Ward 3 Barrhaven	(613) 580-2473

Important Check-lists.

BEFORE YOU MOVE Checklist

- ☐ Meet with our V!VA Wellness Manager for Assessment
- ☐ Complete and submit the following forms before signing the Tenancy Agreement with V!VA Whitby Shores' Community Director. Please schedule this two weeks prior to your move in date and bring the following items with you:
 - ☐ Physician's Statement Form
 - ☐ V!VA*fit* Wellness Form
 - ☐ Pet Care "back-up" plan (if applicable)
 - ☐ VOID cheque
 - ☐ PROOF of household content insurance
 - ☐ Copies of POA for Finance and POA for Health
 - ☐ Hire your movers
 - ☐ Co-ordinate the date and time of your move with V!VA Concierge services

- ☐ Book the elevator with V!VA Concierge services:
 - **Morning Elevator Hours:** 9:00 am – 11:30 am
 - **Afternoon Elevator Hours:** 2:00 pm – 4:30 pm
 - **Evening Elevator Hours:** 7:00 pm – 9:30 pm
- ☐ If you are arriving separately from the movers, please advise V!VA Concierge of your expected time of arrival
- ☐ Notify Concierge of guest meals for moving day
- ☐ If you require the use of a guest suite for your family member, please book ahead of time to ensure availability
- ☐ Advise the V!VA Concierge of the expected time of arrival for service persons for phone and internet connection
- ☐ Note beforehand where plugs and outlets are to help facilitate furniture placement
- ☐ Order and place iron labels to your clothing items.
- ☐ Consider booking a spa service while your move is taking place

DAY YOU MOVE Checklist

- ☐ Have your movers check in with V!VA Concierge on arrival
- ☐ Moving trucks will access the moving elevators on the west end of the building.
Moving trucks should be directed to that area of the building; NOT the main lobby
- ☐ Pick up your suite fob and mail key from the V!VA Concierge services
- ☐ Before a family member moves in, some families choose to set up the new accommodation to make the move more comfortable

AFTER YOU MOVE Checklist

- ☐ Now that you are settled into your new home. Sit and take a breather
- ☐ Get ready to start enjoying your new home and community at V!VA
- ☐ Each V!VA Team Manager will meet with you individually to say “hello!” and to welcome you. They will be asking you a number of questions to help make each and every day great!

You will receive information regarding:

- ☐ Dining room hours
- ☐ Calendar of events
- ☐ Scheduled outings
- ☐ V!VAfit programming details
- ☐ You will receive an additional tour of your new home – at your request
- ☐ Be sure to browse through your copy of the *Living Here Handbook* – it contains some great information about life at V!VA.
- ☐ By all means, invite your friends to see your new home! The Community Relations Team is happy to arrange and host a complimentary house-warming party for your neighbours and friends.
- ☐ Please meet with the Community Relations Manager to make arrangements for your House-warming Party... be proud, show off your new home!

If you have any further questions about moving into V!VA Barrhaven Retirement Community, please contact the Community Relations Manager at (613) 823-0220 or email barrhaven@vivalife.ca