

Guest Handbook

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

URSA RETREAT CENTRE

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URSA RETREAT CENTRE

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 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 experiences that will leave guests and their families with lasting memories of an enjoyable camping experience.

Sincerely,
Pam McGladdery
Executive Director
URSA



URSA RETREAT CENTRE

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 perfect for small 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.



Welcome to The URSA Retreat Centre!

Payment Information

- A 50% non-refundable and non-transferrable 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 with pre-agreed dates, and 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 the paperwork has been received.

Please submit your application and questions to:
Universal Rehabilitation Service Agency
808 Manning Road NE Calgary AB T2E 7N8
Phone: 403-272-7722

URSA RETREAT CENTRE

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. Keep this information handy so you can refer to it later. Complete the forms and return them as soon as possible so that we can reserve your spot and make plans for your camping experience.

Rooms

The Retreat Centre is designed for shared accommodation, which means more than one person shares a room and each person has their own bed. Based on availability and group size, groups may have the option of individual occupancy (one person per room). There is an extra fee for individual occupancy. Rooms are assigned by the Retreat Coordinator. Guests are asked not to enter rooms not assigned to them.

Accessibility

As the Retreat Centre is designed to accommodate individuals with disabilities, there are some rooms with hospital beds and ceiling track. There is a wheelchair washroom located on the main floor, which is designated for individuals in wheelchairs only. There is an elevator on site to access the lower level of the Retreat Centre. This is only to be used for non-ambulatory guests.

Packing for your Retreat

Each guest will have a bed and space in their room for their belongings. 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.

Food

We offer simple camp-style meals three time a day and you are welcome to bring snacks to supplement the meals. We are unable to accommodate all dietary restrictions/ allergies. Coffee, tea, and juice are served at breakfast, but not throughout the day. You are welcome to bring your own if you wish. You will have 24/7 access to a fridge, microwave, coffee machine, and cupboards.

Do Not Bring

Non-prescription drugs, sparklers/fireworks, weapons (including knives), or skateboards.
Please inform URSA if you wish to bring your own alcohol UPON BOOKING. URSA is unable to provide a liquor license for events. If URSA has permitted liquor onsite for your booking, any bottles must be removed by the end of your stay.

Laundry

Guests do not have access to laundry facilities while at the URSA Retreat 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/vaping

The URSA Retreat Centre is a smoke/vape-free environment. The designated location to smoke/vape is by the firepit.

Campfire

All campfires MUST be extinguished by the 11:00 pm curfew. Campfires are subject to fire bans. URSA will provide firewood and kindling. Only designated wood is to be burned. It is the responsibility of the guests to follow safe practices when having a fire.

Screening Criteria

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

Behavior Expectations

URSA has zero tolerance for abuse. Individuals who are abusive to other guests, staff, self and/or property will be asked to leave the URSA Retreat Centre. Individuals who pose a threat to the safety of other guests and the program will be asked to leave the URSA Retreat Centre.

- There is NO climbing on the rocks/ waterfall at any time.
- No glass bottles are permitted by the fireplace or outside.
- Please follow all guidelines and clean up after yourselves before leaving the URSA Retreat Centre.

Applicant Health/On site Support

The URSA Retreat Centre wants to ensure the health and wellbeing of all guests and staff during your stay with us. 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 schedule 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. This is no medical support available at the Retreat Centre. The closest medical support is Cochrane's Urgent Care which is not 24/7. The closest hospital is located north in Sundre. An ambulance could take up to 20-30 minutes to arrive at the Retreat Centre if needed.



Communication & Phone Policy

If you are looking for information about the Centre, please check out our website at www.ursaretreatcentre.com. Important information will be sent out to the guests, before and after their stay, by email. While at the URSA Retreat Centre, there will be no access to public telephones for guests. The Retreat Coordinator will have access to a telephone for emergency situations. There is poor cellphone reception at the URSA Retreat Centre, so please leave them at home and take this opportunity to connect with self and nature.

Staff Support

Staff support is limited to providing meals, light housekeeping, providing general information about the Retreat Centre and possible activity ideas, and supporting emergency situations.

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 abusive behavior towards other guests, self, or staff,
4. Guest(s) cause damage to the facilities,
5. Guest(s) use(s) illegal drugs, unpermitted alcohol, or use tobacco products unsafely.

The 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.

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 403-272-7722, any time with any questions you may have.

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

URSA RETREAT CENTRE

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

