



## Guest Handbook

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



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.

We are 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.



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. Each time you stay at the Centre, you are providing financial support to ensure that individuals with disabilities can also access this space.

Sincerely,  
Pam McGladdery, CEO



## 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 and **please share this with members of your group, so they are prepared as well.**

### Before your trip

A reminder of a few things that need to happen prior to your arrival at the Centre:

1. Complete the forms and return them as soon as possible so that we can reserve your spot and make plans for your camping experience. This will include a 50% non-refundable deposit as well as a damage deposit.
2. Confirm the number of people in your party at least one week before your stay. As we are a non-profit organization, this becomes important as we do operate on a limited budget and want to ensure that we have the right amount of food for your stay.

While we are able to accommodate some food allergies, we are unable to accommodate preferences. Please see page 6 for more details.

3. Please remember that depending on the size of your booking, there may not be exclusive use of the space as we do try to accommodate as many groups as we can. We will let you know if there is another group who will be at the Centre at the same time as your group.
4. Full payment must be received by the first day of your booking. We ask that the group leader submit one payment for the group, which can be done by e-transferring payment to [accounting@ursa-rehab.com](mailto:accounting@ursa-rehab.com) (make password "camp") or sending a cheque to our main office at:

URSA  
808 Manning Rd NE Calgary, AB T2E 7N8

Please note that if you are sending us a cheque, you will need to ensure that it is received by our office prior to the day of your check-in.

### Cancellation/Refund Policy

Refunds will not be issued for a booking after it has been confirmed and the initial deposit has been paid. This includes departures for medical reasons or guests who are asked to leave the premise for the following reasons:

- Inappropriate or disruptive behavior
- Abuse towards staff or other guests
- Destruction of property



- Illegal activities

Credits may be issued if there is a Centre closure or evacuation due to unforeseen circumstances or other reasons beyond our control.

### 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.

There are stand-up showers throughout the Centre that can be used by guests and one wheelchair accessible washroom and shower on the main level. Please note that there are no toiletries on site so your group will have to bring their own shampoo, conditioner, etc.

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

Non-prescription drugs, sparklers/fireworks, weapons (including knives), or skateboards. We also ask that you do not bring toxic substances, such as spray paint.

## General Instructions for your stay

**Check-in time: 2 pm**

**Check-out time: 11 am**

Please note that there are additional per person fees if groups are requesting an early check-in or late check-out.

As the Retreat Centre is a shared accommodation model, guests may be required to share a room with others depending on the size of your booking. Washrooms are all shared however some rooms have private bathrooms. The room configurations are as follows and please note that some of the single beds are hospital beds

#### Main level

- Room one: double bed with private bathroom
- Room two: 2 single beds, 1 single hospital bed
- Room three: 3 single beds and 1 queen hospital bed
- Room four: 2 single beds

#### Lower level

- Room five: 4 bunks beds, sleeping 8 total with bathroom
- Room six: Single bed and double bed with bathroom
- Room seven: 2 single beds with bathroom
- Room eight: 1 queen bed (attached through bathroom with room nine)
- Room nine: 2 single beds (attached through bathroom with room eight)



The group leader will be responsible to assign rooms if needed or choose if it will be first come first serve for bedrooms. Bookings are for shared accommodations and smaller groups will not be able to use all of the bedrooms and have private ones for the individuals in their group.

In addition, the rooms on the main floor do have ceiling track but groups will be asked to bring their own lift for the track.

We ask that there be no consumption of food in bedrooms as we want to keep all sleeping spaces free of critters!

### Food

Our typical mealtimes are:

Breakfast	8:30 am
Lunch	12:30 pm
Dinner	5:30 pm

These mealtimes can be slightly changed at the time of booking to accommodate your group.

We offer simple camp-style meals at the Centre, and you are welcome to bring snacks in addition to our 3 meals per day. There is a BBQ outside as well as a fridge, microwave, coffee pot, glasses and cups, tea kettle and sink for your group's use in the common dining area. As our facility is licensed through Alberta Health Services, guests are not permitted to access our commercial kitchen.

We can accommodate simple gluten-free diets however we are not able to accommodate vegan and celiac requirements. Our gluten-free options are basic so if there are people in your group who want to bring extra to supplement, such as gluten-free bread.

Our drinking water is provided through our well water, which is tested monthly to ensure the safety of all. Bottled water is not provided on site.

### Alcohol

Please inform URSA if you wish to bring your own alcohol prior to your booking, and let your guests know that there is an expectation that they are consuming responsibly. URSA does not provide or serve alcohol.

### Laundry

Guests will 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. URSA provides all bedding, towels and facecloths for our guests.



### Smoking

The URSA Retreat Centre is a smoke free environment, and the only smoking spot is at the gazebo firepit. There is an green plastic smoker's receptacle located at the firepit for extinguishing. As we are located in areas with lots of trees and the current situations with wildfires, it is up to each person to ensure that they are properly disposing of all materials safely.

### Campfire and Quiet Hours

In order to ensure a good experience for all, we ask that the quiet time between 11pm and 7 am is adhered to. All campfires MUST be extinguished by 11:00 pm.

### Behavior Expectations

Individuals who are abusive to other guests, staff, self and/or property may be asked to leave the 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 URSA Retreat Centre.

- 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 URSA Retreat Centre

### Internet

As we are in a remote location, internet and Wi-Fi access will be limited and is not always consistent. As the intent of the Centre is to provide a "retreat space" we ask that guests limit the data usage throughout their stay if they are using the Retreat Centre Wi-Fi and to please download any content you may need prior to your arrival.

### Common Spaces

We do have several common spaces that are available for use including:

1. The large common sitting area, which is part of the dining area as well, and has a fireplace, TV, stereo and VHS/DVD movies.
2. A small games room with some common games for groups
3. A rec room with a pool table, ping pong table, shuffleboard and foosball table.
4. Outdoor spaces that have patio furniture, picnic tables and outdoor games that are available upon request.

### Property Pathways

There is an accessible pathway to the firepit and barn, but other pathways are not wheelchair accessible. Wildlife often frequent the property so if you are exploring the space, please make sure you are aware of your surroundings and make noise to warn any animals that may be in the area.

### Parking

The parking for the facility is located on the grassy area in front of the flag poles. Guests are welcome to drive right up to the Centre for unloading/loading, but are not permitted to park in front of the building as it is for emergency vehicles only.



### **Guest 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 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.

### **On-Site Support**

The URSA Retreat Centre staff member has Standard First Aid and CPR and there is a Basic First Aid kit on site. We do not have epi-pens or medications on-site, and it is the responsibility of each guest to ensure that they have the medication they need for their own needs. If a visitor calls ill while at the Retreat Centre, they will be sent 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.ursaretreatcentre.com](http://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 URSA Centre staff 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.

### **Staff Support**

We have one staff on site who supports your group with your rental. Staff support is limited to providing meals, light cleaning and housekeeping, and being available for questions and supporting emergency situations. We do not provide room housekeeping during your stay but please let our staff know if there is something you need, such as a new garbage bag, for your room. We do not provide recreation planning or activities so ensure that you bring the items you need for your group.

### **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 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.

### **At the end of your booking**

As we are a non-profit with limited staffing, we ask that all guests support the check-out process at the end of the stay by:

1. Stripping your bed and placing the sheets and your towels outside of your room.
2. Tidy up the areas that your group was using, by ensuring garbage is picked up, dishes are put by kitchen, etc.
3. If you have reconfigured furniture during your stay in the main dining area, we ask that you return it to the location it was in upon arrival. Guests are not permitted to reconfigure furniture in the bedroom or other areas of the facility..

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 at 403-272-7722 ext 214 or visit our website at [www.ursaretreatcentre.com](http://www.ursaretreatcentre.com).

Thank you and we look forward to seeing you at  
THE 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