



**Health
Professionals
HOUSING**

Short-Term Healthcare Professional Housing

Terms and Conditions | Version 1 | August 20, 2026

These Terms and Conditions apply to temporary accommodation provided by the Strathcona Regional District (SRD) through Healthcare Professional Housing (HPH). They form part of every confirmed booking. By accepting a booking, the occupant agrees to comply with these Terms and Conditions and any reasonable property-specific instructions provided by SRD.

1. Eligibility and Purpose

HPH is intended to provide temporary accommodation for eligible healthcare professionals working or providing healthcare services in the region, including approved employment, assignments, placements, locums, contracts, educational programs, or other approved healthcare-related purposes.

Applicants must provide sufficient information for SRD to confirm eligibility, including the purpose and dates of the placement or stay and contact information for the relevant employer, agency, educational institution, placement coordinator, or program administrator.

SRD may request confirmation of eligibility before or during a stay. The occupant must promptly advise SRD if the employment, placement, program, assignment, or other circumstance supporting eligibility changes or ends.

Accommodation is temporary and does not guarantee continued or future accommodation beyond the confirmed booking period.

2. Booking Confirmation, Rates and Deposit

Availability is not guaranteed. A booking is confirmed only when SRD has issued written confirmation and the required deposit has been received.

The accommodation rate is the rate confirmed by SRD for the approved booking period.

A refundable deposit equal to one night's accommodation at the confirmed nightly rate is due when the booking is confirmed. The deposit is held by the SRD for the duration of the stay and is not applied toward accommodation charges.

An extension or change to the booking must be requested in advance and is subject to eligibility, operational requirements, availability, and SRD approval.

3. Payment

HPH is cash-free. Payment must be made using an SRD-approved payment method.

A refundable deposit equal to one night's accommodation rate is required to secure the booking. The deposit is held by the SRD for the duration of the stay and is not applied toward accommodation charges. The deposit will be refunded following check-out, subject to the return of all keys, fobs, parking passes and other loaned items, and completion of a satisfactory room inspection. The SRD may retain all or part of the deposit for missing items, damage beyond ordinary wear and tear, extraordinary cleaning, or other outstanding charges.

For bookings of one month or less, the full accommodation cost must be paid no later than check-in, in addition to the refundable deposit already paid.

For bookings longer than one month, the full accommodation cost for the first month must be paid no later than check-in. Each subsequent month must be prepaid before that month begins. If the final booking period is less than one month, the full balance for that remaining period must be paid before it begins.

Where an employer, health authority, agency, educational institution, or other approved third party is paying, the occupant remains responsible for ensuring the SRD has accurate billing information and for promptly advising the SRD of any change to the arrangement.

Additional charges may apply for damage beyond ordinary wear and tear, missing property, extraordinary cleaning, lost access devices, or other costs caused by the occupant or their visitors, subject to applicable law and SRD policy.

Failure to make required payments may result in the booking not being confirmed, an extension not being approved, or the accommodation ending where permitted by applicable law.

4. Cancellation, Early Departure and No-Show

Occupants should notify the SRD as soon as possible if they need to cancel or shorten a confirmed stay.

The one-night deposit will be retained where:

- a cancellation is made less than seven days before the scheduled check-in date;
- the occupant does not arrive for the confirmed booking and does not provide notice; or
- the occupant departs before the confirmed check-out date.

The SRD may waive or refund the deposit in exceptional circumstances where otherwise agreed.

For early departures, accommodation charges already incurred remain payable. Any prepaid accommodation charges for unused future nights will be reviewed by the SRD based on the circumstances of the early departure and any arrangements agreed with the occupant.

5. Occupancy and Use of the Unit

The unit may be used only as temporary residential accommodation by the approved occupant(s).

The occupant may not assign, transfer, sublet, license, rent, or otherwise provide the unit or any portion of it to another person.

All overnight guests must be registered and declared during the booking process or approved by SRD in advance. Unregistered or unapproved overnight guests are not permitted. Visitors are the responsibility of the occupant and must comply with all applicable housing rules.

Commercial activities unrelated to the occupant's approved healthcare work or placement are not permitted from the unit without prior written approval from SRD.

6. Check-In, Access and Security

Check-in is between 4:00 p.m. and 10:00 p.m. on the confirmed arrival date, unless another arrival time has been agreed to in advance by SRD. SRD will provide access instructions at check-in.

The occupant is responsible for keys, key cards, access codes, parking passes, and other access devices or credentials issued to them. Access credentials must not be copied or shared with unauthorized individuals.

Exterior doors must not be propped open or left unsecured. Lost access devices or security concerns must be reported promptly.

The occupant must not change, replace, disable, add to, or otherwise alter any lock or security device.

7. Conduct, Quiet Enjoyment and Visitors

Occupants must maintain a respectful residential environment and avoid conduct that interferes with the safety, comfort, or reasonable enjoyment of other occupants or neighbouring properties.

Excessive noise, disruptive behaviour, harassment, threats, violence, or abusive conduct is not permitted. Occupants are asked to be particularly considerate of healthcare professionals who may be sleeping during daytime hours due to shift work.

SRD may establish reasonable visitor or property restrictions where required for operational, security, safety, or property-management purposes.

8. Smoking, Vaping, Cannabis and Illegal Activity

The entire hospital campus is non-smoking and non-vaping. Smoking and vaping are not permitted inside HPH units or anywhere on the hospital campus.

Cannabis use must comply with applicable legislation and all property-specific restrictions. Smoking or vaping cannabis is not permitted anywhere on the hospital campus.

Illegal drug activity, possession of illegal substances, violence, threats, unlawful weapons, and other illegal activity are prohibited.

9. Pets and Guide Dogs

Pets are not permitted unless expressly approved in writing by the SRD in advance.

Approved pets must:

- remain under the occupant's control at all times;
- not create unreasonable noise, disturbance, safety concerns, or interfere with the comfort and reasonable enjoyment of other guests or neighbouring properties;
- not be left in circumstances where they may create a disturbance or property concern; and
- have all waste picked up promptly and disposed of appropriately, including in outdoor areas.

Occupants are responsible for the conduct of their pets and for any damage, extraordinary cleaning, or other costs caused by an approved pet.

Certified guide dogs are always permitted. Nothing in these Terms limits the SRD's obligations with respect to guide or service animals under applicable law.

10. Furnishings, Cleaning and Property Care

Units may be furnished and equipped for temporary residential use. Furniture, appliances, linens, kitchen equipment, electronics, and other supplied items must remain in the unit unless SRD authorizes otherwise.

Routine housekeeping is the occupant's responsibility. The unit must be maintained in a reasonably clean and sanitary condition, with garbage and recycling disposed of appropriately and spills or conditions that could cause damage addressed promptly.

The occupant must promptly report any damaged, missing, or malfunctioning items to the SRD. Occupants must not undertake or arrange any repairs, alterations, painting, installations, modifications, or other work to the unit, furnishings, appliances, fixtures, or equipment. All maintenance and repair work will be coordinated by the SRD.

The occupant may be responsible for reasonable repair, replacement, or extraordinary cleaning costs caused by the occupant or their visitors beyond ordinary wear and tear, subject to applicable law.

11. Maintenance, Access and Safety

Maintenance, safety, security, water, electrical, heating, appliance, pest, lock, alarm, or other property concerns that could cause injury or damage must be reported promptly.

SRD may require access to the unit for legitimate operational purposes, including inspection, maintenance, repairs, emergencies, health and safety concerns, or protection of the property. Notice will be provided where required by applicable law.

Occupants must familiarize themselves with emergency exits and any emergency procedures provided for the property. Fire, life-safety, and security equipment must not be disabled, tampered with, blocked, or misused.

Candles, incense, unauthorized open flames, unsafe heating or cooking devices, and hazardous or flammable materials contrary to property rules are prohibited. In an emergency requiring police, fire, or ambulance assistance, call 911.

12. Parking and Personal Property

On-site parking is available subject to availability. Additional parking is available elsewhere on the shared campus. Vehicles must be registered, insured, operable, and parked only in designated or permitted areas. Guests must not park in stalls reserved or assigned for other occupants, staff, services, or uses.

Parking is at the vehicle owner's risk, except where responsibility arises under applicable law.

The occupant is responsible for their personal belongings. SRD does not insure occupant property. Occupants are encouraged to maintain appropriate personal property and liability insurance for the duration of their stay.

13. Check-Out

Unless an extension has been approved in writing, the occupant must vacate the unit by 11:00 a.m. on the confirmed departure date.

Before leaving, the occupant must remove personal belongings, garbage, recycling, food, and personal items; wash and put away dishes and kitchen items; leave the unit reasonably clean and tidy; and return furniture and supplied items to their appropriate locations. At check-out, the occupant must return all keys, fobs, access devices, parking passes, and other SRD property directly to SRD or designated accommodation staff and complete a room inspection with staff before departure.

Property left behind may be handled in accordance with applicable law and SRD procedures.

14. Ending Accommodation

The right to use the accommodation ends on the confirmed check-out date unless SRD has approved an extension.

SRD may end accommodation before the scheduled departure date where permitted by applicable law, including for loss of eligibility, non-payment, serious or repeated violation of these Terms, unauthorized occupants or subletting, significant property damage, illegal activity, violence or threats, or significant health, safety, or security concerns.

Any termination or notice process will be administered in accordance with applicable law.

15. Contact Information and Privacy

Applicants and occupants must provide accurate contact information and promptly advise SRD of material changes affecting the booking or their eligibility.

Information collected for HPH administration may be used to assess eligibility, administer bookings and payments, manage the property, respond to safety or operational concerns, and verify placement or employment details with the contacts provided by the applicant, in accordance with applicable privacy requirements.

SRD accommodation, urgent property, and after-hours contact information will be provided with the booking or check-in instructions.

16. Acknowledgement

By confirming a booking, the occupant acknowledges that they have read and understood these Terms and Conditions, that the information provided in connection with the accommodation is accurate, and that they agree to comply with these Terms and any reasonable property-specific rules provided by SRD.

The occupant understands that extensions are subject to approval and availability and that accommodation is temporary and connected to the approved healthcare-related purpose.