

Dear Resident:

You will find attached a list of all amenities available to you, as well as information regarding fire safety, OSTLL rules, Our Saviour Thistle town Lutheran Lodge Tenants Association (OSTLLTA), and other important information.

We believe your residency with us is just the first of many good relationships you will discover here at **OSTLL**.

Thank you for making your home with us!

OUR SAVIOUR THISTLETOWN LUTHERAN LODGE

TENANT INFORMATION KIT

OUR SAVIOUR LUTHERAN CHURCH

The congregation of Our Saviour Lutheran Church, next door to the Lodge, wishes you a warm welcome. It was through assistance from provincial, federal and municipal governments that the church was able to build and complete construction of the Lodge. In 2017 we celebrated three important anniversaries:

The 25th anniversary of the construction and first occupation of the Lodge.

The 60th anniversary of the formation of our congregation in 1957.

The 500th anniversary of the Protestant Reformation under Rev. Martin Luther in 1517, which led to the formation of the Lutheran Church.

We believe that we are ideally located next to the Lodge in the encouragement of your journey to faith. As senior citizens there is many opportunities now to reflect on our lives on a deeper spiritual level for what our lives have meant and on what our goals and aspirations for our remaining years will be. Let us share with you in what is the most important journey of your life, specifically your spiritual journey. Our fundamental belief is that there is only one true God, and yet in this one God, He is manifested in three persons: God the Father, God the Son (Jesus Christ), and God the Holy Spirit. Our mission is to honour and glorify God while proclaiming to the world that Jesus Christ is our only salvation from sin.

We would welcome your questions and expand on our other central beliefs. We invite you and your family to worship with us on **Sunday mornings at 11 am**. We also offer Bible Study on Sundays at 10 am and Sunday School beginning at 9:30 am (excluding July and August).

Our pastors, Gregory Johnson and Joseph Singh, offer worship service and consultation in English, Hindi, Urdu and Punjabi. They will provide pastoral care and are available for individual and family consultation. They can be reached at the church office by ringing the church doorbell or calling 416-741-2110. We are also on the internet at www.oslc.on.ca and can also be reached by email.

God bless you in your new home. Hope to see you soon.

STAFF

PROPERTY MANAGER:

(416) 744-2144

Property Manager oversees the building, manages the overall functions of the Management/Rental Office at the building and the enforcement of the Rules and Regulations of the property, in accordance with the Residential Tenancies Act. The Management/Rental Office is located on the first floor opposite the elevators. Please note that except for emergencies, the Property Manager is only available to discuss matters with tenants during the office hours as posted on the door. At all other times please deal with the building Superintendent, or submit questions, requests and complaints in writing using the office door mail slot.

BUILDING SUPERINTENDENT:

Working hours: 8:00 am to 4:00 pm Mon-Fri
On emergency call 24 hours.

BUILDING ASSISTANT SUPERINTENDENT:

Working hours: 8:00 am to 4:00 pm every other weekend Friday to Sunday.

Please be advised that the Superintendent's and Assistant Superintendent's working hours are 8:00 am to 4:00 pm and only emergency issues will be dealt with outside of these hours.

Should you have a: non-life-threatening emergency (eg. flood, power outage, overflowing toilet, etcetera), mechanical breakdown and which we can fix, immediately notify the office or the Superintendent; potentially life-threatening emergency (eg fire, medical emergency, threat of violence, etcetera) **call 911** and then notify the building Superintendent. For further details see "Emergency Calls" on page 11.

SERVICE FACILITIES OFFERED TO YOU BY OSTLL

LIBRARY/COMPUTER ROOM:

The Library is located on the Ground Level (1 Floor) on the South wing of the building. You are always welcome to borrow the books in the Library. No registration is required but please return the books when you are finished with them.

The library/computer room is open from 8:00 a.m. to 9:00 p.m. It is the tenant's responsibility to turn off the lights as they leave.

Furthermore, we are inviting all tenants to come and use the computers sponsored by a generous corporate donation for your benefit and purchased through Reboot Canada. The computers may

be used any time the Library is open (usually 8 am to 9 pm) and not being used for a meeting. You can reserve a computer ahead of time if you wish, but typically there is always at least one computer not being used. In the rare cases that both computers are in use and people are waiting, we ask that you limit your time on the computer to one hour and that if you have not reserved a computer you relinquish your time to anyone who has made a reservation. Please read the rules posted in the Library.

RECREATION ROOM AND BBQ:

The **Recreation Room** is located on the 1st floor and has a full kitchen and is furnished with tables and chairs. It will accommodate approximately 75 people. Residents may rent the Recreation Room from 9:00 am to 11:00 pm. The cost is \$100 per day plus a \$100 damage deposit. The damage deposit will not be returned if the Recreation Room rules are not followed. Rules are available from the Property Manager.

The Recreation Room is open from 8:00 am to 9:00 pm. It is the tenant's responsibility to turn off the lights as they leave.

There are two **Propane BBQs** on the patio available for use by the residents free of charge in the summer months. Please note that the BBQs must be cleaned after each use. Use the wire brush to scrub the BBQ grills clean.

EXERCISE ROOM:

Only adults are allowed in Exercise Room. Proper gym attire (sweats/sneakers) must always be worn in that room. It is open from 8:00 am to 9:00 pm. It is the tenant's responsibility to turn off the lights as they leave.

SOLARIUM (5 floor):

The solarium is a glass enclosed bright sunlit room complete with a gas fireplace, couches, chairs, and tables for card playing, games, chatting, or other general relaxation. It is open from 8:00 am to 9:00 pm. It is the tenant's responsibility to turn off the lights as they leave.

ESS OFFICE - (Etobicoke Services for Seniors):

The ESS office is located on the Ground Level (1 Floor) on the South wing of the building. ESS offers free services provided by qualified staff for a better quality of life to tenants living in the building through the Assisted Living Program, to help you live in your own home as independently and safely as possible. Any tenants with impairments, limited mobility or medical issues are encouraged to use their services.

If you are interested, we can book an orientation session with an ESS Representative or you may also contact the ESS Office at 416-746-1777.

OUTSIDE VISITORS' PARKING:

The visitor parking area is for VISITORS ONLY. All visitors must park in the parking area at the entrance to the property, or in the church parking lot if all the visitor spots are in use.

For your added convenience and safety, the following procedures should be followed:

No visitor parking permit is required during day visits

All overnight visitors must obtain a parking pass from the Property Manager or the Superintendent. Overnight parking in the church parking lot is normally not permitted, however special exceptions may sometimes be arranged, but only through the Property Manager

Cars without a visitor permit will be tagged at the owner's expense. Visitor permits must be clearly visible at all times and placed on the dashboard. Parking infraction notices will be issued if the details of the permit cannot be read by enforcement, or if the dates have expired or been altered by the tenant

Any vehicles parked in the fire routes will be tagged /towed at the owner's expense

Visitors **must not** park in the circular drive or in front of the garbage shed. It is the tenant's responsibility to inform their visitors regarding this rule

Tenants must always use their allocated underground parking space and not park in visitor's lot

Tenant parking in the visitor or church parking lots is prohibited for all tenants during all hours, and will be tagged by the City enforcement at the owner's expense

Please note - OSTLL will not be responsible for any parking tickets issued by the City of Toronto

BIKE RACKS:

Bike racks are located in the basement for use by tenants, free of charge. Please contact the management office for availability. Bicycles are not allowed in apartments, hallways or stairwells.

SCOOTER PARKING:

Residents who own scooters are accommodated as we have set up a parking space in the underground garage for scooters to be parked. Further, residents can recharge their scooter's battery in their parking lot.

Scooters are not allowed in any hallway from the 1st floor to the 5th floor. The tenant is advised to enter the building and get on the elevator and take the scooter to the garage and park it.

OSTLL RULES

We ask all tenants to abide by the following rules, in order to make the building operate smoothly and be a nice place to live in. OSTLL will send warning letters to tenants who do not follow them. This includes tenants whose rule violations were reported the Superintendent and subsequently verified.

RENT PAYMENTS:

Rents are due on or before the first of each month. Please make cheques payable to **Our Saviour Thistletown Lutheran Lodge**. Payments may be deposited in the office door mail slot.

LAUNDRY ROOMS:

Laundry Rooms are located on each floor and are always open. Laundry machines are for tenants' use only. Please report to the Superintendent any machines that are not working properly.

- 1) **LIGHTING:** We ask tenants not to touch the light switches in the laundry room as they are automatic. This means that they will turn on and off by themselves. If you turn the switches off, then the lights will no longer come on automatically. **SO PLEASE DO NOT TOUCH THE LIGHT SWITCHES. THANK YOU.**
- 2) **WASHERS – DETERGENT:** Liquid Detergent only in the dispensers. **Do not use powdered detergent in the dispensers.** Powder in the dispensers will damage the machines and will cause expensive repairs. Powdered Detergent may be put directly into the washing machine tub. **Do not use powdered detergent in the dispensers.**
- 3) **DRYERS – LINT SCREENS** – Our Superintendent has in the past, found some ripped/damaged lint trap screens. When cleaning the screens please rinse them with water in the sink under the taps. This is the best and safest way to ensure that the lint screens will last. **DO NOT BANG THEM ON ANY OBJECTS TO TRY AND CLEAN THEM.** Thank you!
- 4) **DAMAGED LOONIES:** Please do not use loonies (i.e. \$1 coins) that are damaged as they can jam the coin slot and put the machine out of order.
- 5) **POSTING NOTICES:** Tenants wanting to post flyers (non-business only) may do so on the laundry room board only and not anywhere else in the building.

GARBAGE & RECYCLING ROOMS:

Each floor has a room with recycling bins and a garbage chute. Garbage rooms are open 24 hours a day.

To ensure that garbage is safely and hygienically disposed, please take note of the following rules:

Please re-cycle whenever possible. Bottles, cans, and paper should be placed in the BLUE recycling bins in the basement.

All other garbage should be properly bagged and thrown down the garbage chute.

Do not put burning materials and ashes into the garbage chute.

Do not dispose of flammable liquids or aerosol cans in these chutes.

Large Items:

- Never force cartons, coat hangers or bundles of paper into garbage chute because they may become blocked.

- Large pieces of cardboard, carpet or other material should **never** be thrown down the garbage chutes, as this causes serious blockages.

- Large items should be taken down to the basement and placed near the bins. If you are not sure of the exact location, please ask the Superintendent.

Please do not leave any garbage in any form in the corridors or on the floor of the disposal room. Any residents noticing other residents not following these garbage disposal rules are asked to please notify the management office.

ORGANIC (FOOD) GARBAGE:

All residents have been provided with a white/beige compost recycling bucket for organic (food) waste. Definitions of organic waste are contained in the sheet inside the bucket.

When the bucket is full, it should be emptied into the green compost bin located in the basement. Tenants have found that lining their buckets with a plastic bag keeps the bucket clean and temporarily storing it in the refrigerator reduces odours.

DISPOSING OF OLD FURNITURE:

If you have old furniture to be discarded, please contact the Superintendent for instructions on where to leave it. **DO NOT LEAVE THESE ITEMS OUTSIDE AS THIS CREATES AN EYESORE.** We thank you for your cooperation.

MOVING/DELIVERIES:

Moving and or deliveries are done through the front lobby door. Please reserve a time, at the office, to book the Service Elevator for all move-outs and deliveries of any furniture or large articles. **Large deliveries will not be allowed unless a Service Elevator is confirmed through the office for a specified time. NO MOVE IN/OUT ON SUNDAYS.**

ABSENCE FROM APARTMENT (Applies to RGI tenants only):

The City of Toronto's "**Absence from Unit**" rule for all tenants paying rent geared to income (RGI) is 90 days. You may lose the RGI subsidy if all RGI-qualified residents are absent from the unit **for more than 90 consecutive days.**

APARTMENT INSURANCE:

We require all tenants to provide proof of tenant apartment insurance prior to move in. The average rate for apartment insurance is approximately \$150 annually. The Lodge's insurance only covers structural damage belonging to the property and does not extend to cover resident's personal property. As with virtually every lease used by landlords in Ontario, your lease states that it is the tenant's obligation to obtain content insurance for their own residence **for the entire length of their lease term.** The Lodge retains the right to require the tenant to provide evidence of insurance at any time including at the time of renewal of the lease.

REPAIRS/WORK ORDER REQUESTS:

If you need any repairs in your unit, please fill in a Work Order Request which are found in the plastic tray dispenser attached to the bulletin board just outside of the office door in the front lobby. Please sign and date the Work Order Request and include your apartment number. Give the request to the Superintendent, or else drop it in the office door mail slot.

Work Order Requests are prioritized. All emergency situations (such as fire or flood) are dealt with as soon as possible. Work orders are normally dealt with in 24 to 48 hours unless otherwise notified. If further work is needed, you will be notified. We do our best to accommodate everyone to the best of our ability but there is work that does take longer and may require unique skills. The office will explain this to tenants as needed. If you find that your work is delayed or not done, please notify the management office.

APARTMENT IMPROVEMENTS:

All apartment improvements must be approved in writing by the Property Manager. Any unauthorized changes or alternations to the original unit will result in the tenant returning the unit to its original state at their own expense.

ANNUAL UNIT INSPECTION:

Once a year the Property Manager will carry out an inspection of all units. The purpose of this inspection is to make sure that the unit and its appearance has been maintained to the standards you agreed to when you signed your lease.

AIR CONDITIONING:

This building is not equipped with central air conditioning. If you wish, you may purchase or rent your own air conditioner. The air conditioner must be a certain type and be installed by a qualified installer. Please contact the office for further details.

KITCHEN DRAINS:

In the past when we had our kitchen drains cleaned we have found that they were filled with lots of grease and food particles. We ask all tenants to help prevent our drains from ending up like this again by doing the following:

- 1) **DO NOT PUT GREASE DOWN THE DRAINS** – Grease will stick to the pipes and cause food particles to stick to the grease that lines the pipe thus causing the kitchen drain pipe to fill up and clog. Place a glass jar in your cupboard under the sink and empty any grease into it and throw it in the garbage bin when it is full.
- 2) **WIPE ALL GREASY/FATTY POTS, PANS, AND DISHES WITH PAPER TOWEL BEFORE WASHING** – A lot of grease and food particles go down the drain from your dish water and clog the drain pipe, making your kitchen sink drain more slowly. This grease also builds up in the main drain in the basement causing tenants' sinks on the 1st floor to back up and cause an unpleasant mess for them.

Drain-clearing is a costly expense and the more often we have to clean the drains, the more our expenses will increase causing your rent to increase. Please do your part and follow the above two suggestions. If, following a drain-cleaning, the plumber or technician determines that the problem was caused by one particular tenant pouring grease down the drain, that tenant may be held responsible for the cost of the cleaning.

THERMOSTATS:

The temperature control unit installed in your suite is a fully automatic motion sensing thermostat designed to reduce energy waste. It uses programmed logic to monitor the status of movement in the suite detected by its flush mounted motion sensor and door/window contacts to determine room occupancy.

You only need to set the desired temperature setting for your comfort and the thermostat will automatically do the rest. You can set temperatures anywhere from 15 degrees Celsius up to 25 degrees Celsius, or 59 degrees Fahrenheit up to 76 degrees Fahrenheit. Using a button on the left side of your thermostat, you can select whether the temperatures show in Celsius or Fahrenheit.

The screen on your thermostat normally displays the actual temperature in your suite. To change the temperature, just push the UP or DOWN buttons on the right side of the thermostat until your desired temperature setting shows on the display screen.

The thermostat will then start to RAISE or LOWER the temperature in your suite until it reaches the temperature you selected. During this adjustment period, the screen will display the actual temperature in your suite.

EXAMPLE: Say the thermostat shows that the actual temperature of your suite is 22 degrees Celsius (or about 72 degrees Fahrenheit), and you wish to increase the temperature to 25 degrees Celsius (77 degrees Fahrenheit). First you increase the temperature setting to the higher level, which will briefly show on the screen. Then after a few seconds the screen will return to displaying the actual room temperature. As the actual temperature rises the display will do likewise until the requested temperature has been reached.

The thermostat will now continue to maintain your requested temperature level until you choose to raise or lower the selected level, OR until you leave the suite. When you open the door to leave your suite, the door contact tells the thermostat that the suite may soon be unoccupied, and the motion sensor looks for movement inside the suite. If no movement is detected within 8 minutes, the thermostat changes to the unoccupied mode and sets back the temperature setting by 1 – 2 degrees. If the thermometer remains in the unoccupied mode for 6 hours, the temperature setting is set back another 1 – 2 degrees. Once the suite remains unoccupied for 15 or more hours, the thermostat sets back to its lowest setting.

The moment you return, the thermostat sensors know the suite is occupied again and will automatically increase the temperature setting to your previous selection. **YOU DO NOT HAVE TO RESET YOUR THERMOSTAT.**

Please try to keep your balcony door and windows closed as much as possible during the heating season. To avoid wasting energy, the heating in your suite will temporarily STOP if you leave your balcony door or windows open for longer than 20 seconds. Normal heating will resume once the balcony door and windows are CLOSED.

We have left the old thermostats in the bedrooms to use as an on/off switch. They **will not** act as a thermostat to control your bedroom heat. If you want your bedroom cooler turn the thermostat dial off (to the left, or counter clockwise). If you want the heat on in the bedroom turn the thermostat dial to the right. If the bedroom thermostat is on (ie fully clockwise) the bedrooms will then reach the same temperature as the living room.

If you do not want your heat ON at all then turn the main digital thermostat OFF by pressing the ON/OFF button on the left side. To turn your thermostat back ON press the ON/OFF SWITCH and the display screen will energize.

Please remember that if your room temperature is higher than the requested temperature the baseboard heater will not turn on until the room temperature is less than the requested temperature.

If your selected temperature is higher than the actual room temperature and your heater is not on please check the breaker switch panel in the closet and make sure it's on. (For one-bedroom units the breaker panel is in the closet by the front door. For two-bedroom units the breaker panel is in the closet beside the bathroom.)

Note that this building is not equipped with central air conditioning. Consequently, during warm weather your unit may be warmer than you like, even with the temperature set to the lowest setting. You may if you wish to install your own air conditioner, subject to certain rules. Please see Air Conditioning on page 8.

FRONT DOOR TV SECURITY CHANNEL AND ENTER-PHONE SYSTEM:

The building's "Enter-phone" System provides apartment entrance communication and entry control through your regular landline telephone service **only** – without interference to your telephone calls.

You can answer the Enter-phone System from any **landline telephone** in your unit. High-grade voice reproduction allows you to recognize the caller's voice and allow entry only to those persons you wish. The Enter-phone system offers you complete privacy while you are connected to your visitor.

When someone is calling you from the front door you have two options: either simply hang up the phone to refuse entry or **Press 9** on your phone to allow your visitor into the building, and then hang up. The entrance door will automatically unlock, and your visitor may enter.

If you are talking to a visitor and hear a soft ringing overtone on your line, it indicates a regular incoming call is coming through on your line.

Also, tenants can view the person(s) seeking entry at the front door entrance by tuning your television to either channel 59 or 998 prior to allowing entry. For security purposes, if you do not know the people calling you on the Enter-phone System, and do not recognize them on the TV, for security reasons do not open the door for them.

Please note that it is the tenant's responsibility to screen and open the door for their visitors. The Superintendent will not allow non-residents into the building at any time. Please make sure that your visitors are aware of this procedure.

KEY FOBS:

To manage our security properly, only one front door key fob is distributed per person. All persons using the fobs must be residents of the property. Keys are not to be given to others. If you require an additional front door fob the management can assist you. Please note that there's a fee applied for replacing lost, broken, or additional fobs.

APARTMENT SAFETY:

We would like to strongly encourage you to lock your apartment door when you are home, and when you go to the laundry and garbage room. It has been reported in the past on the news that strangers sometimes follow visitors and care givers into buildings and, while in the building, check to see if apartment doors are open. They then enter and if there is someone home they say that they were given the wrong apartment number. Please **keep your door locked at all times**. Also, if you receive a call from the front door intercom and they ask for you to let them in, do not do so unless you are sure that you know who the person is. If you aren't sure, and let them in anyway, this is another way that intruders can gain access to the building.

DOOR TO DOOR SOLICITATION:

It is forbidden for tenants or people from the outside to solicit in the building without permission from Management. If someone comes to your door and does not have a permission document signed by the Property Manager, you should immediately contact the property manager or the Superintendent on duty. Without a permission document signed by the Property Manager you could be caught in a scam. Reporting it to the Property Manager or Superintendent immediately could prevent something bad from happening. The only exception to this is during election time when politicians and their helpers are legally entitled to canvass door-to-door. However, they must still show you some valid identification.

GOOD NEIGHBOUR POLICY:

As a senior only building, we ask that you report to staff anything unusual that could be an indication of someone needing urgent assistance. Examples would include:

Newspapers at the door not being picked up.

Phone calls not being answered.

No answer from knocks on the door.

Unusual odors.

People suddenly not following their habitual routine (Going for a walk, calling to say hello, etc.)

If you see anything unusual like the above, please contact the management office or the Superintendent.

EMERGENCY CALLS:

Please be reminded that 911 is to be called only in case of **emergencies e.g. life-threatening emergencies. Do not use 911 if:**

1. you are stuck in the elevator;
2. for non-life-threatening emergencies.

Instead, call the Superintendent (at 416-200-0748) and see below for further details.

If there is a true life-threatening emergency (e.g. a fire or a situation requiring police or an ambulance), **call 911** and then call the Superintendent (at 416-200-0748) to let him know. If the fire department arrives and cannot gain access to the building or apartment in question they will break the door down. This is a very costly expense which can be charged to the tenant making the 911 call. You can avoid this expense by calling the Superintendent any time you call 911. In addition to avoiding the expense, this additional phone call could save everyone a big headache and could also mean the emergency will be attended to more quickly.

There have been expensive situations in the past for the Lodge where the Fire Department was called for someone stuck in an elevator. Please take note that **there is a button in the elevator that you can push to notify the Superintendent in case you are trapped inside the elevator.** Additionally, you can also push the button with the phone sign which automatically will place the call to the outside monitoring company to send help. Once you place the call the monitoring company will know the address where you are located and will address the issue as soon as possible. Please be advised that the Lodge will investigate if an unnecessary call is made to 911 for this type of situation, and the tenant will be charged a nuisance fee.

SMOKE FROM BURNED FOOD ON YOUR STOVE:

If you are cooking and happen to burn something, please turn your stove fan and bathroom fan on to help take the smoke out of your unit. You may also open your windows and your balcony door to help clear the smoke. But **do not open your front door to the hallway**, as the smoke will set off the main fire alarm and fire trucks will arrive at the building unnecessarily. In fact, do not keep your front door to the hallway open at any time, especially while you're cooking.

ENTERTAINING AND NOISE LEVELS:

All of us like to entertain but we request that you consider your neighbours. Noise levels do travel through the walls and can be very annoying, especially late at night.

If you are having a party, it would be a nice gesture to inform your neighbours to prevent complaints. Keep your party in your unit and not in the hallways. Noise from parties, music etc. should be finished by midnight. Tenants may call the Superintendent with any noise related concerns.

DO NOT FEED ANIMALS:

Feeding animals living in the ravine is not permitted. Throwing food scraps from the balcony to the ground and throwing items into the ravine attracts vermin (mice, rats, raccoons, skunks) and makes it difficult for first-floor tenants or those using the back patio and BBQ. **Please do not feed the animals, they are well-fed by nature.**

FIRE SAFETY PLAN

IMPORTANT RULES THAT MUST BE FOLLOWED IN ORDER TO AVOID FIRE HAZARDS IN THE BUILDING:

Do not put burning materials and ashes into the garbage chute.
Do not dispose of flammable liquids or aerosol cans into the garbage chute.
Avoid unsafe cooking practices. Deep-frying, too much heat, unattended stoves, loosely hanging clothing sleeves while cooking, can all be fire safety hazards.
Do not use unsafe electrical appliances, frayed extension cords, substitute lamp wiring for building wiring or overload electrical outlets.
Avoid careless smoking, use ashtrays, and never smoke in bed.
Smoking is not allowed in common areas (hallways, stairwells, lobbies etcetera).
Do not leave articles such as shoes, rubber boots, mats, etcetera in the building's corridors and stairs, as per the Residential Tenancies Act and Fire Marshall's office.

OCCUPANTS ARE ADVISED TO:

Purchase a small approved domestic fire extinguisher for your kitchen. Note: Some insurance policies require that the tenant purchase a fire extinguisher as a requirement of the policy. Please check with your insurance company.
Familiarize yourself with the building. Know where the fire alarm pull stations are located, know location of exits (2 stairways – located at the end of each hall) and check your smoke detector for proper operation once a month. Contact the office if it is not working properly.
Dial 911 and ask for Etobicoke Fire Department immediately where there is a life-threatening emergency.

Never park in fire routes - especially in front of the building (even for a short time). Etobicoke Fire Department has advised us that in the case of a fire, they cannot rescue residents unless this area is clear. Violators will receive large fines and/or towed away at their own expense. The fire department has zero tolerance for this act. Please advise your visitors of this matter. Our building will be fined, and the fines will be passed to you as an increase in rental fees.

EMERGENCY PROCEDURES IN CASE OF FIRE

IF YOU ARE IN YOUR UNIT AND THE FIRE ALARM IS HEARD:

Before opening the door, feel the door handle and door with the back of your hand. If it is not hot, open the door slightly. If you see or smell smoke, or feel a hot draft, or hear air pressure (hissing), close the door quickly.

When exiting the unit ensure that there is no fire or smoke in the corridor. Close the door behind you and leave by the nearest emergency stairway. **DO NOT USE THE ELEVATORS.**

If you encounter smoke in the corridors or stairwells on one end of the hallway, please remember there is another stairwell at the other end of every hallway of the building or return to your unit.

If you choose to remain in your unit, close your door and place wet towels across the base of the floor and exit on your balcony.

Based on the above, decide whether you can safely leave your unit, or whether you should stay in your unit. Act decisively on one of the 2 options noted below:

IF YOU CHOOSE TO LEAVE YOUR UNIT

Dial 911 – Fire Department and give your name, address, unit number and location of fire (never assume this has been done!)

Leave the fire area immediately. Close all doors behind you!

Activate the fire alarm pull station – Each floor has one by the stairwell door.

DO NOT USE ELEVATORS. Use the stairway to leave the building.

Do not reenter the building until the Fire Department declares it safe to do so.

IF YOU CHOOSE TO REMAIN OR YOU CANNOT LEAVE YOUR UNIT:

Close your unit door; but leave the door unlocked to allow Firefighters access.

Dial 911– Fire Department and give your name, address and unit number and location of fire (never assume this has been done!)

Seal all cracks where smoke could get in with wet towels. To seal air vents, a roll of wide masking tape is useful.

Crouch low to the floor if smoke enters the room, keeping your head about one foot above floor level (where there is fresh air).

Exit on your balcony and wave a white sheet or towel so that you can be seen from the ground. Wait to be rescued. Remain Calm. **DO NOT PANIC.** Listen for instructions from authorized personnel.

Please see the next page for NON-AMBULATORY RESIDENTS FIRE DEPARTMENT REGULATION INFORMATION

NON-AMBULATORY RESIDENTS FIRE DEPARTMENT
REGULATION INFORMATION

In accordance with the Revised Fire Codes, as a Landlord we supply this form for all residents with disabilities to fill out in case assistance from the Fire Department is required in the event of a fire in our building.

If you are a non-ambulatory resident, please fill out this form immediately and have it returned to the management office.

Tenant Name: _____

Apartment # _____

Phone # _____

Nature of disability:

In the case of the Fire Department giving assistance for evacuation, please note that non-ambulatory residents will be the first to be assisted.

Please Note:

There is a comprehensive Emergency Service (EMS) form that should be completed and visible in your unit (ie. on the fridge) in case a 911 call is made from your unit and the paramedics require personal medical information.

IMPORTANT TELEPHONE NUMBERS

Police:

Emergency: 911

Non-Emergency Inquiries: (416) 808-2200

Hospitals:

Etobicoke General Hospital, 101 Humber College Blvd. Etobicoke Ontario M9V 1R8, (416) 494-2120

Humber River Hospital, 1235 Wilson Ave, Toronto, ON M3M 0B2, (416) 242-1000

Walk-In Clinics:

Albion Thistletown Medical Centre, 900 Albion Rd (416) 740-7272 Open until 8:00 PM

Rexdale Medical Centre, 123 Rexdale Blvd, (416) 743-5853 Open until 7:00 PM

Dentists:

Dental Health Clinic, 2691 Islington Ave, (416) 742-2300 Open until 7:00 PM

Dr Amanpreet Chopra Dentistry, 2599 Islington Ave, (416) 741-0002 Open until 8:00 PM

Etobicoke Dental Care, 2291 Kipling Ave #116; (416) 743-2273 Open until 6:00 PM

Drug Store:

Shoppers Drug Mart – 900 Albion Road (416) 421-5141

Banks:

Bank of Montreal, 2428 Islington Ave, (416) 740-5664 Open until 6:00 PM

CIBC Branch & ATM, 2291 Kipling Ave, (416) 742-8081 Open until 8:00 PM

Royal Bank of Canada, 1104 Albion Rd, (416) 749-3200 Open until 8:00 PM

Scotiabank, 2551 Islington Ave. North, (416) 744-6100 Open until 8:00 PM

TD Canada Trust, 972 Albion Road, (416) 421-1221 Open until 8:00 PM

Our Saviour Lutheran Church: 2705 Islington Avenue, Toronto, ON, M9V 2X7

Pastor Johnson: (416) 741-2110

Pastor Joseph (Food Bank): (647) 476-4242

Website: www.oslc.on.ca

Our Saviour Thistletown Lutheran Lodge: 2715 Islington Avenue, Toronto, ON, M9V 5H3

Property Manager (Anca Popescu): (416) 744-2144

Superintendent (Cell): (416) 200-0748

Etobicoke Services for Seniors (ESS): (416)-746-1777