



EMERGENCY PLAN: 10 REID DRIVE

Mississauga, ON, L5M 2A7

1.) Building Information:

Address: 10 Reid Drive, Mississauga, L5M 2A7		
Total Suites: 55 total	Total Floors: 5 floors	Property Type: High-rise

2.) Contacts with Authority to act on behalf of the owner/operator:

Name: Selim Dedej	Title: Regional Property Mgr.	Phone: 416-738-9246
Name: Michael Forani	Title: Sr Property Manager	Phone: 289-684-1322
Name: Anila Kasmí	Title: Assistant Property Manager	Phone: 416-579-9708

3.) Communication with the City of Toronto:

- Confirm that the apartment building owner/operator's representative(s) will respond to communication from the city within two hours at all times throughout the disruption. - **YES ✓**
- Provided contact information for the individual(s) who will be on-site during an unplanned vital service disruption:

Name: Judy Durmmond	Title: Property Coordinator	Phone: 416 347 5103	Judi.durmmond@irent.com
Name: Scoot Race	Title: Property Coordinator	Phone: 416-523-2175	Scoot.racei@irent.com
Name: Michael Forani	Title: Sr Property Manager	Phone: 289-684-1322	Michael.forani@rentclv.com
Name: Anila Kasmi	Title: Assistant Property Manager	Phone: 416-579-9708	Anila.kasmi@irent.com

4.) Communicating with Resident(s):

- Provide contact information for the point of contact for all resident enquiries related to a vital service disruption:

Name: GTA Admin	Title: Res. Relations Admin	Phone: 1-833-AT-IRENT	help@irent.com
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- Provide contact information for a management contact for all resident enquiries related to a vital service disruption:

Name: Michael Forani	Title: Sr Property Manager	Phone: 289-684-1322	Michael.forani@irent.com
Name: Anila Kasmi	Title: Assistant Property Manager	Phone: 416-579-9708	Anila.kasmi@irent.com

- Confirm that the apartment building owner/operator will provide, at a minimum, daily updates to residents during the first seven (7) days of an unplanned vital service disruption - **YES ✓ - VIA EMAIL, VIA TELEPHONE**
- Confirm that the apartment building owner/operator will host an in-person information meeting with residents on the third day of an unplanned vital service disruption and ongoing on a monthly basis or at the direction of the city: **YES ✓**
- Confirm that the apartment building owner/operator will conduct a survey of residents on the seventh day of an unplanned vital service disruption to identify, at a minimum, the residents' concerns, outstanding questions, and any unmet needs related to a vital service disruption - **YES ✓**
- Confirm that the apartment building owner/operator will summarize the survey results and provide all survey results to the city within 12 hours of a request. **YES ✓**
- Confirm that the apartment building owner/operator will provide, at a minimum, weekly updates to residents during unplanned vital service disruptions that last from seven days to four weeks. **YES ✓**
- Indicate which of the following methods the apartment building owner/operator will use to provide these weekly updates. - **YES ✓ - VIA EMAIL, VIA TELEPHONE**

- Confirm that the apartment building owner/operator will provide, at a minimum, bi-weekly updates to residents during unplanned vital service disruptions that exceed four (4) weeks. **YES ✓ - VIA EMAIL, VIA TELEPHONE**
- Confirm that the following information will be provided to residents in all updates about the unplanned vital service disruption:

Details of the unplanned vital service disruption.	YES ✓
Estimated duration of the disruption.	YES ✓
Contact details for the owner/operator representative.	YES ✓
Updates on available supports (Water, Heat, Lodging).	YES ✓
Updates on restoration and construction activities.	YES ✓
Updates on the FSP, security, and suite access.	YES ✓

- Describe the process by which the apartment building owner/operator will ensure that resident contact information (phone numbers, email addresses etc.) is kept up to date:

Resident Information Form (often sent with Lease Renewals)
Manual Information Audit
While speaking with the resident (Quick confirmation that information is up to date)

- Describe the process by which the residents will be proactively told how they will receive information during an unplanned vital service disruption:

General Posted Notice (to all residents)
Mass Email (to all residents)

- Provide any other details on how the apartment building/owner operator will communicate with residents during an unplanned vital service disruption:

General Posted Notice (to all residents)
Mass Email (to all residents)

5.) Services for Residents during shelter-in-place events

Drinking Water Confirm that the apartment building owner/operator will provide residents with drinking water within 24 hours of the disruption onset during periods where water has been discontinued (at the expense of the building owner/operator)	YES ✓ - providing bottled water for consumption, water stations on each floor (elevator landings).
Heat Confirm that the apartment building owner/operator will provide residents with resource to safely heat their suites to a minimum temperature of 21 degrees between September 15 th and June 1 st within 24 hours of the disruption onset during periods where electricity and/or gas are not available (at the expense of the building owner/operator).	YES ✓ - providing all residents affected with portable space heaters for their use. Any costs incurred for additional electrical use will be compensated by the owner/operator. In the event of total loss of electricity, or gas, the owner/operator will secure an external generator capable of sustaining electrical supply to the building.
Food (may include hot meals, meal vouchers and/or kitchen access)	YES ✓ - providing all residents with food/access to food as required, or vouchers to local restaurants/grocery

Confirm that the apartment building owner/operator will provide residents with food, such as hot meals, meal vouchers, and/or access to a kitchen within 24 hours of the disruption onset (at the expense of the building owner/operator)	stores. The owner/operator will provide alternate accommodations/facilities at neighboring communities or other lodging venues (at the expense of the owner/operator)
Other Provisions Describe any other provisions that the apartment building owner/operator will provide (for example: access to generators, blankets, food and bathing facilities)	YES ✓ - providing all residents with any provisions deemed essential (at the expense of the owner/operator)
Fire Safety Plan Confirm that the apartment building owner/operator will continue to meet all obligations under the Ontario Fire Code and implement the necessary provisions of the approved Fire Safety Plan	YES ✓
Building Security Confirm that the apartment building owner/operator will secure the premises in the event that a vital service disruption has an impact on normal day-to-day security measures.	YES ✓ - apartment building has auxiliary generator used to power basic systems (Elevators, Emergency Lighting, Fire Panel, Secure Entry System). In the event of total failure, team members will be placed at each entrance/exit to ensure safety and security for all residents.

6.) Services for displaced residents during evacuations

Lodging Confirm that the apartment building owner/operator will provide residents with appropriate lodging within 24 hours of the disruption onset (at the expense of the building owner/operator)	YES ✓ - Owner/Operator will provide lodging/alternative accommodations at neighboring communities, and/or hotels if necessary. (at the expense of the owner/operator)
Drinking Water Confirm that the apartment building owner/operator will provide residents with appropriate lodging within 24 hours of the disruption onset (at the expense of the building owner/operator)	YES ✓ - Owner/Operator will provide all residents with cases of drinking water in addition to water stations set up on each floor. (elevator landings)
Food Confirm that the apartment building owner/operator will provide residents with food, such as hot meals, meal vouchers, and/or access to a kitchen within 24 hours of the disruption onset (at the expense of the building owner/operator)	YES ✓ - providing all residents with food/access to food as required, or vouchers to local restaurants/grocery stores. The owner/operator will provide alternate accommodations/facilities at neighboring communities or other lodging venues (at the expense of the owner/operator)
Clothing (Not Mandatory) If the apartment building owner/operator chooses to provide this service, specify how residents will access clothing in the event they do not have access to their suites.	The owner/operator will not provide clothing for the residents, however, will provide them with information on programs that will help them.
Personal Items (Not Mandatory)	The owner/operator will not provide personal items for the residents, however, will provide them with information on programs that will help them.

<p>If the apartment building owner/operator chooses to provide this service, specify how residents will access personal items such as toiletries.</p>	
<p>Suite Access Provided that it is safe to enter the apartment building, confirm that residents will be granted access to their suite:</p> <ul style="list-style-type: none"> - For a minimum of one (1) hour within two weeks after an evacuation order; and - For a minimum of one hour, every four weeks thereafter. 	<p>YES ✓</p>
<p>Fire Safety Plan Confirm that the apartment building owner/operator will continue to meet all obligations under the Ontario Fire Code and implement the necessary provisions of the approved FSP.</p>	<p>YES ✓</p>
<p>Building Security Confirm that the apartment building owner/operator will secure the premises in the event that a vital service disruption has an impact on normal day-to-day security measures.</p>	<p>YES ✓ - apartment building has auxiliary generator used to power basic systems (Elevators, Emergency Lighting, Fire Panel, Secure Entry System). In the event of total failure, team members will be placed at each entrance/exit to ensure safety and security for all residents.</p>

IN CASE OF FIRE/FIRE ALARM

In case of fire, building manager will:

- 1.) Go to nearest pull station and initiate fire alarm.
- 2.) Call Fire Department – Dial 911
- 3.) Gather and inform staff of the situation, designate authority, tasks and equipment (flashlights, tools, lists, etc.)
- 4.) Call the Assistant Property Manager (Anila Kasmi 416-579-9708)
- 5.) Await fire fighters' arrival and provide access to Voice Communication System as well as vital information (i.e listing of residents requiring assistance [located in FSP Box in Lobby], fire plans, master, service and firefighters' elevator keys).
- 6.) Take action as directed by the Fire Captain
- 7.) Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.

Building Managers are responsible for ensuring:

- 1.) All building systems are operable at all times.
- 2.) Exit routes remain clear.
- 3.) Stairway doors should be kept closed except when residents are moving through.
- 4.) Residents are educated in the following:
 - Advise your building manager immediately if your smoke/CO2 detectors or door closures are not working.
 - Encourage residents to ensure doors are closed behind them as they leave at the time of evacuation.
 - In a situation where people become trapped in a room, residents should be advised to keep the doors closed and doorsills should be covered with wet towels or other objects to limit smoke infiltration and inhalation.
- 5.) Ensure that the building FSP is available on-site at all times.
- 6.) Completing Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.

Portable Extinguishers

- Should be used with discretion and only considered when the fire has been confined to a small area and is not spreading quickly.

Tips to reduce the threat of fire include:

- Turn off electrical equipment when it is unattended.
- Properly store materials or report any materials, which are cause for concern.
- Avoid over-fusing; limit the use of extension cords.
- Discourage use of portable space heaters.

- Promptly repair any problems with electrical equipment or take faulty equipment out of service.
- Observe city by-laws with respect to smoking.

Fire Alarm

In case of Fire Alarm

- 1.) Check Fire Panel and look for location/zone where alarm was initiated.
- 2.) Call Fire Department – Dial 911.
- 3.) Bring Elevators to ground level and lock off for firefighter use. (Fire Recall)
- 4.) Prop open front door, clear entranceway
- 5.) Await fire-fighters arrival and provide access to Fire Panel as well as vital information (i.e listing of residents requiring assistance, fire plans, master, service, and firefighters' elevator keys).
- 6.) Take action as directed by the Fire Captain.
- 7.) DO NOT silence any alarms until Fire alarm and source has been investigated. The order to silence the fire alarm will be given only by the Fire Captain.
- 8.) After the clearance to silence the alarm has been given by the Fire Captain, ensure the following:
 - The signal-initiating device is reset/replaced (i.e. pull stations, heat detectors etc.) and that the system has been restored to normal
 - Where an announcement has been made by the fire department that the fire was being investigated, the building manager should follow up with an announcement that the fire department has been given the all clear.
 - Prepare Property/Liability Incident Report, take note of the incident number and any comments the firefighters make.
 - Notify respective Property Manager of the situation.
 - Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.

FLOOD/MAJOR WATER LEAK

Upon notification of a flood/major water leak:

- 1.) Go immediately to the area affected to determine the cause only if it is safe to do so.
 - a.) Locate the source.
 - b.) Locate and turn off the applicable water supply valves only if it is safe to do so.
- 2.) Ensure that all drains are open and draining the water away from the building or affected area.
- 3.) Turn off all utilities to the affected area remotely (breaker in hallways)
- 4.) If you cannot locate the source of the flood, contact a plumber (Precision Plumbing or Nuteck Mechanical, or other) and advise the Property Manager.
- 5.) All attempts should be made to isolate and stop the flow of water into/within the building, including shutting off the building water mains if required (Contact CoT for shut off at the City Line)

- 6.) If the problem originates from an external source (such as a water main) and cannot be isolated, the property manager will contact the appropriate regional water department (CoT) to send a crew to isolate the flow of water.
- 7.) Assist affected residents as much as is reasonably possible, and ensure communication is provided to ALL residents, including updates every hour to every two hours.

LOSS OF ELECTRICAL POWER

- In the case of a planned power shut-down or reduction in service, steps should be taken to inform the residents and to advise them to shut-down their electrical appliances/equipment.
- In the case of an unplanned power shut-down or reduction in service, equipment should be turned off until power has been restored. This will reduce the likelihood of damage from power surges or voltage drops. Residents should be advised as soon as possible of the situation by posting a notice.
- Gather and inform staff of the problem, designate authority, tasks and equipment (flashlights, tools, lists, etc.)
- Provide as many updates as possible, every hour to every two hours.
- Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.

LOSS OF NATURAL GAS

- In the case of a planned shut-down or reduction in service, steps should be taken to inform the residents and to advise them to shut-down any gas appliances/equipment.
- In the case of an unplanned shut-down or reduction in service, all equipment should be turned off until gas has been restored. This will reduce the likelihood of damage.
- Residents should be advised as soon as possible of the situation by ensuring a notice is posted, and continuous updates are provided every hour to every two hours.
- Gather and inform staff of the problem, designate authority, tasks and equipment (flashlights, tools, lists, etc.)
- Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.

NATURAL GAS LEAK

The following steps must be taken immediately in event of a gas leak:

- Contact the gas contractor (Union Gas/Enbridge) and request a service technician on an urgent basis.
- Gas contractor to report interruption of Gas to the building and ascertain the cause of the problem.
- Notify Property Manager immediately.

MAJOR STRUCTURAL COLLAPSE

Upon notification of a major structural collapse:

- 1.) EVACUATE
- 2.) Call 911.
- 3.) Call the Property Manager.
- 4.) Seal off and secure surrounding areas. Prevent residents or other building staff from entering.
- 5.) Assist any emergency response units as required
- 6.) Property Manager to notify Hydro (Toronto Hydro), Gas (Enbridge, Union Gas) and any other emergency contractors as required.
 - Mississauga Hydro: 905-755-3883
 - Enbridge/Union Gas: 1-877-362-7434

ELEVATOR (FAILURE AND/OR ENTRAPMENT)

If individuals become stuck in an elevator:

- Contact the appropriate elevator contractor for your building (Quality Allied Elevator)
- If the resident(s) stuck in the elevator panics or is not responding, contact the fire department immediately by dialing 911.
- The person on call in the building shall keep the resident(s) trapped informed of the status of rescue efforts and should reassure them that they are not in danger.
- Gather and inform staff of the problem, designate authority, tasks and equipment (Flashlights, tools, lists, etc.)

If the fire-recall on the elevator is inoperative or acting erratic:

- Contact the elevator company.
- Request Immediate Service.
- Advise the Fire Department
- If it is not corrected within 24 hours, follow up with the Fire Department advising them of the status and expected time for correction.

MEDICAL

In case of a medical emergency at your building, call 911 immediately. Be prepared to give emergency dispatchers full information which may include the following:

- Building Name & Address
- Nearest Intersection
- The exact location of the injured person
- The nature of the emergency

- Any other information, such as whether the individual is conscious or if the individual is breathing.
- Gather and inform staff of the problem, designate authority, tasks and equipment (flashlights, tools, lists etc.)
- The designated service elevator should be put on manual service in order to accommodate a stretcher.
- Move to the lobby to meet emergency personnel and lead them to the scene.
- DO NOT attempt to move an injured person.
- Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.

SITE SAFETY PLAN

1.) Exit Plan

Conflicts occur most often:

- In a resident(s) apartment
- Administration Office
- Management Office

Most apartments only have one entrance which can make exiting difficult in a situation where conflicts are heightened. Always attend with a “buddy”.

The exit plan for the above-mentioned is the same way entry occurred, via the front door.

2.) Partner System

Where conflict is likely, all staff must identify a partner or “buddy” who is aware of their location and available in case of an incident.

3.) Working Alone

When working alone, all staff must ensure a staff member or partner is aware of their location and expected return time.

4.) Emergency Numbers

FIRE: 9-1-1

LOCAL FIRE DEPARTMENT: 905-456-5700

LOCAL POLICE STATION: 905-453-3311

GAS SUPPLIER: 1-866-763-5427

HYDRO PROVIDER: 905-755-3883

5.) INCIDENT REPORTING

- Within 48 hours of an incident, any affected staff member must complete a Property/Liability incident report form and forward it to the appropriate contacts.

6.) MEDIA RELATIONS

- Under no circumstances are any site staff permitted to speak with any media outlet or affiliates. All media relation inquiries are to be directed to management present who will provide contact information for Roseanne Holtman at Roseanne.MacDonald-Holtman@irent.com.

7.) HAZARDOUS MATERIALS

- Hazardous materials are materials that pose a threat to life, health, property or environment. These materials may be radioactive, flammable, combustible, explosive, toxic, noxious, corrosive, oxidizers or irritants.
- Gather and inform staff of the problem, designate authority, tasks, and equipment (flashlights, tools lists, etc.)
- Notify the Property Manager
- Evacuate the building if authorities deem it necessary.
- Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.

8.) CRIME/CIVIL DISTURBANCE

- Notify authorities immediately (either by dialing the police department number listed on your building directory or by calling 911) if there are instances of robbery, assault, domestic violence, hate crimes, suspected illegal drug possession or trafficking or any other crime.
- Gather and inform staff of the problem, designate authority, tasks, and equipment (flashlights, tools lists, etc.)
- In cases of vandalism or graffiti, remove or repair damage as soon as it is discovered.
- Notify the Property Manager.
- Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator

9.) SUSPICIOUS OBJECT

- When a suspicious package, letter or unattended parcel is discovered, it is appropriate to err on the safe side. Anything that looks unusual could be a threat to the building or community.
- Gather and inform staff of the problem, designate authority, tasks, and equipment (flashlights, tools lists, etc.)

- If a suspicious package, letter or unattended parcel is present:
Under no circumstance should anyone move, jar or touch a suspicious object or anything attached to it.
- Immediately contact local police by calling 911 or bomb squad at * for assistance.
- Notify the Property Manager.
- Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.

10.) BOMB THREAT

- If a bomb threat is received, remain calm. Contact the police/fire department by calling 911.
- Gather and inform staff of the problem, designate authority, tasks, and equipment (flashlights, tools lists, etc.)
- Notify the Property Manager and all other on-site staff.
- Try to take note of the following:

- 1.) **Exact time and date.**
- 2.) **Keep the caller on the line as long as possible. Record every word spoken by the person.**
- 3.) **Ask him/her for the location and exact description of the bomb.**
- 4.) **ask for their name, address and where they are calling from**
- 5.) **Inform the caller that the building is occupied and the detonation of a bomb could result in death or serious injury to many people.**
- 6.) **Pay close attention to background noises, such as motors running, music playing, and any other noise which may give a clue as to the location of the caller.**
- 7.) **Listen closely to the voice (male/female), voice quality (calm/excited), accents and speech impediments.**
- 8.) **Be alert for people who act in a suspicious manner, as well as objects, items or parcels which look out of place or suspicious.**
- 9.) **Doors or access ways to such areas as boiler rooms, mailrooms, computer areas, switchboards and elevator control rooms, should remain locked when not in use.**
- 10.) **Complete Property/Liability Incident Report and submit to Robert Jarret (General Manager), Ontario Legal, cc: Property Manager, Assistant Property Manager, and Site Coordinator.**

CRITICAL BUILDING INFORMATION

Building Telephone Number	905-813-1250
Number of Stories	5 floors and 3 floors
Number of Suites	234 total
Number of Elevators	2 tower building
Age of Building	Circa 1965 ~
Location of Nearest Fire Hydrant	Parking lot 50m
Location of Main Gas Shut Off	West Side of Building
Location of Main Water Shut Off	Boiler Room
Location of Main Hydro Shut Off	Electrical Room
Location of Emergency Generator	N/A
Location of Fire Panel	Front vestibule
Location of Sprinkler Room	GARAGE P2- Sprinkler Shut off Room
Location of Sump Pits	Elevator Pit only
Corridors – Heated	Lobby only