

Lou Fruitman Reena Residence (LFRR)

Tenant Handbook



November 2021

Welcome to the Lou Fruitman Reena Residence

We welcome you to this unique residence inspired by the Story of Creation located at the intersection of Bathurst Street and Clark Avenue West.

Lou Fruitman, who passed away in 2015, generously supported Reena from the start, despite not having a family member in need of its services. Together with the late Rabbi Joseph Kelman, and other generous community members, he turned the dream of an organization to support people with developmental disabilities, into a reality. A humble man who avoided the spotlight, he would go on to become Reena's first Treasurer and President.

His late wife, Betsy, committed \$5.4 million, the largest gift in Reena's history, to help launch this building to honour his memory.

By choosing the Lou Fruitman Reena Residence, you are apart of a special intentional community of individuals who are dedicated to a residential community that provides services with a high level of collaboration, teamwork and neighbourliness. We hope you will enjoy and benefit from living here sharing life experiences with each other. We ask you to be vigilant towards your neighbours and you can expect the same from others living here.

Intentional Community Principles

The residence is built upon an Intentional Community Model whose principles include:

- ✓ Person-Centred Approach
- ✓ Safe and Welcoming Environment
- ✓ Inclusion and Diversity
- ✓ Strong and Respectful Collaboration
- ✓ Living and Sharing Life Together

This handbook provides some information to help you settle in as quickly and smoothly as possible and to learn about the Reena Residence. Staff are available to help you if you have any questions or concerns.

We look forward to having you and hope you will access all the services and amenities offered at the Lou Fruitman Reena Residence and within your local community.

Sincerely,

Lou Fruitman Reena Residence

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General Information

LFRR tenants are expected to respect the rights of their neighbours to discreet enjoyment of the Residence free of excessive noise, destructive actions and maintaining a livable environment.

Program rooms in are located in the Azrieli Hub which can be accessed through a booking mechanism. Currently due to the COVID-19 pandemic, all program rooms are on hold. Residents will be notified when Public Health requirements change.

Reception is open between 9am – 9pm Monday through Sunday. Security personnel are in the building 24/7

Problems with your apartment should be reported to your staff or to reception who will inform the Property Supervisor. Staff can assist in completing and Order Tracking System request for repairs.

If a resident and or family member is experiencing an issue and needs the assistance of staff please contact the Pager **416-714-1626**

When calling the pager please make sure to leave the following information:

- **Your name**
- **Apartment Number**
- **A short message**

Please speak clearly!

Access to the Residence

After signing the lease, LFRR residents shall be given an access card/fob that provides access to the front vestibule inner door to the lobby. Please ensure to follow COVID-19 protocols - make sure that you are sanitizing your hands with the sanitizer provided and are wearing a mask. Masks **MUST** be worn in all common areas. Common areas include the lobby, staff offices, laundry room and all hallways.

For personal security, please do not share or lend your access card/fob to anyone. If your access card/fob is lost, report the loss to a staff right away. A replacement fee may be charged.

Visitors are to use the Enter-phone system in the vestibule to reach a resident. Only one person is allowed in the vestibule at a time.

Anyone who is not a tenant (staff, family, visitors, workers, etc.) will be expected to complete the COVID screening prior to entering into the building and sign-in in the vestibule when they enter the LFRR.

General Safety Tips

All tenants should follow the following General Safety Tips:

- Any hazardous or dangerous goods/materials will not be permitted in the apartment or anywhere around the building. This includes barbeques or propane tanks.
- Do not burden any of the electrical units/plugs/outlets.
- Do not leave any water taps running unattended (In the kitchen or bathroom).
- Smoking is prohibited anywhere in the common areas of the building or at any entrance to the building.
- Smoking is prohibited in the units. A designated smoking area is provided at the perimeter of the building.

Fire Prevention Tips

Please review these simple instructions in order to prevent a fire.

Microwave ovens should only be used for cooking, reheating and defrosting FOOD. Don't place the microwave oven on the edge of the counter top. Please keep the seal of the microwave door tightly closed and use microwavable safe containers. Poke a hole in foods that may explode, such as microwave dinners, hot dogs, etc.

Appliances should be used according to the manufacturer's instructions.

Extension cords must be in good working condition. Never overload an extension cord or socket.

Smoke detectors/alarms are checked on a regular basis to be sure they are working at all times.

Candles Sabbath candles must be secure in the holders. Never blow out candles, as they can cause a spark to fly and set carpeting, drapes or clothes on fire.

No smoking anywhere in the building.

Fire Safety and Evacuation Information

This building has a state of the art sprinkler system and has concrete floors to reduce the likelihood of fire. In the interest of safety, Fire Drills will be conducted at different times of the day/evening. Residents will be notified of the monthly drills.

BE PREPARED FOR A FIRE:

Note the nearest emergency exit to your apartment.

IN CASE OF FIRE:

Do not panic.

Listen carefully to instructions given over the intercom

Follow instructions.

Call 911 when safe to do so.

Do not re-enter the building until safe to do so (as determined by the Fire Department).

IN CASE OF FIRE, ALWAYS REMEMBER:

- Test the doorknobs and spaces around the door with the back of your hand. If the door is warm, try another escape route. If it's cool, open the door slowly. Slam it shut if smoke pours through.
- If escape routes are blocked, stay where you are.
- Close all doors between you and the smoke and fire.
- Place a wet towel (if possible) or blanket at the base of the door.
- If there is a phone in the room, call 911 and give your name, apartment number and address.

Opening windows can cause drafts and bring smoke into the room.

KNOW YOUR ESCAPE ROUTE AND BE SAFE!

Tenant Safety Tips

Safety is everyone's responsibility. Here are some safety tips:

- Never provide access to visitors into the building unless you know or are expecting them.
- Do not hold the door and let strangers into the building when you are coming in.
- Never prop open any building access doors. Report any propped open door to LFRR staff or security.
- Never answer your door unless you know who is on the other side.
- If you have lost your keys, access card or fob, notify your staff.
- When entering the Residence and your own apartment, be aware of your surroundings and anyone who may be hanging around.
- Always have your apartment key/fob ready so that you are not looking for them at the door.
- When you leave the building, inform your staff of the time you will be back to the building.
- Keep emergency phone numbers accessible to you.
- If you see something that does not seem right, notify security right away.

Common Areas

The five common areas and lower level include: the outside area around the building; main floor reception; and the walls, doors and hallways of the main floor and the six residential floors above.

- Everyone should keep these areas clean and not leave litter around.
- Do not attach anything to the corridor walls or doors of the units (except for a mezuzah on the doorpost).
- Do not shake out any mops, brooms, rugs or bedding from any unit window.
- No structure or tent is allowed on the grounds around the building without authorisation.

Appliance and Floor Care

Please clean your stove, refrigerator, bathroom, and floors regularly.

If you have a ceramic stovetop

Please do not clean the stove top while the surface is hot. It can lead to bodily harm and damage the stove top.

Constantly use non-abrasive cleanser – this could be baking soda or a specialized ceramic stove top cleanser. Apply small amounts on your stovetop and use a wet cloth to lightly wipe/scrub the top until clean.

Use a ceramic stovetop cleaning pad.

Use a simple dishwashing detergent solution on a rag and scrub the top of your ceramic stove to remove stains. Avoid buildup, by cleaning the stovetop on a regular basis.

Tenant Insurance

All tenants must have an Insurance. This is very important as it protects you and your belongings. In the event of damage, without tenant insurance, you will be responsible for your own belongings and possibly other damages.

You must renew your Tenant Insurance every year. Please provide a copy of your own insurance to the Housing Administrator unless it is covered under Reena..

Garbage and Recycling

All garbage and recycling must be removed regularly from the apartment, including newspapers, bottles, etc.

Please ensure all waste is sorted into: Organic Waste, Recycling and Garbage.

Place your organic waste, recycling and garbage into the correct bin.

Please be mindful to not place loose garbage into the bins. Ensure all waste disposal items are completely tied up and bagged. Maintaining a safe and clean area for all tenants.

Please be careful when dropping any glass containers/jars in the recycling bins to avoid broken glass and injury.

Garbage Disposal Area is located on the south side of the building – access card needed to enter the room (Please refer to the next page for the Garbage Schedule).

COLLECTION SCHEDULE

THURSDAY: RECYCLING - 7 AM

**FRIDAY: GARBAGE & ORGANIC WASTE -
7 AM**

Laundry and Housekeeping

Once the lease is completed, you will receive a laundry card to use with the washing machines and dryers in the Laundry Room on the Azrieli Hub floor (“LL” on the Elevator Legend). The machines are on a fee-for-service basis. The units work by pre-paid card. You load the card by inserting it along with \$10 or \$20 bills into a special machine on the wall in the laundry room. If there is a problem with your card, contact the toll-free number posted on the wall (Please see next page for payment details and instructions).

Individual Washing Machines or Dryers are not permitted in the apartments.

SPARKLE SOLUTIONS – CARD INSTRUCTIONS

How To Reload Existing Card:

1. Place laundry card in the card reader
2. Check balance (Balance = How much money is left on card) on the top display

CREDIT/DEBIT:

3. Select the amount to load by pressing the “Value” button. Each press will increase by \$10.00 (Up to a limit of \$60.00). Once desired amount is selected – Please press the “Enter” button.
4. Insert credit/debit card in the bottom of the pin pad
5. CREDIT/INTERAC: Follow the instructions on the pin pad display.
6. Check balance on top display.
7. Remove your laundry card.

CASH (PLEASE DO NOT PUSH ANY BUTTONS.):

3. Insert a \$5.00, \$10.00 or \$20.00 bill into the Bill acceptor.
4. Check balance on the top display.
5. Remove the laundry card.

PURCHASING A NEW CARD:

1. Press “New Card” button.
2. **If purchasing a new card via cash**, insert bill into bill acceptor.
3. **If purchasing a new card via debit/credit**, select the amount to load on your new card by pressing the “Value” button. Each press will increase the amount. Once the desired amount is selected, press “Enter”.
4. Insert your credit/debit card in the bottom of the pin pad
5. Follow instructions on the pin pad.
6. Check balance on the top display.
7. Remove laundry card.

Transportation

York Region Transit (YRT) / Viva service provides public transit in the area. There are a number of different bus stops close to the LFRR.

You can purchase YRT/Viva tickets and passes at ticket agents and automated fare machines installed along Viva routes (Please refer to the next page for route maps).

YRT Route Maps



Elevators and Moving

Tenants moving in or moving out should book the move and the elevator with the Property Supervisor in advance of the move. Dial 289-857-9918 and Press 3026 to speak to the Property Supervisor, or to leave a message.

If you require a service elevator – please provide at least 48 hours notice.

Places of Worship

There are many places of worship within the area of the Lou Fruitman Reena Residence. This is just a small list.

Aish Hatorah (Orthodox)
949 Clark Ave. West
905.764.1818

Beit Rayim (Conservative)
Schwartz Reisman Centre
9600 Bathurst Street
Suite #244
905.303-5471

Beth Avraham Yoseph of Toronto Congregation [BAYT] (Orthodox)
613 Clark Ave. West
905.886.3810

Chabad at Flamingo
8001 Bathurst
905.763.4040

Chabad Romano Centre
10500 Bathurst Street
905.303.1880

Country Shul (Orthodox)
9225 Bathurst Street
905.709.7485

Jewish Centre for Learning
75 Strauss Road
905.762.0566

Maon Noam - Khakhan Centre (Lubavitch)
910 Rutherford Rd.
416.996.0411 (Rabbi Fridman)

Ner Israel Yeshiva Of Toronto (Orthodox)
8950 Bathurst Street
905.731.1224

Neshamah Congregation Of York Region (Reform)
56 Lindvest Crescent
647.930.1709

Richmond Hill Country Shul (Orthodox)
9225 Bathurst Street
905.709.7485

Sephardic Kehila Centre & Synagogue
7026 Bathurst St.
905. 669.7654 ext 223

Temple Kol Ami (Reform)
36 Atkinson Ave.
905.709.2620

Thornhill Woods Shul (Orthodox)
Thornhill Woods Public School,
341 Thornhill Woods Drive for services
905. 762.0566

Westmount Shul
10 Disera Drive
905.881.7485

LOCAL AMENITIES

PLAZA AT 441 CLARK AVENUE WEST:

Sobeys - 905-764-3770

Shoppers Drug Mart - 905-764-3606

The Foot Institute - 905-886-3965

TD Canada Trust Branch and ATM - 905 889-6204

Israel Book & Gift LTD - 905-881-1010

SHOPPING MALLS/CENTRES

Hillcrest Mall – 9350 Yonge St. (Yonge + Carrville)

Promenade Mall – 1 Promenade Circle (Bathurst + Centre)

Vaughan Mills Shopping Centre – 1 Bass Pro Mills Drive (Rutherford + Jane)

Building Features

Amenities:

Lower-level:

- ✓ Screening & Multi-purpose Room
- ✓ Wellness Centre
- ✓ Practice Kitchen
- ✓ Tenant Lounge
- ✓ Laundry Room
- ✓ Sensory-Motor Gym

Upper-levels:

- ✓ 4th Floor Amenity Area & Terrace

Common Area Features:

- ✓ Barrier-free common areas
- ✓ Wayfinding murals on each level
- ✓ Front-entrance reception
- ✓ Outdoor gardens
- ✓ Mailroom with parcel lockers

In-Unit Features

All Units:

- ✓ Common wireless internet (10 MB download/upload)
- ✓ Cable
- ✓ Digital phone system with dedicated phone number
- ✓ Door peepholes
- ✓ Electric outlets in each room
- ✓ Window coverings
- ✓ Refrigerator

Visitably Accessible Units:

- ✓ In-room and common area closets
- ✓ Microwave with exhaust
- ✓ Electric stove
- ✓ Vertical freezer (3- and 4-bedroom suites, only)
- ✓ Dishwasher (3- and 4-bedroom suites, only)

Fully-Accessible Bachelor Units:

- ✓ Common area closet space
- ✓ Microwave
- ✓ Bathtub

Fully-Accessible Units:

- ✓ One dedicated outlet in each room connected to back-up generator (gray cover)
- ✓ Adapted light switches
- ✓ Ceiling lifts installed in each bedroom
- ✓ Barrier-free kitchen & bathroom
- ✓ Roll-in shower
- ✓ Automatic front-door opener (in some units, only)
- ✓ In-room and common area closets
- ✓ Microwave
- ✓ Wall oven
- ✓ Electric cooktop
- ✓ Vertical freezer (3- and 4-bedroom suites, only)
- ✓ Dishwasher (3- and 4-bedroom suites, only)

Fully-Accessible Units with Supported Kitchen:

- ✓ One dedicated outlet in each room connected to back-up generator (gray cover)
- ✓ Adapted light switches
- ✓ Ceiling lifts installed in each bedroom
- ✓ Barrier-free kitchen & bathroom
- ✓ Roll-in shower (and bathtub in 3-bedroom suites)
- ✓ Automatic front-door opener (in some units, only)
- ✓ In-room and common area closets
- ✓ Microwave with exhaust
- ✓ Electric stove
- ✓ Vertical freezer (3- and 4-bedroom suites, only)
- ✓ Dishwasher (2-, 3- and 4-bedroom suites, only)

FIRE SAFETY - FIRE DRILLS - EVACUATION

- (1) Your building is equipped with sophisticated and modern equipment to keep everyone safe in the event of a fire incident.**
- (2) Each unit has a sprinkler system. Some larger units have been equipped with a fire extinguisher.**
- (3) Each unit has a fire/smoke alarm.**
- (4) Each unit is equipped with a speaker system to deliver important announcements. Please pay special attention to these announcements and follow direction.**
- (5) The fire alarm signal has two phases namely; a warning signal comes first followed by an evacuation second signal five minutes later if there is a fire. NOTE: The floor on which the fire alarm is triggered goes directly into phase two and therefore evacuation must occur unless directed otherwise.**
- (6) For each fire incident (drill or real) an announcement will be made to alert all residents.**
- (7) Monthly fire drills will be scheduled and conducted. All residents are encouraged to abide by the fire regulations.**
- (8) Evacuation assembly point is located at the front of the Battle Centre.**
- (9) 911 must be called in the event of a fire incident.**