



TENANT HANDBOOK



A simple guide to your Lou Fruitman
Reena Residence community.

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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 (LFRR), you are a part 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 information to help you settle in as quickly and smoothly as possible and to learn about the LFRR. 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,

The Lou Fruitman Reena Residence Team

HOW TO PROTOCOLS

As a tenant, you shall follow these protocols when requesting a building service, reporting an issue, or if you have questions about your lease or responsibilities. Please note that questions or concerns about personal support services must be directed to your support worker.

How to Book an Elevator

If you need to book an elevator to move furniture or items, please email the Housing Administrator. We ask that you provide at least a 48-hour notice.

How to Book a Program Room

Program rooms are located in the Azrieli Hub, which can be accessed through a booking system.

How to Report an Emergency Repair

An emergency repair is required when something in your rental unit has broken and your health and safety is in danger or the building or property is at risk until repairs can be made.

If you need to report an emergency repair, please contact the Superintendent to complete an Order Tracking System (OTS) request. During off business hours, please contact or go to Security immediately. Your issue will be given the highest priority.

How to Report a Maintenance Request

If you are experiencing a maintenance issue that is not an emergency, please contact the Superintendent to complete an OTS request. The maintenance request will be evaluated by the Property Supervisor and work will be completed in a timely manner based on priority. Should you require maintenance that is not considered normal “wear and tear,” you can discuss the request with the Property Supervisor.

How to Report a Community Concern

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

If you are experiencing an issue with other tenants and need staff assistance, please contact the staff pager by calling 416-714-1626. When calling the pager, we ask that speak clearly and provide your name, apartment number and a brief message. The staff will connect with you as soon as possible.

How to Contact Us About Your Lease

If you need to ask about your lease or your responsibilities as a tenant, please contact the Housing Administrator for assistance.

How to Submit a Tenant Complaint

Please note that a complaint is different from an emergency repair or maintenance request and must not be used before an issue first being raised following the appropriate protocol.

If you feel that your request or concern has not been resolved and you wish to escalate the issue, you may follow these steps:

Step 1: Report

You may report a complaint by emailing the Direct Support Supervisor and providing the following details:

- ✓ Subject Line- LFRR Complaint Report
- ✓ First and Last Name
- ✓ Unit Number
- ✓ Complaint Type—account issue, staff interaction or conduct, noise, parking, safety concerns, smoking, tenant harassment, other
- ✓ Details regarding the concern, including when and where the incident took place, the nature of the incident, names and contact information for a parties involved, and any other relevant information
- ✓ Desired outcome
- ✓ Upload attachments, such as images (if applicable)

If you need assistance completing this step, please contact the Direct Support Supervisor.

Step 2: Investigate

After your submission, the Direct Support Supervisor will acknowledge receipt of your complaint within seven (7) business days. If the complaint cannot be resolved immediately, they will advise you of the anticipated timeline.

Step 3: Resolution

After receipt of your complaint, you will be informed in writing of the outcome and where applicable, any additional actions taken to resolve the complaint. You will be informed if resolving your complaint will take longer than ten (10) business days with accompanying rationale.

Directory

Title	Name	Extension	Email
Housing Administrator	Sumeet “Sunny” Singh	X2524	sssingh@reena.org
Property Supervisor	Jesse Vallon	X3026	jvallon@reena.org
Direct Support Supervisor	Nessa Vienneau	X2505	nvienneau@reena.org
Direct Support Supervisor	Chelsea Gortler	X 2504	cgortler@reena.org
Reception	Athena & Tara	X2501	
Security		X2515	

ACCESS TO THE RESIDENCE

Tenants are given an access card/fob that provides access to the front vestibule inner door to the lobby. Please ensure to follow the current COVID-19 protocols, including sanitizing your hands with the sanitizer provided and wearing a mask. Masks **MUST** be worn in all common areas. Common areas include the lobby, staff offices, laundry room and 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 the Housing Administrator right away. A replacement fee of \$25.00 **will** be charged.

Visitors are to use the Enter-phone system in the vestibule to reach a tenant. 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-19 screening prior to entering into the building and sign-in in the vestibule when they enter the LFRR. Please reference Guest Policy for more information.

USE OF YOUR APARTMENT

This is a community, and we want everyone to feel at home here. If you witness any criminal or illegal activity in or around the building, report it to the Direct Support Supervisor and police immediately. You are also responsible for the behavior of anyone you invite onto the property. Illegal activity and misbehavior will not be tolerated.

REASONABLE ENJOYMENT

As a tenant, you, the other tenants, and the landlord are entitled to “reasonable enjoyment” of the residence. To ensure that you are not infringing on the reasonable enjoyment of others, avoid excess noise, keep your apartment and common areas clean, be courteous to your neighbours, and follow the guidelines in this Tenant Handbook. Simple things like taking out your garbage regularly to avoid odors, using the designated smoking areas, and picking up after your pets are easy ways to keep everyone happy.

GUEST POLICY

You are welcome to have guests visit your apartment. Please consider the other tenants when you are inviting people over as their actions and behaviours are your responsibility.

Due to the COVID-19 pandemic, the building has adopted guidelines to stop the spread of COVID-19 and protect the health and wellbeing of the residents. As such, everyone, including your guests, must follow these guidelines, which may change from time to time. These guidelines include Infection Prevention and Control (IPAC) protocols that all congregate living settings must follow.

What Procedures Must My Guests Follow?

Your Guests must comply with the following protocols when entering the building:

1. Guests must call the number posted at the front door of the building for screening and to notify reception or security personnel of their arrival.
2. Guests will be given a rapid antigen test to complete as part of the active screening process. Testing should be done in their vehicle and not in the vestibule. Guests can administer the test at home, prior to their visit, provided they show proof (show picture of test result with name and date clearly marked on the testing device/stick)
3. Guests must show results of the rapid antigen test to the security personnel. Persons with a positive test result for COVID-19 will not be permitted to enter.

4. Reception or security personnel will confirm with the Guest if they can proceed to the sign-in desk once they have passed screening.
5. Guests should enter the vestibule one at a time to perform the following: sanitize hands, put on a new medical grade mask that Reena has provided, and sign into the building.
6. Guests will enter the building and go directly to the designated area indicated as per the Guest agreement. Guests should not enter an already occupied elevator. Only members of the same household will be permitted to share an elevator ride.
7. Guests must immediately notify the Direct Support Supervisor any time after the visit, if they become aware of any situation involving potential spread to any residents or staff as a result of the visit.

In the event that the procedures are not being followed by your Guests or if they engage in behaviours that put others at risk, you will be contacted to discuss the concern and review the expectations to ensure understanding of implications for non-compliance.

Moreover, frequent Guests may be asked to prove that they have a home address outside of the unit they are visit. As the Tenant, you are responsible for telling a Guests about this rule.

Do I Need to Schedule My Visits in Advance?

All visitations must pre-planned to ensure safety and security of staff and residents.

You must comply with the following protocols to schedule visitations

- ✓ If you are planning on having a Guest in the building, please inform the Direct Support Supervisors 24 hours in advance and provide your Guest's name and when they will be visiting. They will register your guest with security.
- ✓ For weekend visits, please inform the Direct Support Supervisors no later than 7PM the Thursday evening prior.
- ✓ Please make sure your Guest is aware of the current procedures to follow (see above-mentioned protocol). If you need help, you may ask your staff to help explain the protocol.

May I have an Overnight Guest?

If you live in a single-family unit, you may have a Guest stay the night, but you and your overnight Guest must comply with the following:

1. Tenants may have an overnight Guest for up to 30 days, in total, within a 12-month period.
2. Tenants must notify the Direct Support Supervisor at least 24 hours in advance for safety and emergency purposes.
3. The Direct Support Supervisor may ask the Guest to prove they have a home address outside of the unit they are visiting.
4. The Direct Support Supervisor may refuse the request if:
 - a. It appears the Guest does not have the intent to move at the end of the agreed-to term;

- b. Staff or other Tenants have complained about the Guest's behaviour; or,
 - c. The Guest stay would result in non-compliance with Occupancy Standards under the Vaughan Municipal Code Property Standard.
- 5. Overnight Guests must continue to follow the IPAC protocols.
- 6. Should the Tenant move out of the unit, the Guest must leave immediately. Any Guest staying in the unit after the lease-holding Tenant moves out will be removed.
- 7. At all times, Tenants are responsible for the behaviors of their Guests.

You are the sole occupant of the unit as stated on your lease. Any person found to be occupying the unit other than you will be considered a trespasser. In such event, you will be contacted to discuss the concern and review the expectations to ensure understanding of implications for non-compliance.

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 and at any entrance to the building.
- ✓ Smoking is prohibited in the units. A designated smoking area is provided outside 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. Tenants will be notified of the monthly drills.

Be Prepared for a Fire

- ✓ Note the nearest emergency exit to your apartment.

In Case of a 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 a Fire, Always Remember to:

- ✓ 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.
- ✓ Not open windows as they can cause drafts and bring smoke into the room.

KNOW YOUR ESCAPE ROUTE AND BE SAFE!

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 tenants.**
- (7) Monthly fire drills will be scheduled and conducted. All tenants 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.**

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.

Tenants and their guests must:

- ✓ Keep these areas clean and dispose of litter in the appropriate receptacle.
- ✓ Not attach anything to the corridor walls or doors of the units (except for a mezuzah on the doorpost).
- ✓ Not shake out any mops, brooms, rugs or bedding from any unit window.
- ✓ Not place a structure or tent 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

In order to protect you, your belongings, and everyone else in your building, Reena requires that you always have up-to-date tenant insurance. Tenant insurance may, depending on your coverage, cover your belongings, help you cope with your needs after damage, and protect you from liability claims. Without tenant insurance, even accidents could result in substantial chargebacks resulting in the tenant being billed for the damages.

Please remember to renew your tenant insurance annually and to provide the most up-to-date insurance certificate to the Housing Administrator.

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

TUESDAY:

GARBAGE - 7 AM

THURSDAY:

RECYCLING - 7 AM

FRIDAY:

ORGANIC WASTE - 7 AM

LAUNDRY AND HOUSEKEEPING

After signing the lease, 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 with 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:

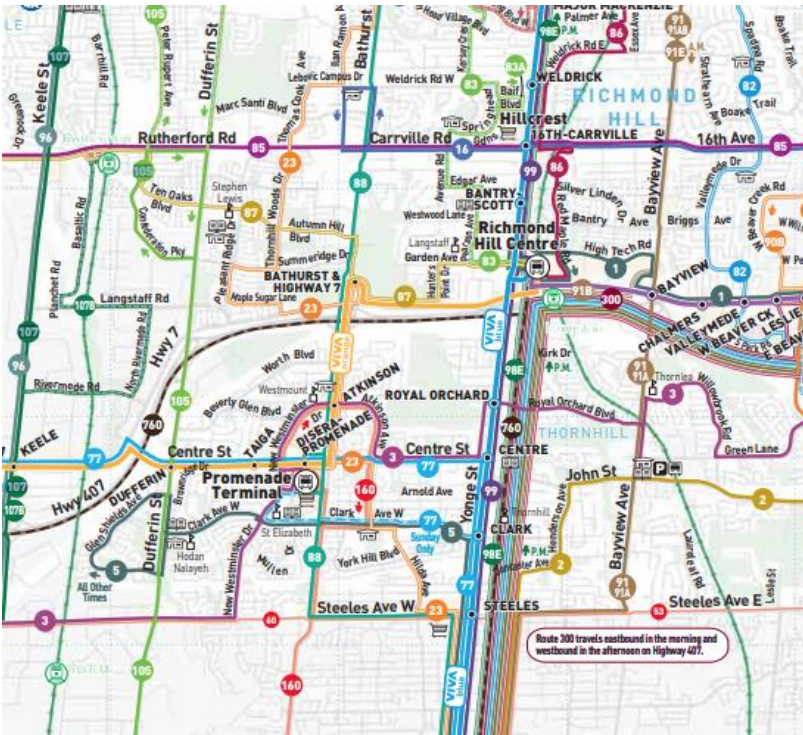
1. Press “New Card” button.
2. **If purchasing a new card via cash**, insert bill into bill acceptor.
3. **If purchasing a new card via debit/credit**, select the amount to load on your new card by pressing the “Value” button. Each press will increase the amount. Once the desired amount is selected, 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.

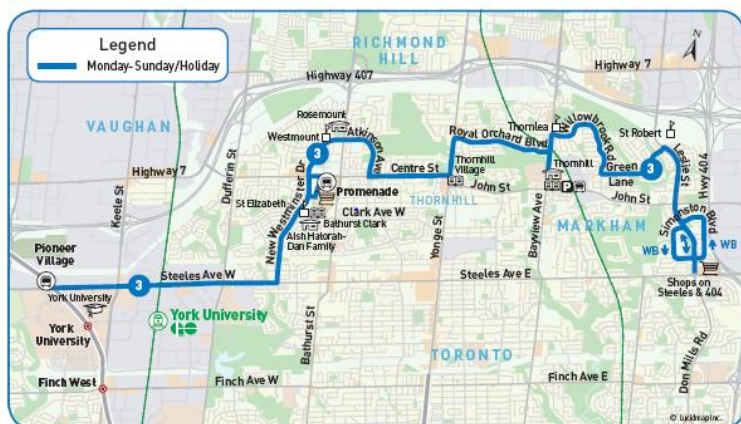
You can purchase YRT/Viva tickets and passes at ticket agents and automated fare machines installed along Viva routes (Please refer to the next page for route maps).

YRT ROUTE MAPS



3 Thornhill

YORK
REGION
TRANSIT



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)

LOU FRUITMAN REENA RESIDENCE

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