

Yonge Corporate Centre

# Tenant Manual



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## WELCOME TO YONGE CORPORATE CENTRE

The Cadillac Fairview property management team is pleased to welcome you to Yonge Corporate Centre (YCC), North Toronto's premier office address.

Our professional staff are dedicated to the comfort and safety of all our tenants and visitors. This guide has been prepared in order to familiarize you with building operations, systems and the numerous amenities in and around YCC. We encourage you and your staff to read this manual. Please keep it handy for future reference regarding our services, operations and amenities. The manual will be updated from time-to-time.

Studies show that more than half of our waking hours are spent in work-related activities. YCC is designed to be a pleasant and productive business environment for businesses and their employees. Cadillac Fairview is proud you have chosen the Yonge Corporate Centre and look forward to a long and mutually beneficial relationship.

We welcome your comments and suggestions on how we can improve our services.

Sincerely,

Patricia Poyntz  
General Manager



The Cadillac Fairview Corporation Limited Yonge Corporate  
Centre Management Office  
4100 Yonge Street, Suite 412  
Toronto, Ontario M2P 2B5  
Tel: 416-222-5100

[www.yongecorporatecentre.com](http://www.yongecorporatecentre.com)



## 1. THE CADILLAC FAIRVIEW CORPORATION

### Transforming communities for a vibrant tomorrow.

Cadillac Fairview is a globally focused owner, operator, investor and developer of best-in-class real estate. With over \$35 billion in assets under management in the office, retail, residential, industrial and mixed-use asset classes, including a Canadian portfolio totaling over 35 million square feet, Cadillac Fairview is recognized as an industry leader in creating innovative spaces and experiences that bring businesses and people together.

Cadillac Fairview is wholly owned by the Ontario Teachers' Pension Plan, a diversified global investor that administers the pensions of more than 300,000 active and retired school teachers across Ontario.

For more, visit [cadillacfairview.com](http://cadillacfairview.com).

## 2. YONGE CORPORATE CENTRE BUILDING HOURS

HOURS OF OPERATION		
9:00 a.m. to 5:00 p.m., Monday to Friday	Administration & Maintenance	416-222-5100
	Fax Number	416-222-8452
24/7	YCC Security (after hours)	416-222-4993

### Daily Access Hours

6:00 a.m. to 7:00 p.m., Monday to Friday	Open access policy, all doors open
Weekends and Holidays	Security card access only

### After Hours Access

7:00 p.m. to 6:00 a.m., Monday to Friday	Access into YCC will be by access cards only
24 hours during Saturday, Sunday and Holidays	Access into YCC will be by access cards only

Individuals without an access card will not be granted access unless an authorized employee accompanies them, the Security Desk has received a letter with appropriate authorization or the tenant's after-hours contact person authorizes the access. If an occupant forgets his/her access card, a doorbell is located at the accessibility entrance. All occupants are required to sign in and out after hours. This is done at the sign-in card reader at the Security Desk.

A written request or email is necessary from an authorized representative for a Base Building Access Card. A charge of \$15.00 plus administration fees and applicable taxes is required for each card issued. If a card is lost or stolen, please contact the Security Desk at 416-222-4993 immediately. This will assist us in ensuring that unauthorized access is not permitted. If the card is broken or damaged, a request from an authorized representative is needed for the replacement.



## Passcard Issuance Hours

Monday and Wednesday 10:00 a.m. to 11:00 a.m. or by appointment on unscheduled days.

The passcard office is located in the concourse level at 4100 in the corridor opposite the escalator. Buildings will be closed on the following holidays. Access will be provided by passcard only. There will be no janitorial or Operation staff on site.

New Year's Day

Family Day

Good Friday

Victoria Day

Canada Day

Civic Holiday

Labour Day

Thanksgiving Day

Christmas Day

Boxing Day

## 3. MEET THE TEAM

CADILLAC FAIRVIEW MANAGEMENT	CONTACT INFORMATION
Patricia Poyntz General Manager	Tel: 416-250-3144 Email: patricia.poyntz@cadillacfairview.com
Sebastian Irimescu Revenue Coordinator	Tel: 416-250-3147 Email: sebastian.irimescu@cadillacfairview.com
Courtney Lee Administrative Assistant	Tel: 416-222-5100 Email: courtney.lee@cadillacfairview.com
Gino DiTomasso Operations Manager	Tel: 416-250-3146 Email: gino.ditomasso@cadillacfairview.com
Rogério De Paiva Security & Life Safety Manager	Tel: 416-224-7675 Email: rogerio.depaiva@cadillacfairview.com
Connie Rubino YCC Site Manager – Parking Facility	Tel: 416-224-7665 Email: crubino@impark.com
CF Security Desk (24 hours) 4100 Yonge Street Lobby	Tel: 416-222-4993
CF Connect Tenant Service Requests	Tel: 1-800-665-1000 Email: cfconnect@cadillacfairview.com



## 4. SECURITY AND LIFE SAFETY

For immediate Security response, call 416-222-4993.

Cadillac Fairview places a high value on the safety and security of our tenants. The following security programs, enhancements and building features are all evidence of this:

### Manager, Security & Life Safety

Cadillac Fairview employs an in-house Security & Life Safety Manager for all of YCC. The manager's job is to manage and continuously train contract security staff in emergency response, asset protection and customer service to name a few. In addition, they are responsible for enforcement of the fire and building code regulations, evacuation warden training and drills, health and safety requirements for our employees, tenants and contractors, and other safety programs. They function as the incident commander during a building emergency (fire alarm, medical, or bomb threat). The manager also has a mandate to provide the best in customer service.

### Security Patrols

Regularly scheduled patrols are conducted throughout each building and the parking garage. While on patrol, security guards are available to assist tenants as well as secure the property. All guards receive professional and customer service training.

### Safe Walk Program

YCC provides a security escort service to one's vehicle or transit whenever there is a request. To arrange, please call ahead to 416-222-4993.

### Security Operations Centre

Yonge Corporate Centre's Security Operations Centre (416-222-4993) is located in the main lobby at 4100 Yonge Street and is manned 24/7 by trained security staff. Security staff will continuously monitor CCTV, our life safety and access control system, 24/7. The phone line is dedicated to receive security and emergency calls. Personnel have immediate access to radios in order to quickly dispatch security, operations or janitorial staff in the event of a crisis or emergency.

### Fire & Security System

All Yonge Corporate Centre buildings are fully sprinklered and possess fire detection devices and monitoring systems that meet or exceed fire code regulations. In addition, the Security & Life Safety Department conducts monthly and annual testing of the fire alarm and life safety equipment as required to ensure they are in proper working order. All buildings' front entrances, parking vestibules and elevators possess a card access reader in order to prevent unauthorized personnel from entering our buildings or tenant space after hours.



## Life Safety & Emergency Training

Yonge Corporate Centre has prepared a Fire Safety Plan/Evacuation Warden Training Manual specifically designed for the tenants, patrons and visitors to the property. Periodic Emergency Preparedness and/or Health and Safety seminars will be scheduled in order to educate all occupants on emergency procedures.

For more information regarding the security services, please call our Security & Life Safety Manager, Rogerio De Paiva, at 416-224-7675 or email: [rogerio.depaiva@cadillacfairview.com](mailto:rogerio.depaiva@cadillacfairview.com).

## 5. JANITORIAL SERVICE

### Performance-Based Cleaning Program

The janitorial cleaning contract at YCC is a performance-based system. Which means that the cleaners are trained and instructed to prioritize areas and tasks to achieve the desired standard. There are daily, weekly and monthly duties that the cleaning staff are to perform. Please see below a high-level summary of the cleaning schedule in tenant office space.

#### Daily/Weekly Tasks

- Trash and Recycling Collection
- Porter/Matron Services - including stocking and patrol of base building washrooms, up to three (3) times per day as necessary, including evenings.
- Dusting - Dust as required daily to maintain the cleaning standard. Low surfaces should be completed on a weekly basis minimum. High horizontal surfaces should be completed monthly minimum.
- Damp Wiping & Disinfecting Surfaces - Counters and desks should be spot cleaned as required. Workstations will fall into a quadrant of the floor, to be wiped and disinfected once per week on an assigned day.
- Vacuuming - Vacuuming occurs daily, with the whole floor being vacuumed weekly. Traffic lanes and busy areas may be vacuumed nightly, as required. All other areas will fall into a quadrant of the floor, to be vacuumed once per week on an assigned day.
- Washroom Cleaning - occurs daily during afterhours and includes cleaning of all fixtures (toilets, sinks, urinals), counters, mirrors and partitions as required.
- Dry Mopping/Sweeping - Hard floors should be swept or dry mopped daily to maintain the cleaning standard.
- Mopping - Hard floors will be mopped daily to maintain the cleaning standard.

#### Periodic Tasks

- Floor Scrubbing - Hard Floors should be machine-scrubbed as required, to occur no less than bi-monthly.



- Waste Receptacles - should be cleaned on a periodic basis to ensure no odours are present and receptacles are clean.
- Air Registers/Diffusers - Should be dusted to maintain the cleaning level. To occur no less than monthly.
- Kick Plates - Ensuring kick plates are cleaned and polished, to occur no less than monthly.

The nature of the performance-based cleaning program requires the building to be inspected regularly by a third-party auditor in addition to our internal quality assurance staff. This will provide a benchmark to measure the cleanliness, assign continued staff training, adjust schedules, attend client special needs to ensure the overall success of the program.

Additional services can be arranged with the cleaning contractor and should follow an agreed upon schedule of tasks.

## Green Initiatives at Yonge Corporate Centre

### Green Cleaning:

YCC has a comprehensive green cleaning program in place for each one of the buildings located at 4100, 4110 and 4120 Yonge Street. Green cleaning refers to the use of environmentally friendly, sound cleaning products and practices. All cleaning products used in the buildings are either Green Seal or EcoLogo certified and a training program is in place to educate cleaning staff on the use of these products. (EcoLogo is a Canadian certification program for environmentally friendly products.) Cleaning solutions are also more concentrated to reduce packaging. The use of green cleaning products minimizes the harmful impact of chemical contaminants on the quality of the indoor air of an office and helps create a healthier workplace for both the cleaning staff and building occupants.

### Waste Reduction:

In relation to the new waste sorting mandates, YCC has implemented a multi-stream recycling program. Under this new program, individual tenants are asked to place paper recyclables (paper fibre, cardboard) into the new dedicated bins. Plastic, metal, and glass materials are to be recycled in separate bins. Recycling that is contaminated with organic food will no longer be accepted and will be diverted to landfill. The co-mingled waste is then transported to a single recovery facility, where separation occurs. This new process will result in YCC achieving a greater Diversion Rate away from Landfill. A remarkable community accomplishment that will only grow.

### Organic Recycling:

In an effort to move closer to our long-term goal of zero waste at YCC, we now have an organic recycling program. Containers for organic waste can be found in our food court and organic bins (green floor bins and/or beige counter bins) are in tenant kitchen areas to allow easy access and to keep organics away from work areas. Depositing organic waste once a day is an important and easy step.





**Table 1: Paper Recycling – Recyclable Materials**

MATERIAL TYPE	SPECIFIC ITEMS
	Brown/Window envelopes
	Card and cover stock
	Cardboard (flattened)
	Carbonless paper
	Computer/Fax paper
	Copy and multi-purpose paper
	Magazines/Flyers/Newspapers
	Self-adhesive paper
	Supply boxes/File folders
	Telephone Directories

**NOTE: Empty all containers prior to recycling to avoid cross-contamination. Cross-contamination prevents recyclability and will divert all items in the bin to waste.**

**Table 2: Cans, Glass & Mixed Plastics Recycling - Recyclable Materials**

MATERIAL TYPE	SPECIFIC ITEMS
CANS, GLASS AND MIXED PLASTICS	Aluminum cans
	Empty plastic take-out containers
	Glass containers, bottles and jars
	Paper coffee cups, lids and sleeves
	Plastic bottles

**Table 3: Organics Recycling – Recyclable Materials**

MATERIAL TYPE	SPECIFIC ITEMS
	Bread, dough, desserts
	Coffee grinds, filters and tea bags
	Compostable food packaging
	Dairy products
	Eggs/Eggshells
	Fruit/Vegetable peelings
	Meat and fish bones
	Paper towels and tissues
	Rice, pasta
	Spoiled foods
	Table scraps

**Table 4: E-Waste Recycling - Recyclable Materials**

**NOTE: To be kept separate from all other recycling. Please call CF Connect to arrange pick-up.**

MATERIAL TYPE	SPECIFIC ITEMS
E-WASTE MATERIALS	A/V equipment Battery backup units Cathode Ray Tubes (CRTs) Cell phones Closed circuit displays Computers and CPUs Cords, cables and hard drives Dry cell batteries External storage devices Label and card printers Laptops and docking stations Mice and keyboards Monitors Photocopiers and fax machines Printers Routers and modems Servers and network equipment Television VCRs and DVD players

**Table 5: Specialty Recycling**

**NOTE: These items are not to be mixed with other recyclable materials. Contact CF Connect for information on how and where to recycle these items properly.**

MATERIAL TYPE	SPECIFIC ITEMS
	Batteries Pens Light bulbs Wood skids Furniture

**Table 6: Non-Recyclable Materials - Waste Landfill**

MATERIAL TYPE	SPECIFIC ITEMS
PAPER	Bubble envelopes Labels



MATERIAL TYPE	SPECIFIC ITEMS
PLASTICS	Waxed paper and paper food wrappers
	Ceramic and glass cups or dishes
	Coffee Pods
	*Contact your supplier for pod take-back programs
	Condiment packages
	Plastic #7
	Plastic bags and wrap
	Plastic coffee creamers
	Plastic stir sticks
	Take-out food containers
Utensils	
MATERIAL TYPE	SPECIFIC ITEMS
MISCELLANEOUS ITEMS	Aluminum foil
	Biodegradable items
	Glass Bottles
	Grease
	PPE (gloves and masks)
	Styrofoam

Some materials may be recyclable through vendor take-back programs; please check with your suppliers.

## 6. PARKING AND TRANSPORTATION

**Location:** Yonge Street north of York Mills, south of Highway 401.

**Transportation Access:** Access to Highway 401 in less than one minute. Traffic light at Yonge Street intersection ensures easy access into and out of Yonge Corporate Centre.

**TTC Connections:** Climate-controlled tunnel provides direct access to the York Mills subway station.

**Go Buses:** York Mills subway station.

### Underground Monthly Parking

Unreserved monthly rate is \$140 + tax + \$3.50 monthly admin fee + \$45 deposit for transponder

Reserved monthly rate is \$225 + tax + \$3.50 monthly admin fee + \$45 deposit for transponder

Non-tenant monthly rate is \$185 + tax + \$3.50 monthly admin fee + \$45 deposit for transponder

YONGE CORPORATE CENTRE PARKING RATES	JUNE 2021
1 hour or less	\$ 4.50
1 ½ hours or less	\$ 7.50
2 hours or less	\$ 9.50
2 ½ hours or less	\$11.50
3 hours or less	\$14.00
Over 3 hours - Exiting before 6:00 p.m.	\$18.00
Over 3 hours - Exiting after 6:00 p.m.	\$19.00
Night rate	
Cars entering after 6:00 p.m. and exiting before 7:00 a.m.	\$ 8.00
Lost ticket - customer to contact parking office or security	

**Surface Lot Parking Rates:** \$2.50 per ½ hour. Maximum daily rate \$20.00

Please note: Surface lot is intended for short-term parking only. Parking enforcement is provided by Toronto Parking Authority. Handicap parking is available above and below grade.

#### **Parking Office:**

Connie Rubino - Site Manager - 416-224-7665

**Hours:** 8:30 a.m. to 4:30 p.m.

**Location:** P1 Level, 4100 Yonge Street, near exit gates

**Customer Service Hotline:** 1-877-909-6199 (Vancouver)

## 7. AVAILABLE SERVICES

For more information regarding these services, please call CF Connect at 1-800-665-1000 or the YCC Administration Office at 416-222-5100.

General Maintenance	Security & Life Safety
<ul style="list-style-type: none"> <li>• Specialty Lighting*</li> <li>• Temperature Adjustments</li> <li>• Repairs to Door and Hardware</li> <li>• Plumbing Requests</li> <li>• Special Cleaning Requests</li> <li>• After-hours HVAC (heating, ventilation and cooling*)</li> <li>• Indoor Air Quality (IAQ)</li> <li>• Elevator Deficiencies/Repairs</li> <li>• Fire Warden Training</li> <li>• First Aid Training</li> </ul>	<ul style="list-style-type: none"> <li>• Security Access Cards</li> <li>• After-hours Security Access</li> <li>• Key Cutting and Lock Work**</li> <li>• Safe Walk Program (security escort to your car or transit)</li> <li>• Security Consultation</li> <li>• Security Card Audit</li> <li>• Lunch n' Learns</li> </ul>



### Janitorial Services

- Supply Dumpsters
- Vacuum and Dusting
- Garbage and Recycling Removed
- Drapery/Blind Cleaning\*
- Upholstery Cleaning\*
- Fridge or Microwave Cleaning\*
- Dishwashing\*
- Partition Glass Cleaning\*
- Washroom Supplies Replenishment
- Water Leaks
- Interior Plant Maintenance\*

### Contractor & Supplier Recommendations

- Electrical Work\*
- Painting, Carpentry, General Contractors, Design\*
- Pest Control\*
- Paper Shredding\*
- Valet Car Wash Program\*
- Computer and Office Equipment Cleaning and Service\*
- Fire/Flood and Disaster Restoration

\* Please note that these services may be subject to additional charges. We would be pleased to offer you a quote in that regard.

## 8. RESTRICTED PARKING/LOADING DOCK

Each building has a loading dock at the rear of the building to facilitate short-term parking for tenant deliveries. Please note the loading dock is monitored continuously to prevent abuse of this parking privilege. All deliveries must check in with Security at the designated location.

Loading dock/freight elevator bookings will need to be coordinated with the Yonge Corporate Centre Security & Life Safety Manager. Rogerio De Paiva can be reached at 416-224-7675 or email [rogerio.depaiva@cadillacfairview.com](mailto:rogerio.depaiva@cadillacfairview.com).

All large moves must be done after business hours, Monday to Friday before 8 a.m. or after 6 p.m. On Saturday & Sundays after 8 a.m.

Please note that City noise regulations are in effect after hours in regard to work and deliveries.

4100 Loading Dock Restrictions: Overhead Door Height 12 feet

4110 Loading Dock Restrictions: Overhead Door Height 12 feet

4120 Loading Dock Restrictions: Overhead Door Height 12 feet

4100 Yonge Street Service Elevator Dimensions:

Door Dimensions: 42" x 84"

Cab Dimensions: (W x D x H) 80" x 56" x 95"

Note: Car #4 with ceiling hatch to accommodate long loads

#### 4110/4120 Yonge Service Elevator Dimensions

Door Dimensions: 54" x 96"

Cab Dimensions: (W x D x H) 65"x 84" x 113"

### **Bicycles**

The above-ground Lock-Up-2 Parking System bicycle racks are located just outside each building entrance of 4100, 4110 and 4120 Yonge Street. Each bike parking system can accommodate five (5) bicycles. Each cyclist is responsible for their own lock.

There are an additional thirty (30) wall mounted Bicycle Parking Systems available on the P-2 Level of building 4100 Yonge Street (adjacent the exit ramp).

## **9. LANE PERKS CONCIERGE SERVICE**

The Lane Perks Concierge Service concept was conceived out of a desire to take customer service in an office tower to new levels. Many of us spend far more time at work than at home, so why not make the office environment friendlier, more comfortable, and definitely more efficient? Lane Perks Concierge Service will save you time and money by providing executive business services that would normally occupy valuable time of in-house staff or require expensive outside assistance.

Lane Perks provides access to a myriad of services from entertainment and meeting planning to accommodations for your out-of-town clients. Assisted by an extensive array of industry and hospitality contacts, the Lane Perks Concierge Service is a valuable business asset. The following is a brief list of the types of services that are available from the Concierge.

### **Individual Services**

Your Concierge looks forward to answering any questions you may have regarding this convenient service.

- Ticket purchases for select events
- Floral arrangements/gift baskets/balloons
- Weekend getaways/destination information
- Hotel and bed & breakfast accommodations
- Leisure activities: Canoeing, hiking, wine tasting, etc.
- Information on events, attractions, theatre, sports and concerts
- Restaurant and entertainment recommendations and reservations

For more information regarding how our Concierge Services can assist you, please email Lane Perks at [perkshelp@joinlane.com](mailto:perkshelp@joinlane.com) or visit [www.laneperks.com](http://www.laneperks.com).



## 10. ON-SITE AMENITIES

Auberge du Pommier	416-222-2220 aubergedupommier.com
Tim Hortons	416-913-7627 timhortons.com
Gateway Newstands	416-224-1384 gatewaynewstands.com
Dr. Belzycki (dentist)	416-733-3113 belzycki.ca
Auto Groom (car care)	416-622-1943
Nature Trail Street	Information board located between 4110 and 4120 Yonge Street
YCC Fitness Facility	4110 Yonge Street, Concourse level, available to YCC tenants only Showers and lockers provided, daily use only
Hours of Operation	Monday to Friday 6:00 a.m. to 8:00 p.m. Saturday 6:30 a.m. to 3:00 p.m. Sunday and statutory holidays 6:30 a.m. to 3:00 p.m. Equipment includes:
	<ul style="list-style-type: none"> <li>• 2 Free Weights (Dumbbell Sets)</li> <li>• 2 Bench Press</li> <li>• 1 Universal Weight Machine</li> <li>• 1 Rowing Machine</li> <li>• 2 Elliptical</li> <li>• 1 Curl Bar Weights</li> <li>• 1 Smith Machine Bar</li> <li>• 2 Treadmills</li> <li>• 1 Stationary Bike</li> <li>• 1 Stair Climber</li> </ul>
Membership Fees	One time initiation fee \$100.00, Monthly Charge \$20.00

\*All above fees are subject to HST and the preferred method of payment is by cheque

## 11. NEIGHBOURHOOD AMENITIES

(most listings located within 2 kilometers of YCC)

### Food and Drug Retailers

Loblaws	3501 Yonge St.	416-481-7753
Longo's	4841 Yonge St.	416-226-4477
Metro	York Mills Shopping Centre 291 York Mills Rd.	416-444-5809
Whole Foods	Hullmark Centre 4771 Yonge St.	416-730-1100
Shoppers Drug Mart	York Mills Shopping Centre 291 York Mills Rd.	416-444-8411
LCBO	3366 Yonge St. 3372 Yonge St.	416-483-3018 416-481-9107

### Personal Services

Dove Cleaners	3383 Yonge St.	416-486-3683
Clean N Stitch	4025 Yonge St. York Mills Centre	647-351-4553
York Mills Eye Care	97 Wilson Ave.	416-485-5233

### Sports & Entertainment

Toronto Centre for the Arts	5040 Yonge St.	416-733-9388
LA Fitness	4861 Yonge St.	437-886-6211
Goodlife Fitness	4025 Yonge St.	416-221-3488
Don Valley Public Golf Course	4200 Yonge St.	416-392-2465
	Weekday: 18 Hole Green Fee	\$68.29
	Weekday: 9 Hole Green Fee	\$36.21
	Weekend: 18 Hole Green Fee	\$76.51
	Weekend: 9 Hole Green Fee	\$44.74

## 12. BANKING

Bank of Montreal	3320 Yonge St. 4841 Yonge St.	416-488-5179
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Royal Bank of Canada	3224 Yonge St. 4789 Yonge St.	416-974-3600 416-733-8108
Scotia Bank	3446 Yonge St.	416-485-7436
TD Canada Trust	3415 Yonge St 4841 Yonge St.	416-487-1537 416-223-0030
CIBC	3256 Yonge St. 4841 Yonge St.	416-488-1155 416-223-7361

### 13. HOTELS

Hotel Novotel Toronto North York	3 Park Home Ave.	416-733-2929
Pan Pacific	900 York Mills Rd.	416-444-2511

### 14. FOOD & BEVERAGE SERVICE

#### Fine Dining

Auberge du Pommier	4150 Yonge St.	416-222-2220
Chega Restaurant	3391 Yonge St.	416-850-5118
Coppi Restaurant	3391 Yonge St.	416-484-4464
Katsura	900 York Mills Rd.	416-444-2511
Seasons Restaurant	900 York Mills Rd.	416-444-2511
The Monkey Bar & Grill	3353 Yonge St.	416-800-1165
The Keg Steakhouse	1977 Leslie St.	416-446-1045

#### Casual Dining

Fox and Fiddle	865 York Mills Rd.	416-792-8299
Chase Wine and Grill	3471 Yonge St.	416-440-0211
Miller Tavern	3885 Yonge St.	416-322-5544
Piazzetta Trattoria	3441 Yonge St.	416-440-1777
Swiss Chalet	4211 Yonge St.	416-223-1170
The Frog Pub	4854 Yonge St.	416-225-3764
900 Lounge	900 York Mills Rd.	416-444-2511
Shinobu	3403 Yonge St.	416-830-0741



## Fast Food

McDonalds	4808 Yonge St.	416-512-8228
Popeyes	3479 Yonge St.	647-347-5444
Subway	4841 Yonge St.	416-546-7959
Five Guys	865 York Mills Rd.	647-347-4510

## 15. ELEVATOR MALFUNCTION OR ENTRAPMENT

### Elevator Malfunction

To report elevator malfunctions, such as a slow trip, a missed call, improper leveling, floor indicator lights not functioning, etc., notify YCC Security 416-222-4993 or the Cadillac Fairview Management Office at 416-222-5100 and give the following information:

- Elevator car number (which is located on the inside of the door to the emergency phone box in each elevator),
- Details of the malfunction, and
- Your name, telephone number and building address

### Elevator Entrapment

1. Remain calm.
2. Push the emergency call button.
3. Give the elevator number (engraved inside the cab) and building address to the Security Guard when requested on the intercom. Elevator personnel will be notified and respond in a timely fashion to rectify the problem.
4. Security personnel will try to remain on the line with you for the duration of the entrapment.
5. Notify Security if you have any medical concerns or you start feeling uncomfortable.
6. Once removed from the elevator, proceed to the security desk located in the lobby of the building and speak with Security.

Note: Between the hours of 7:00 p.m. and 6:00 a.m. the elevators require a building passcard to operate. Not having a card will allow access to the lobby level only.

## 16. SMOKING POLICY

This is a non-smoking facility. Smoking and vaping is prohibited in the building as per the Toronto Public Health Department Smoke-Free Ontario Act. This includes the parking lot, washrooms, lobbies, stairwells, hallways and within all tenant premises.



Tenants and visitors are requested not to smoke or vape within nine metres of the building entrances and to use the designated smoking areas.

## 17. USE OF PERSONAL APPLIANCES

For the health and safety of the tenants and occupants of YCC, Building Management does not permit personal appliances including, but not limited to, space heaters, foot warmers, fans, refrigerators, coffee makers, kettles, toasters, microwaves, popcorn makers, and cup warmers to be used at personal workstation areas. The use of personal appliances shall be limited to designated eating areas only, such as kitchens, lunchrooms and serveries. In addition, all appliances must be ULC and CSA approved.

This policy is in effect both to protect human life and property and to conserve electricity.