



# Facility Services Info Update

Keeping you informed and up to date



By: Lore Dehmel

## Facility Update for February 2011

### Holidays/Events/Dates to remember for the months of February and March:

#### Upcoming Statutory Holidays

- Family Day** - Monday, February 21<sup>st</sup> – All SAO Services CLOSED

#### Other Important Dates (Non-statutory)

##### Business as usual for all SAO Services

- Chinese New Year – February 3<sup>rd</sup>
- St. Valentine's Day – February 14<sup>th</sup>
- Orthodox Lent Begins – March 7<sup>th</sup>
- Ash Wednesday – March 9<sup>th</sup>
- Daylight Saving Time – March 13<sup>th</sup>
- St. Patrick's Day – March 17<sup>th</sup>
- Spring Begins – March 20<sup>th</sup>

#### Upcoming Hotel Meet & Greet Events

- Hilton Canada – January 31
- Westmount Hospitality Group - March 8

### In case of Emergency: Facility/Building Contact Information

#### During Regular Business Hours and After Hour/Weekends

- Jay King (synchronized with Jay's cell – 24/7) 416 426 7048
- Heidi Kromminga - SAO Front Desk 416 426 7000
- Lore Dehmel 416 426 7174
- Concorde Security – 24/7 Emergency 416 295 0158
- Concorde Security – Lobby Front Desk 416 445 2668

### Highlighting some KEY TOPICS of interest found inside.....

- Tenant Lease Agreements
- Building Services Committee
- Announcing Wireless Internet Connections in SAO Boardrooms
- New Executive Directors
- Submit all Staff Changes for the Telecommunication Directory
- Annual Customer Satisfaction Survey
- SAO Members' Meeting**
- Telephone Training for New Hires or Simply a Refresher *and much more.....*

- All Signed
- Announcing 3 New Volunteers Effective February 1<sup>st</sup>
- Announcing 4 New E.D.'s
- Deadline: Friday, February 4<sup>th</sup> Late February early March February 2<sup>nd</sup>
- On-going – contact Jay x7048

### Messages from Crown (Property Management)

#### Underground Parking

- If you are not working on the premises, please do not leave your vehicles overnight in the underground garage. You may be tagged and/or towed at your expense.

#### Garbage in the Garage/Building 3 (1<sup>st</sup> Floor Storage Area)

- If you are removing garbage from your storage cages in the basement or in building 3 main floor, please do not leave your garbage in the underground garage. Please take all garbage to the garbage room in the loading dock area (building 1).

#### Pit Stop in the Underground (P3) of 1 Concorde Gate

- The "Pit Stop", which is a complementary amenity available during regular business hours, includes a vacuum, air compressor to inflate your tires and windshield washer fluid to refill your vehicle's container. The "Pit Stop" is also outfitted with a squeegee and cleaning rags to help keep windows streak-free and wheels sparkling.
- To activate the electrical equipment in the "Pit Stop" use must use your building security access card. This will power the vacuum, air compressor and the windshield fluid nozzle.
- Please respect the service being offered and others, by keeping the "Pit Stop" clean and tidy after each use. This includes throwing any used rags, paper towel or garbage in the bin provided. It would be appreciated if "Pit Stop" users fill their vehicle windshield fluid tanks only, and not additional containers, as this service is intended for use by all tenants at Concorde Gate.

### Keeping you informed.....

- The "Pit Stop" is located on the P3 parking level of 1 Concorde Gate. Once on the P3 level just follow the checkered flags and arrows painted on the columns to guide you to the "Pit Stop".
- The "Pit Stop" is under camera surveillance and we would greatly appreciate if those who make use of this building amenity to be considerate of all others.

### SAO Building Services Committee

- We are pleased to announce 3 new committee members. Linda Kirk – OAT, Andrew Backer – Rugby and Claire Jones – Coaches of Canada. Welcome aboard!
- As per the recent Pension Plan survey (to Members on the SAO plan), the committee has begun meeting with various Pension Plan Brokers. More info to follow next month. The committee will review and distribute the Customer Satisfaction Survey to all E.D.'s next month.

### **NEW SERVICE** – Complementary Wireless Internet Connection in All SAO Boardrooms

- Effective **February 1<sup>st</sup>** we are pleased to announce our new wireless internet capabilities in all SAO boardrooms.
- This new feature is **not** active 24/7. In order to have the WIFI connection activated prior to any meetings, please contact Heidi to **book your time**.

### Tenant Lease Agreements

- All tenant agreements have been signed.
- If you have any questions regarding your agreement, please contact any of the Lease Development Committee members, Lore or Jim.
- The Lease Development Committee will meet in February (one year later) to review the tenant leases to see if there are any tweaks needed.

### Insurance Information

- If your insurance is up for renewal, please ensure that the SAO receives a copy of your renewed Certificate of Insurance identifying SAO as an additional insured under your policy – there should be no additional fees from your insurer for this request.
- Should your insurer require information on our buildings, please forward all questions to Lore. I will review all questions with Crown and respond back to you accordingly. Note - I have a long list of previous questions with answers should you require copies of this information.

### New Resident Executive Director's

Please join us in welcoming four new E.D.'s to the building:

- Basketball – Michael Cvitkovic – ext. 7196 – [mcvitkovic@basketball.on.ca](mailto:mcvitkovic@basketball.on.ca)
- Rugby – Andrew Backer – ext. 7146 - [abacker@rugbyontario.com](mailto:abacker@rugbyontario.com)
- Volleyball – Steve Carroll – ext. 7318 – [scarroll@ontariovolleyball.org](mailto:scarroll@ontariovolleyball.org)
- Water Polo – John Panethere – ext. 7027 - [john.panethere@ontariowaterpolo.ca](mailto:john.panethere@ontariowaterpolo.ca)

### "CUSTOMER COMMENTS" Suggestion Box

- Friendly reminder – a Suggestion Box is located on the 1<sup>st</sup> floor outside the Mailroom doors. It is our commitment to listen to you, our customers, identifying means to improve the satisfaction levels of our services and the building you work in.
- The "Comments" are collected and reviewed weekly.
- All responses will be posted on the bulletin board above the comments box.
- Over the past year, we have received no suggestions. We would like to hear from you!

### Unwanted Computer Equipment

- Crown has an excellent recycling program through Turtle Island. Simply bring all unwanted computer equipment, i.e. hard drives, monitors, keyboards, mice to the loading dock in Building 1. Should you have any question, please contact Heidi.

### Security Best Practices for our Telephone System

- For all Bronze Users - it is a good habit and the responsibility of everyone to be vigilant in changing all your own system passwords on a regular basis. This could potentially avoid/deter/stop any criminal temptation or break-ins into our/your systems. Don't use trivial codes such as 121212.
- For all Silver & Gold Users – please contact Jay before changing passwords because your desktop Call Pilot needs to be changed as well.
- We are all responsible for ensuring we do our due diligence to protect our systems.

### Communication Directory / Tenant Manual

- Heidi recently sent an email to all requesting changes to our communication directory. Please forward all changes to Heidi by January 31<sup>st</sup> to [hkromminga@sportalliance.com](mailto:hkromminga@sportalliance.com)
- Our goal is to have new copies of the directory in everyone's mailbox early March.

### Bulletin Boards for 2<sup>nd</sup> and 3<sup>rd</sup> Floor Elevator Areas – Building 3

- Friendly reminder – take advantage of our bulletin boards located on floors 2 and 3 in building 3. These boards can be used by your organization as a means of advertising your upcoming events, etc. These cabinets will be kept locked at all times. Should you wish to have any items posted, please contact Heidi, Marilyn or Jay.

### Telephone Training for New Hires or a Quick Refresher Session

- Do any of your employees require phone training (new hires)? Or, do you need a refresher session on our phones? If so, please contact Jay. Jay will provide basic one-on-one training or in small groups (per organization).

### Office Space / Storage Space

- We are 100% fully occupied.....☹
- Any new requests will be added onto a waiting list.

### Tenant Underground Parking Availability

- SAO has 23 vacant underground parking spots. Please contact Heidi at x7000 should your organization require tenant parking.

### Catharsis – Contract Options for IT Technical Support

- Catharsis is SAO's 3<sup>rd</sup> party IT technical support provider. Should you require information regarding technical support, contract options, pricing or other services offered, please contact Catharsis at 416 865 3376 or Jay.

### After Hour Building Lights

- Regular lighting hours of operation are 7 a.m. to 6 p.m. (Monday to Friday).
- Should you require additional lighting or HVAC after hours/weekends, please contact Heidi

### Tenant Customer Satisfaction Survey

- The Building Services Committee is working on this year's Tenant Customer Satisfaction Survey. Our goal is to have the survey out to all E.D.'s by the end of February.

### Conference Room Furniture / Equipment / Bookings

- A brochure highlighting conference room information is available on SAO's website – hard copies can be picked up at the front desk. PDF soft copies can be requested through Heidi.
- The SAO has 5 conference rooms available on a first-come first-served basis. Lobby Boardroom, Room 1, Room 2, Room 3, Room 4
- A per day \$5 late fee is applicable on all rental equipment (i.e. LCD projectors, laptops, etc.)
- A vending machine is located in the boardroom area (near rooms 3 and 4) stocked with snacks.
- Please contact Heidi for any room bookings/inquires.

### Visitor Parking – Friendly Reminder – Discounted Rates

- There is no "free" visitor parking Monday to Friday in the main parking lot (in front of building 3). However, there are two discount options to consider and other options for lower rates.
- **Discounted Rate - Option 1 – Monday – Friday – Day Rate** – with advance notice, Facility Services can obtain voucher parking for your guests at a rate of \$5.00 per day, per car.
  - Note – the parking lot to which this discount rate applies is behind building 12 only.
- **Discounted Rate - Option 2 – Evenings and Weekends** - the \$5.00 discounted rate is available for your guests after hours and weekends only. Instruct your guests to see security where they will be asked to sign in. Organizations will be charged back at the end of each month for the spots used. If your organization does not want to take advantage of this option, please inform Facility Services who will in turn inform security.
- To receive more information on the following items, please contact Heidi for:
  - Discounted visitor parking rates
  - Various visitor parking locations and rates within the surrounding area
  - Map to SAO

## Food/Catering Services

### Delimark Café – 416-642-0406

Contact: Jacky Zhou

Location: 12 Concorde Place – Main Floor

Cafeteria Hours - Monday thru Friday, 7:00 a.m. – 4:00 p.m.

Accepting Interac, VISA and MasterCard

Weekend Catering Services Available with prior notice

Tim Hortons (Wynford Drive) Tel: 416-644-3222

### Druxy's – 416-385-1151

Contact: Sheila Gao [druxys089@druxys.com](mailto:druxys089@druxys.com)

Location: 3 Concorde Gate – Main Floor

Cafeteria Hours - Monday thru Friday, 7:00 a.m. – 5:00 p.m.

Accepting Interac, VISA, American Express and MasterCard

Weekend Catering Services Available – orders must be in before 3:00 p.m. on Thursday for the weekend

## Mail Services – On-line Service



- Please ensure all envelope flaps are folded downwards – this will help to speed up the automatic sealing process
- Are your clubs looking to mail information to their members at a discounted rate? Look no further.....why not have your clubs take advantage of the SAO volume discounted rates and services offered by Purolator through our very own in-shop mailroom.
- **Please contact Marilyn at x7323 for all your mailing needs.**

Do you know what your **actual cost savings** are when sending mail express post, Purolator, FedEx, Canpar or 1<sup>st</sup> class through the SAO Mailroom?  
Please see pricing chart below.

Various Couriers	Base Rate	SAO Surcharge	Total Cost + SAO Surcharge	Market Rate	Estimated Cost Savings Per Piece
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CANADA POST / POSTES CANADA From anywhere... to anyone					
<b>Express Post - Ground Service – Fuel Charges Extra</b>					
1 LB.	\$3.67	(29%) \$1.06	\$4.73	\$9.99	\$5.26
5 LBS.	\$4.71	(29%) \$1.37	\$6.08	\$10.88	\$4.80
10 LBS.	\$5.76	(29%) \$1.67	\$7.43	\$12.88	\$5.45
<b>1<sup>st</sup> Class Mail – Ground Service – Fuel Charges Included</b>					
#10 Envelope (Can.)	\$0.59	(5%) \$0.03	\$0.62	\$0.59	Your savings is in equipment lease costs and supplies + staff time on processing your mail
#10 Envelope (U.S.)	\$1.03	(5%) \$0.05	\$1.08	\$1.08	
#10 Envelope (Int'l)	\$1.75	(5%) \$0.09	\$1.84	\$1.84	
<b>Canpar</b> A TRANSFORCE COMPANY No contract required – 0 days termination <b>SERVICE IS UP AND RUNNING. HOWEVER, RATES IN OUR SYSTEM ARE PRICED PER KG, NOT LB.</b>					
<b>Ground Service – Fuel Charges Included – Government Rates</b>					
1 LB.	\$3.61	(35%) \$1.26	\$4.87	\$8.05	\$3.18
5 LB.	\$4.97	(35%) \$1.74	\$6.71	\$9.56	\$2.85
10 LB.	\$6.67	(35%) \$2.33	\$9.00	\$11.42	\$2.42
<b>Purolator</b> Where business is going No contract was required – 30 days termination required by either party					
<b>New Rates - Ground Service – (as of Oct 12, 2010) – Fuel Charges Extra</b>					
1 LB.	\$5.44	(35%) \$1.90	\$7.34	\$20.00	\$12.66
5 LBS.	\$5.88	(35%) \$2.06	\$7.94	\$21.85	\$13.91
10 LBS.	\$7.00	(35%) \$2.45	\$9.45	\$25.20	\$15.75
<b>FedEx.</b> 6 Month Contract (trial basis until March 2011)					
<b>Express Service – Fuel Charges Extra – Supplies Included (i.e. free envelopes, tubes, various box sizes, bags and padded bags)</b>					
1LB.	\$5.70	(35%) \$1.96	\$7.66	\$22.75	\$15.09
5 LBS.	\$5.70	(35%) \$1.96	\$7.66	\$24.05	\$16.39
10 LBS.	\$7.25	(35%) \$2.54	\$9.79	\$27.40	\$17.61

## 2011 – SAO Building & Services Holiday Closures

### February

#### Family Day

Monday, February 21 (Family Day) No Services, Card Access Only  
 Tuesday, February 22 Business as usual

### April

#### Good Friday/Easter

Friday, April 22 (Good Friday) No Services, Card Access Only  
 Saturday, April 23 No Services, Card Access Only  
 Sunday, April 24 (Easter Sunday) No Services, Card Access Only  
 Monday, April 25 (Easter Monday) Business as usual

### May

#### Victoria Day

Monday, May 23 (Victoria Day) No Services, Card Access Only  
 Tuesday, May 24 Business as usual

### July

#### Canada Day

Friday, July 1 (Canada Day) No Services, Card Access Only  
 Monday, July 4 Business as usual

### August

#### Civic Holiday

Monday, August 1 (Civic Day) No Services, Card Access Only  
 Tuesday, August 2 Business as usual

### September

#### Labour Day

Monday, September 5 (Labour Day) No Services, Card Access Only  
 Tuesday, September 6 Business as usual

### October

#### Thanksgiving Day

Monday, October 10 (Thanksgiving Day) No Services, Card Access Only  
 Tuesday, October 11 Business as usual

### November

#### Remembrance Day

Friday, November 11 Business as usual

### December

#### SAO Staff Holiday Luncheon

Please be advised that all SAO Services will be closing at 1:00 p.m. on **Tuesday, December 6** for our annual staff luncheon.

#### Building Holiday Social – for SAO Members/Tenants Only

Friday, December 16 2:00 to 4:00 p.m. – Boardrooms 3 & 4 (Building 3, 1<sup>st</sup> floor)

#### Christmas and New Year

Friday, December 23 Business as usual (closing at noon)

**Saturday, December 24 (Christmas Eve)** Card Access Only, No Services

**Sunday, December 25 (Christmas Day)** Card Access Only, No Services

Monday, December 26 (Boxing Day) No Services, Card Access Only

Tuesday, December 27 No Services, Card Access Only

Wednesday, December 28 No Services, Card Access Only

Thursday, December 29 No Services, Card Access Only

Friday, December 30 No Services, Card Access Only

Saturday, January 31 Card Access Only, No Services

**Sunday, January 1, 2012 (New Year's Day)** Card Access Only, No Services

Monday, January 2 (Closed in Lieu of Jan 1<sup>st</sup>) No Services, Card Access Only

**Tuesday, January 3** Business as usual

Note: The SAO Mailroom will be **CLOSED** December 23<sup>rd</sup> (noon) - through to January 3<sup>rd</sup>. All SAO Services will re-open on Tuesday, January, 3, 2012.