



# Facility Services Info Update

Keeping you informed and up to date



By: Lore Dehmel

## Facility Update for September 2011

### Upcoming Statutory Holidays

#### 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

### Building Emergency Contact Information

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

##### SAO

- **Jay King** (synchronized with Jay's cell – 24/7)  
416 426 7048 or 416 426 7000
- **Lore Dehmel**  
416 426 7174

##### Security

- **Concorde Security** – 24/7 Emergency  
416 295 0158
- **Concorde Security** – Lobby Front Desk  
416 445 266

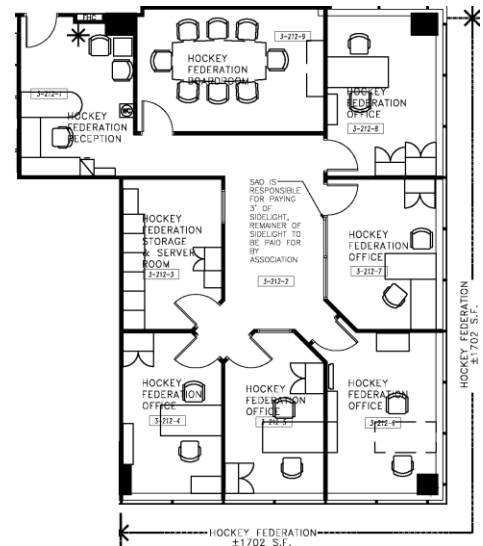
### WHAT'S MAKING OUR HEADLINES.....

- Future Office Space Availability
- Conference & Meeting Room Update
- Services Committee Update
- Service Fees and Rent Increases
- Recent Facility Services Surveys Update
- 2011 SAO Building Services & Holiday Closure
- and much more.....*

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### Future Office Space Availability

- The Ontario Hockey Federation (OHF – 3<sup>rd</sup> floor) will be vacating the premises on October 31, 2011 and setting up their new offices in Cambridge. As a result, the SAO will have 1,702 sq. ft. rentable office space available to anyone looking for space.
- Please join me in “thanking” the staff of OHF for their years of tenancy. We wish them all the best in their new home.
- Attached is a copy of their existing office space configuration. For more information regarding the future vacant space, please contact Lore.



### Conference & Meeting Room Update

- We have received positive feedback from organizations who are using our on-line boardroom tool. If you require training, new user names or passwords, please contact Jay.
- Boardroom upgrades – this year we budgeted for two items regarding the boardroom.
  - ✓ New lobby boardroom chairs – we received a number of complaints/concerns regarding the chairs. Some of the chairs were broken and some were tipping backwards, which became a liability issue.
  - ✓ As part of our leasehold improvement (maintain the look of our rooms) our boardrooms received a fresh coat of paint.
- All SAO Boardrooms are equipped with WIFI capabilities. This feature is not active 24/7. In order to have the connection activated prior to your meetings, please contact the front desk.

### Reminder on how to access the on-line boardroom tool

**Step 1:** Visit the SAO website [www.sportalliance.com](http://www.sportalliance.com)

**Step 2:** Click on the “SAO Services” button

**Step 3:** Scroll down to the picture of the building, click on the “On-line Boardroom Booking” to book/view a room (for more information on our rooms, click on the “SAO Conference Rooms” button)

**Step 4:** From the “On-line Boardroom Booking” section, enter the User Name and Password that were provided to you during your training session (if no training is necessary, please contact Jay for your username and password)

### SAO Services Committee Update

- The Committee members are: Jim Crosscombe, Linda Kirk, Andrew Backer, Blair Webster, Claire Jones and Lore Dehmel
- The Committee was off for the summer and reconvenes in September. Our next focus will be on the following:
  - ✓ Consider economies of scale and potential for joint purchasing for the benefit of all sports
  - ✓ Review the Annual Customer Survey questions – reduce the number of questions to approximately 20 key questions.
  - ✓ Meet with Mo/Bill to brainstorm ideas in possible ways to generate more revenue for MP

### Service Fees and Rent Increases

- Friendly reminder – fee increases to courier, parking and boardrooms September 1, 2011 and rent increases October 1, 2011 and November 1, 2011.

### Parking

#### Tenant Underground Parking Availability

- SAO has 20 vacant underground parking spots. Please contact Facility Services at x7000 should your organization require tenant parking.

#### 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.
  - Please contact Facility Services for more information on the following items: :
    - Discounted visitor parking rates
    - Various visitor parking locations and rates within the surrounding area
    - Map to SAO

### Recent Facility Services Survey Results

- Parking Fund Survey Results – 28 E.D.’s responded to our parking fund request - 93% of the respondents approved the purchase of 3 LCD projectors, 3 laptops, 1 sound system and 4 LCD extension arm holders – items will be ordered the 1<sup>st</sup> week in September
- Blood Donor Clinic – survey was sent to our tenants and to the tenants in our complex – survey closes mid Sept – results to be shared next month
- “Thank you” to all who participated in our 2 surveys.

### Insurance Information

- If your insurance is up for renewal, please ensure that the SAO receives a copy of your renewed Certificate of Insurance outlining the SAO as an additional insured under your policy.

### 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 Facility Services.

### I.T. Services

#### 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.

### COFFEE STATION – SAO Coin Operated Coffee Station Location – Building 3 – Main floor kitchenette

- Cost – Coffee single pack \$1.00 or Cappuccino duo pack \$2.00
- Questions – please contact Facility Services

### Telephones

#### 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 will need to be changed as well.
- We are all responsible for ensuring we do our due diligence to protect our systems.

#### 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).



### Mail Services

- 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.....**contact Marilyn at x7323 for all your mailing needs.**

### 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

**Facility Services Contact Information:**  
Jay x 7000, Marilyn x7323 and Lore x7174

## 2011 – SAO Building & Services Holiday Closures

### September

#### Labour Day

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

### October

#### Thanksgiving Day

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

### November

#### Remembrance Day

Friday, November 11	Business as usual
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### 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)
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#### Christmas and New Year

Friday, December 23	Business as usual (closing at noon)
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<b>Saturday, December 24 (Christmas Eve)</b>	<b>Card Access Only, No Services</b>
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<b>Sunday, December 25 (Christmas Day)</b>	<b>Card Access Only, No Services</b>
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Monday, December 26 ( <b>Boxing Day</b> )	No Services, Card Access Only
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Tuesday, December 27	No Services, Card Access Only
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Wednesday, December 28	No Services, Card Access Only
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Thursday, December 29	No Services, Card Access Only
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Friday, December 30	No Services, Card Access Only
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Saturday, January 31	<b>Card Access Only, No Services</b>
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<b>Sunday, January 1, 2012 (New Year's Day)</b>	<b>Card Access Only, No Services</b>
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Monday, January 2 (Closed in Lieu of Jan 1 <sup>st</sup> )	No Services, Card Access Only
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<b>Tuesday, January 3</b>	<b>Business as usual</b>
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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.