

WHAT CONSTITUTES A CORPORATION-RELATED EMERGENCY?

Corporation-related Emergencies

The following is a list of Corporation-related emergencies which should always be brought to our attention immediately. To reach the Corporation's emergency line dial **613-239-4805**.

- **FIRE** or **SMOKE** in your unit or common elements
- **FLOODING** in your unit or on common elements
- Water **INFILTRATION** into your unit from a neighbouring unit
- Vehicular **ACCIDENT** on Corporation roadways, exterior parking lots or in interior garage
- **INJURY** sustained on common elements
- Accidental **DAMAGES** you have caused to any common elements
- **NO HEAT** in your unit
- You suspect **PIPES ARE FROZEN** in your unit
- Kitchen or bathroom drains (stack) **BACKING UP** into your unit – producing black, tarry discharge
- **NO ELECTRICITY IN YOUR ENTIRE UNIT**, but the power is on elsewhere in the building
- Blocked **GARBAGE CHUTE**
- **VANDALISM** in progress (call 911 first, then contact staff)
- **THEFT** in progress (call 911 first, then contact staff)
- **ASSAULT** in progress (call 911 first then contact staff)
- Any other situation which, in your opinion might put the **CORPORATION AND/OR ITS ASSETS AT RISK** or potentially result in **BODILY INJURY** or any type of **DAMAGES** for which the Corporation might be held responsible or liable.

Corporation-related Emergencies (continued)

In the following instances, building staff and Management are already busy trying to locate the source of a problem and/or preventing damage to the building and/or injury. In most cases we may also be in the process of evacuating common areas of the building.

PLEASE DO NOT CONTACT THE EMERGENCY LINE FOR INFORMATION UPDATES

in the following instances – this hinders our efforts in dealing with the actual urgent situation at hand.

- You hear the **FIRE ALARM** sounding
- You hear the **ELEVATOR ALARM** sounding
- **HYDRO SUPPLY** (electricity) is out in the entire building

NON-Corporation-related issues

In these instances, please DO NOT call the Corporation's emergency line

- **MEDICAL** or **PERSONAL** emergencies in your unit
- You are **LOCKED OUT** of your unit
- You cannot start your **VEHICLE**
- Someone is parked in your **PARKING SPACE**
- In-unit **ELECTRICAL** problems (other than full black-out in unit)
- Toilet, sink plugged, or other **IN-UNIT PLUMBING** problems
- **LOST** articles, articles accidentally thrown down **GARBAGE CHUTES**
- **LOCKER** access

If you are in doubt whether an issue is a corporation-related matter, please feel free to contact the Office 613-228-9867 Monday to Friday between 8 am and 4 pm. We will be pleased to assist you in determining the best course of action to take.

Revised June 2015