

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 613-228-3311.

- **Fire** or **smoke** in your unit or on common elements;
- **Flooding** in your unit or on common elements;
- Water **infiltration** into your unit from a neighboring 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 9-1-1 first, then contact staff);
- **Theft** in progress (call 9-1-1 first, then contact staff);
- **Assault** in progress (call 9-1-1 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 other 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;
- **Cannot locate your friend / neighbour**
- 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 Management Office Monday to Friday between 8:00 a.m. and 4:00 p.m. We will be pleased to assist you in determining the best course of action to take.