



## TENANT HANDBOOK



7325 Yonge Street  
Innisfil, Ontario  
L9S 2M6

# Tenant Handbook

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## Welcome!

Welcome to the Rizzardo Health & Wellness Centre. The building was named in honour of Sandra and Diego Rizzardo who made a generous donation to support community health and wellness in Innisfil. Being residents of Innisfil, supporting the future health and wellness of the residents was important to the Rizzardo family. The Town of Innisfil is very grateful for this and the many other contributions that have made this Centre what it is today. You are a part of an exceptional building that:

1. Encourages health and wellness
2. Connects with the community
3. Fosters a connection to nature
4. Provides safe, accessible and comfortable social spaces
5. Supports environmental responsibility.

The Rizzardo Health & Wellness Centre forms part of the Town of Innisfil Municipal Campus, which, when complete, will offer all Town services in one place. The addition of the Centre will fill a gap by bringing health and wellness services to the residents of Innisfil.

The Town of Innisfil owns the building and is the Landlord for all Tenants. In addition to being a Landlord, the Town of Innisfil also leases space for community partners and residents as well as Tenants to use for community education, engagement and activities. For more information on fees and how to access this community space, please contact the Building Manager.

The Tenant Handbook is your guide to the services available to you and to the guidelines that govern the operation of the Centre. As such, we ask that you read it thoroughly and keep the Handbook in a convenient location for your ongoing reference.

Part Three of this Handbook includes our Office Improvement and Construction Guidelines, which are meant to ensure that unit design, build, renovation and alteration are in keeping with the established operational and design specifications for the Rizzardo Health & Wellness Centre. All Tenant leasehold improvements, however small or limited in scope must be fully reviewed and approved by the Landlord prior to commencement of construction.

To ensure the design integrity of the Rizzardo Health & Wellness Centre, all procedural guidelines for Tenant premises work as specified in the individual lease documents are mandatory. Nevertheless, it must be clearly understood that in the event of any ambiguity of, or omission to the wording in this document, the approval authority to proceed or not to proceed with Tenant work will remain solely with the Landlord.

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It will also be the Tenant's responsibility to ensure that a copy of this Handbook is provided to your Consultants, General Contractor and Sub-Contractors (hereafter called The Contractor(s)) or any other person employed by them, and that both the Tenant, its Consultants, Contractor(s) or any other person, adhere fully to the direction provided herein. Failure by the Tenant or its Designer(s), Contractor(s), or any other person employed by it, to comply with any of the general or specific guidelines because of a lack of understanding in, or awareness of, the Handbook will not be accepted by the Landlord.

It is mandatory that the Tenant and/or designer and/or space planner visit the site to inspect and verify all site conditions prior to the commencement of design work.

The Tenant is responsible for the production of accurate and complete working drawings for any proposed construction within the Exclusive Area. Although the Landlord may provide Lease Outline Drawings, neither the Landlord nor their representatives shall be responsible for same and the Tenant must verify the as-built condition prior to commencement of the design.

The Landlord reserves the right, from time to time, to add or amend the information and procedures contained herein, which will be in effect upon issuance.

The Landlord shall have the right to make such other and further reasonable rules and regulations and to alter, amend or cancel all rules and regulations as in its judgement may from time to time be needed for the safety, care and cleanliness of the building and for the preservation of good order therein and the same shall be kept and observed by the Tenant, his employees, agents, servants, contractors or invitees. The Landlord may from time to time waive any of such rules and regulations as applied to particular tenants and is not liable to the Tenant for breaches thereof by other tenants.

While this Handbook is intended to reflect the general case, it should at all times be read in conjunction with written agreements (including, but not limited to, the Lease) and consultation between the Landlord and the Tenant. Where the Lease and this Handbook conflict, the Lease shall supersede this Handbook.

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### Building Hours

With the exception of Statutory Holidays, Building Hours are:

Monday to Friday	7:00 a.m. to 10:00 p.m.
Saturday	7:00 a.m. to 5:00 p.m.
Sunday	7:00 a.m. to 5:00 p.m.

Building Hours are subject to change at the Landlord’s discretion, with reasonable opportunity for prior consultation with Tenants.

With the exception of Statutory Holidays, referred to below, the Building Manager’s Business Hours are:

Monday to Friday	8:30 a.m. to 4:30 p.m.
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Normal Business Hours shall be those hours that the Landlord determines from time to time are required hours of business for each Tenant.

### Contact Information

<b>Landlord Contacts</b>	
<b>Landlord</b>	<b>The Corporation of the Town of Innisfil</b> 2101 Innisfil Beach Road Innisfil, Ontario L9S 1A1
<b>Building Manager</b>	<b>Glenn Tristram</b> gtristram@innisfil.ca 705-436-3710 x. 4210

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### Glossary

**“Access Control Device”** means the device and/or app provided by the Landlord for Access Control, may include fobs, access cards and/or access control apps for use on Tenant-owned cellular devices;

**“Access Control System”** means the system designed to allow and/or restrict access to the Centre, and areas within the centre;

**“Building Hours”** are as defined in this Handbook on the previous page;

**“Community Programmable Area”** has the same meaning as it has in the Lease;

**“Exclusive Area”** has the same meaning as it has in the Lease;

**“Lease Outline Drawings”** means the Design and/or As-Built Drawings provided by the Landlord and/or its agent;

**“Leased Premises”** means the Tenant’s Exclusive Area and share of the Non-Exclusive Area;

**“Non-Exclusive Area”** has the same meaning as it has in the Lease;

**“Possession Date”** means the date upon which the Tenant is authorized by the Landlord to take legal possession of the Exclusive Area;

**“Signage Zone”** means an area at or near the entranceway to the Exclusive Area, as determined by the Landlord, in which the Tenant’s signage must be installed;

**“Tenant Occupancy”** means the period immediately following the date the Town of Innisfil’s Chief Building Official issues a permit authorizing occupancy;

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# PART TWO TENANT INFORMATION

## Access

The sidewalks, entrances, stairways and corridors of the building shall not be obstructed or used by the Tenant, his or her agents, servants, contractors, invitees or employees for any purpose other than access to and from the Tenant's Exclusive Area.

The Tenant will not restrict or inhibit other tenants or any other persons from their right to enter and enjoy the building.

## Access Control

During Building Hours: Entry to the building is open to all Tenants and visitors during regular Building Hours via any one of the building entrances. Entry to the Exclusive Areas during Building Hours is controlled by the Tenant.

Outside of Building Hours: Entry to the building entrances outside of Building Hours is gained by using your Access Device. The Landlord will provide Access Devices for Tenants for entry into the building and into Exclusive Use Areas. It is the Tenant's responsibility to ensure that Access Devices remain secure and are not shared with non-Tenants, or shared among Tenant staff. If Access Devices are lost, stolen or malfunctioning for any reason, it is imperative that you contact the Building Manager as soon as possible. Replacement Access Devices will be provided by the Landlord as soon as reasonably practicable within the Landlord's standard Business Hours. Tenants shall be responsible for any replacement costs.

Exterior Access to Exclusive Areas: Some Exclusive Areas have Exterior Access doors, which are to be used in the event of an emergency only. No Access Control Devices or door handles will be provided on such doors; however, each door will have a crash bar for egress.

Access within Exclusive Areas: Access Control within the Exclusive Area is the responsibility of the Tenant. All door locks and Access Control systems installed by the Tenant in Exclusive Areas must be keyed to the building master system. The system, while allowing complete freedom for the Tenant regarding the locking arrangements for its offices, provides access to each office at all times for both maintenance and emergency situations.

The Landlord must pre-approve any installation of card activated or other special access systems.

The Tenant shall provide the Landlord with alarm deactivation codes for any systems installed within the Exclusive Area.

## Advertising and Public Notices

No posters, signage, artwork, etc. shall be mounted in the Non-Exclusive Area without the authorization of the Building Manager. Under no circumstances will items be allowed to be taped or pinned to walls surrounding or doors entering into the Non-Exclusive Area.

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The Tenant shall not use or permit the use of any objectionable advertising medium such as, without limitation, loudspeakers, public address systems, sound amplifiers, radio, broadcast or television apparatus within the building which is in any manner audible or visible outside of the Exclusive Use Area, without the prior written consent of the Landlord.

The Landlord may place monitors within the Non-Exclusive Area. The Landlord may offer Tenants the opportunity to display information and/or promotional content on the monitors, however, all content displayed will be within the sole and exclusive control of the Landlord and within its sole and absolute discretion.

### Appliances and Portable Heaters

The use of portable electric heaters is not permitted within the building. These devices pose a serious risk of fire.

Please note that kitchen appliances may only be used in Exclusive Areas specifically designed for these items. Appliances can require dedicated circuits or special ventilation for proper operation, and without such items in place, appliances can pose a fire hazard; negatively impact air quality; or cause repetitive tripping of electrical circuits. The cost of repairing damages resulting from Tenant appliances will be charged to the Tenant.

### Cleaning and Caretaking Services

The Tenants are responsible for cleaning and custodial services within their Exclusive Areas. Tenants may hire their own cleaning or custodial contractor, but they must ensure that their contractors observe all building rules and work regulations. This includes insurance coverage requirements, after-hours access, proper handling and use of hazardous materials, and rules and regulations for bringing materials and equipment into the building. Storage of cleaning products, materials and equipment is the sole responsibility of the Tenant. Tenants are to contact the Building Manager to schedule and coordinate contract work.

Housekeeping services in the Non-Exclusive Area will be the responsibility of the Landlord. The Landlord's objective is to maintain the Non-Exclusive Area generally to the highest standard obtainable consistent with weather conditions and the acceptable appearance of a building similar to the Rizzardo Health & Wellness Centre having in regard to its age, nature, location and character. To achieve this desirable objective, the Landlord may engage cleaning and maintenance personnel who will perform Cleaning and Caretaking Services within the Non-Exclusive Area, on a schedule determined by the Landlord. Such services may include:

#### Standard Daily Services

- Check all standard washrooms three times per day to replenish supplies;
- Empty washroom waste containers;
- Spot clean washroom fixtures and mirrors;

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- Pick up litter and spot clean elevator, Main Floor Atrium and Non-Exclusive Area Waiting Areas.

### **Standard Nightly Services**

- Empty waste and recycling receptacles and transport waste to the shipping and receiving dock for disposal;
- Spot clean all furniture, doors, partitions, metal work, glass, push plates, areas around light switches, doorknobs, door frames, elevator call buttons and floor directories;
- Clean and damp wipe all tabletops;
- All non-carpeted areas to be swept/damp mopped or cleaned with floor machine;
- Vacuum carpeted traffic areas;
- Remove litter in stairwells, dust/damp mop to clean stairs and landings;
- Wash and polish mirrors, dispensers, powder shelves and all bright metal works;
- Wash and sanitize basins, toilet bowls, toilet seats (both sides), urinals and tiles walls near urinals;
- Replenish all washroom supplies and empty disposal containers.

### **Window Cleaning**

#### **Exterior Perimeter Window Cleaning**

The exterior glass will be cleaned a minimum of two times per year, in the spring and fall, weather permitting. Due to safety concerns, exterior windows are not cleaned during the winter months.

#### **Interior Perimeter Window Cleaning**

Tenants are responsible for Interior Perimeter Window Cleaning within their Exclusive Area.

Cleaning of interior perimeter windows in the Non-Exclusive Area is scheduled once a year.

#### **Extra Window Cleaning**

Tenants who require additional Exterior Perimeter window cleaning services after renovations or as a result of unusual dirt conditions, should contact the Building Manager to schedule. Any such services shall be at the Tenant's own cost.

### **Community Programmable Areas**

The Rizzardo Health & Wellness Centre Non-Exclusive Area includes areas reserved by the Landlord for Community Programming. These areas may be reserved by Tenants, the Landlord and/or the Public by contacting the Building Manager. Rental fees and insurance may apply.

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### Doors and Hardware

#### Exclusive Area

Where Exclusive Areas contain doors to the exterior of the building, such doors will be used as Emergency Exits only. Doors are fitted with a crash bar, but no handles. Paint colours on the doors are as per building provisions and not to be altered.

The Landlord will provide a full-height door and frame with appropriate U.L.C. fire rating for entrances to Exclusive Areas, to match the building's standard finishes. Security and/or Barrier-free push button operators have been installed by the Landlord.

The Tenant is responsible for the provision, maintenance and repair of any doors within the Exclusive Area.

#### Non-Exclusive Area

There is no access to the building from the stairwells.

### Elevator

There is one elevator in the building, located at its centre. The elevator is accessible 24/7. The elevator is equipped with accessibility features, such as capacity for a standard sized-stretcher and audible signalling. When the elevator is used by Tenants for moving, Landlord-provided padding is to be used to protect elevator interior finishes. Any damage done to the elevator as a result of Tenant's unreasonable use thereof shall be repaired at the sole cost of the Tenant.

### Electrical System and Generator

Electrical panels are provided in each Exclusive Area. Electrical allowance for each Exclusive Area is as provided for in the Lease.

A generator is provided in the building that provides redundancy 24/7 to the following areas:

- Ground floor public space life safety lighting;
- Second floor public space life safety lighting;
- Ground floor server room;
- Second floor server room;
- Elevator Pit and Shaft lighting;
- Elevator Cab lighting;
- Life safety lighting/Exit signs for the Non-Exclusive Area;
- Heat Tracing for canopy drains;
- Fire Suppression System in Kitchen;
- Exit signs in public spaces;
- Fire Alarm Panel;
- Exit Stair Lighting; and
- Any items for which generator hookup is provided for specifically in your Lease.

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Regular testing of the generator will occur as per Manufacturer's specifications. 24-hour notice of planned power interruptions will be provided.

Within your Exclusive Area, if you experience an interruption in your electrical power supply, please check your electrical panel box for circuit breakers that have tripped and need to be reset. If, after attempting this, you continue to have an issue, contact the Building Manager for assistance.

Tenants are advised that using a chain of power bars or extension cords is not permissible, as this practice poses a significant fire hazard.

Tenants must not install any equipment which will exceed or overload the capacity of any utility, electrical or mechanical facilities in the Exclusive Use Area, as determined by the Landlord. If any equipment installed by the Tenant requires additional utility, electrical or mechanical facilities, the Landlord may, in its sole discretion, if they are available, elect to install them at the Tenant's expense.

### Exterior Grounds and Winter Maintenance

The Landlord is responsible for the maintenance of the grounds, which includes the parking lot, grass, sidewalks, loading bay, entrances and rooftop areas. Also maintained by the Landlord are planting beds and landscaping.

Regular service is in place for both summer and winter grounds maintenance needs. However, should a Tenant notice a grounds maintenance problem, please contact the Building Manager.

### HVAC

The Rizzardo Health & Wellness Centre is equipped with energy efficient HVAC systems. Regular preventative maintenance and repairs will be completed by the Landlord, the cost of which shall be included in the Tenant's proportionate share of Operating Costs and included in Additional Rent, as per your Lease.

### HVAC Hours of Operation

HVAC is on during standard Building Hours, unless otherwise stated in the Lease.

### Temperature Settings

Temperature sensors are located on selected walls within the Exclusive Areas. The temperature will be maintained within a range of 2 degrees Celsius either side of 22°C as regulated by the Building Automation System (BAS). The base building standard setting for room temperature is 22 degrees Celsius (72 degrees Fahrenheit.)

To help regulate office temperatures, please see the Ceiling Cooling and Window Shades Information below.

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### Ceiling Cooling

Air moves out through in-ceiling return air grilles and new air moves in to all work spaces from in-ceiling supply air grilles. When grilles are blocked – by items such as office shelving units that extend to the ceiling area – they do not operate efficiently. Furniture must be positioned in rooms so as not to block the grilles.

### Window Shades

Window shades can significantly affect the heating and cooling system and the comfort of occupants within those rooms. Lowering blinds when direct sun penetrates the window will help keep workspaces at a comfortable temperature. Consistent and proper use of blinds/shades is especially important for workspaces with southern or western exposures.

### Information Desk and Volunteers

To provide assistance to callers and visitors to the Rizzardo Health & Wellness Centre, the Landlord has provided an information desk located in the main floor atrium area. Visitors can get general information and way-finding support, as required, from volunteers who will generally be present in the lobby between the hours of 8:30 a.m. to 4:00 p.m., Monday to Friday.

### Lighting

The Landlord is responsible for all lighting in Non-Exclusive Areas. The building is equipped with energy efficient LED lighting in Non-Exclusive Areas. The main public corridor lighting in the Non-Exclusive Area is maintained on the generator. If Tenants notice any lighting issues or outages in any of the Non-Exclusive Areas, contact the Building Manager immediately to minimize any risk.

Tenants are responsible for all lighting, including emergency lighting within their Exclusive Area. A consistent lighting standard creates a uniform light level and color for the building, which is pleasing to the eye and contributes to a more pleasant work environment. It also enhances the overall appearance of the building, both on the interior and also from the exterior view into the building via the perimeter windows. All lighting must be low-voltage LED and 3500K.

A master low voltage switch controlling all lights within a Tenant's Exclusive Area is provided by the Landlord just inside the main entrance to the Tenant's premises. A 120V line voltage light switch is provided at the Tenant's Exclusive Area by the Landlord to control the base building lights provided within the Exclusive Area. If a rear exit door is provided in the Exclusive Area, a light switch is provided there as well. To maximize energy savings, it is strongly suggested that the Tenant provide additional switches and occupancy sensors for individual offices and meeting rooms. A tenant shall provide the necessary switches and occupancy sensors to comply with ASRAE 90.1 requirements.

### Moving

All moves within the Rizzardo Health & Wellness Centre must be done after regular Building Hours, unless the Landlord provides consent otherwise. The elevator must be used for all moves

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to or from the second floor. Tenants should book the move date, the elevator and Loading Bay with the Building Manager at least 7 days in advance. The elevator must be available to the public during the Building's Hours of Operation. The Tenant is responsible for any damage sustained to the elevators during moves and are required to use Landlord-provided elevator padding.

### Music and Audio

Should you play music or any type of audio over loud speakers within the Exclusive Area, such audio or music shall not interfere with the reasonable enjoyment of other Tenants and/or users of the Rizzardo Health & Wellness Centre. Speakers shall be contained within the Exclusive Area and not directed towards the Non-Exclusive Area. Volume shall be no more than reasonable, as determined by the Building Manager. Any audio systems shall be connected to the 120V power receptacle provided in the Base Building to permit interruption for the purposes of the Fire Alarm System.

The Landlord assumes no responsibility for SOCAN or music licensing fees. The Tenant shall ensure that they comply with all laws related to the public broadcast of copyrighted content.

### Non-Exclusive Areas

Various areas throughout the Centre are designed as "Non-Exclusive Use" Areas for the use and enjoyment of all Tenants and visitors. Examples of these areas include: patient waiting areas in the atrium/atrium seating, roof deck, corridors, elevator, stairwells, breastfeeding room, public washrooms, kitchen cafeteria, gardens, patios and paths around the building exterior.

Non-Exclusive Areas are under the sole control and authority of the Landlord to ensure a consistent appearance and common standard throughout the building. No signage, artwork, etc. is to be mounted in the Non-Exclusive Area without the authorization of the Building Manager.

The Landlord is responsible for all repairs and maintenance in Non-Exclusive Areas. This includes the atrium areas, furniture in the waiting areas, bathrooms, corridors, loading dock, and entrances. If a Tenant sees any issue in any Non-Exclusive Area, they are requested to contact the Building Manager immediately.

A subset of the Non-Exclusive Use Area will be reserved by the Landlord for use as Community Programming Areas, for which rental fees and insurance may apply, at the discretion of the Landlord.

### Parking, Patient Drop Off and Loading Bay

Free parking is available to all Tenants and visitors. Tenant staff are required to park in the East side of the Centre's parking lot to allow ample parking for visitors and patients who will need to park closer to the building. Barrier-free accessible parking is available throughout the parking areas, as designated.

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A patient drop-off area is located at the East (main) entrance of the building. Absolutely no parking is allowed at any time in this area. Violators will be ticketed and towed at the owner's expense.

The loading bay is located at the West side of the building with access to it from the east/west road from Yonge Street. The Loading Bay is available on a first come, first served basis. There is no dedicated shipping or receiving personnel. Use of the loading bay is reserved for vehicles actively loading or unloading for delivery to building Tenants. Signage indicating a 30-minute time limit are posted throughout the area. Special arrangements for Tenant-required moves can be made through the Building Manager.

It is recommended that delivery drivers leave contact information on their vehicle dashboard in the event that there is a need to contact them. Parking is prohibited in and around the loading bay. Vehicles parked in the Loading Bay without contact information will be towed at the owner's expense. The loading bay is not a storage area or work site. No fabrication or restoration work of any kind is permitted in the area.

### Patient Queuing System

The Landlord will provide a Patient Call System, common to all Tenants. This system is provided for the mutual enjoyment of the Tenants in an effort to provide a consistent patient experience. Although participation is optional, it is recommended. To maintain patient privacy, tenants are to provide their own check-in for patients. The Common Call System will broadcast a previously assigned number to patients via video display. Patients, once called, will then attend at the Tenant's Exclusive Area for service.

### Pest Control

Pest control is a key component to sustaining a pleasing environment for all building occupants and visitors. They can cause costly damage to the building structure and surfaces, and they can carry disease to people. The Landlord has a comprehensive pest management system in place for Non-Exclusive Areas and mechanical spaces within the building.

We ask for the cooperation of Tenants to keep the building pest-free by adhering to the following guidelines in their Exclusive Areas:

1. Avoid storing food for long periods of time. Store any food in sealed or otherwise closed containers.
2. Do not leave leftover food, beverages or other such items lying around in your space. Discard unwanted items, and properly store leftovers.
3. Monitor the health of any plants in your area, and deal with any developing pest issues promptly.
4. Ensure regular and appropriate cleaning as well as waste and soiled linen removal from your suite.
5. Report any pest concerns to the Building Manager.

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### Pet Policy

Tenants shall not bring into or keep in their Exclusive Areas, any animals, birds or other pets. The only exception to this policy is for Service Animals who accompany Tenants or visitors with Disabilities. For the purposes of this Handbook, “Service Animal” and “Disability” are understood as they are defined in the *Accessibility for Ontarians with Disabilities Act*, and its regulations.

### Privacy Policy

The Landlord is committed to protecting the privacy of its Tenants and others with whom we are so bound by virtue of the *Municipal Freedom of Information and Protection of Privacy Act* and our Privacy Policy, as amended from time to time. Our Privacy Policy is available to anyone upon request. To request a copy of the policy or to raise questions, concerns or complaints about privacy, please contact:

Town Clerk  
The Corporation of the Town of Innisfil  
2101 Innisfil Beach Road  
Innisfil, Ontario  
L9S 1A1

### Rental Payments

As per the Offer to Lease and Lease, Base Rent and Additional Rent are payable on the first day of the month via electronic funds transfer. A copy of the Landlord’s EFT Information Sheet can be requested from the Building Manager.

An administrative fee of \$400.00 will be charged for any insufficient funds’ charges, in addition to any other remedies the Landlord has under the Lease or at law. The Landlord reserves the right to commence eviction proceeds should the Tenant’s Base Rent plus share of Additional Rent not be received on time for two months in a row.

Additional Rent, as provided in the Offer to Lease and/or Lease, is an estimate only. Actual Additional Rent shall be calculated annually, no later than June 1<sup>st</sup>, once the sum total of all costs is known from the previous year. Tenants will receive a statement no later than August 1 showing any required adjustments. Any underpayments in Additional Rent shall be payable within 30 days of receipt of the invoicing statement and the monthly EFT shall be adjusted by adding a pro rata amount over the next 12 months commencing September of each year. Any overpayment in Additional Rent shall be deducted pro rata from the Additional Rent for the next 12 months.

### Quiet Enjoyment of Other Tenants

Tenants are asked not to engage in any conduct that would unreasonably interfere with the quiet enjoyment of other Tenants. For example, the Tenant will not permit or allow any odours,

## Tenant Handbook

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vapours, steam, water, vibrations, noises or other undesirable effects to emanate from the Exclusive Use Area or any equipment or installation therein which in the Landlord's opinion, are objectionable.

### Safety and Security

Safety is the responsibility of all building occupants. The Rizzardo Health & Wellness Centre is accessible to the general public. Tenants are asked to pay attention to unusual occurrences or activities in the building. Similar to the successes of neighbourhood watch programs, all Tenants can enhance the security of the facility by being watchful within their areas and reporting any concerns to the Building Manager and/or proper authorities, as the situation reasonably dictates.

#### Security System

The Rizzardo Health & Wellness Centre is equipped with:

1. Access Control System; and
2. Security cameras are located throughout the Non-Exclusive Area. The equipment will operate up to 24 hours/seven days a week, within the limitations of system capabilities (e.g. digital), power disruptions and serviceability/maintenance. The collection, distribution and use will be subject to the Town of Innisfil's Video Surveillance Policy.

Any after hours security systems installed by the Tenant should be monitored off site by the Tenant. No audible alarms are permitted.

#### Security Administration Liaison

Each Tenant is required to designate one person as their Security Administration Liaison (SAL). The role of this individual includes:

1. Authorizing requests for security fobs for the Exclusive Area
2. Authorizing and monitoring the distribution of keys within their Exclusive Area.
3. Ensuring that current emergency contact information is provided to the Building Manager on an ongoing basis.
4. Collecting access fobs and keys from departing staff.
5. Notifying the Building Manager regarding any lost fobs
6. Coordinating with Landlord regarding exclusive area security systems

The Landlord will contact the SAL as required on an ongoing basis for security-related matters. It is advisable for a SAL to appoint a designate to respond to security issues in their absence.

#### Emergency Procedures & Fire Safety

In the event of an emergency, such as a missing child, notify the Building Manager, who will communicate via the buildings communication system(s).

Fire Safety and Building evacuation procedures will be communicated to all Tenants via the Fire Safety Plan at the onset of their tenancy and on an ongoing basis through the Fire Wardens.

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## Tenant Handbook

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### Fire Protection System

The Rizzardo Health & Wellness Centre is protected by a fully automatic sprinkler and alarm system that will be maintained to industry standards by the Landlord.

### Fire Safety Plan

The Fire Safety Plan, approved by the Town of Innisfil's Fire Services, will be provided in PDF format to the Tenant's Fire Wardens and Town Facilities staff. Tenant Fire Wardens are responsible for training the members of their organization or area of the required fire response in a fire situation.

### Common Areas & Corridors

For fire safety reasons, all corridors and fire exits must be kept free of any items that could potentially prevent clear passage within corridors. Hazardous situations discovered by the Building Manager will result in a compliance notice being issued to the Tenant to correct the situation and remove the hazard. The time given to comply will depend on the degree of the hazard, and the Building Manager has the right to remove any serious impediments immediately without notice to the Tenant.

### Workplace Safety

Tenants are responsible to ensure they are in compliance with Workplace Safety Standards and regulations including regular workplace inspections to identify possible hazards in their area.

### Scent-Free and No-Smoking Policy

Visitors, patients and Tenants can often be highly sensitive to perfumes and scent. For this reason, Tenants are required to use scent free cleaning products. Tenants and staff are asked not to wear fragrances or use other scented chemicals or products.

The Rizzardo Health & Wellness Centre is 100% Smoke Free at all times, with no exceptions. This includes the parking lot, washrooms, lobbies, stairwells, hallways and within all Tenant premises, subject only to legislation, regulation and municipal By-Laws.

### Signage

Signage within the Non-Exclusive Area follows an established standard to contribute to a consistent appearance within the Centre. Signage is under the control of the Landlord, and Tenants requiring new or revised signage shall contact the Building Manager for approval and installation.

All Tenants must have one primary sign located in the Signage Zone for the purpose of identification only, the design of which shall be first approved by the Landlord. This sign must be limited to the Tenant's name and logo, or as otherwise agreed to with the Landlord. Advertising or product names cannot be displayed as part of the signage.

## Tenant Handbook

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Approval by the Landlord of the design of the Tenant's primary signage, will be based, in part on the following:

- Signs must be located within the Tenant's designated Signage Zone;
- Reasonable dimensions;
- No backlit, neon, flashing, blinking, animated or audible signs will be permitted;
- Visible or exposed light sources will not be permitted;
- Must be AODA Compliant;
- All conduits, transformers or other related equipment must be completely concealed from view from the Non-Exclusive Area. Exposed brackets or fastenings must be painted out to minimize their appearance. Manufacturers' or government labels must be concealed from view.

The following types of signage will be deemed unacceptable:

- Exposed or surface mounted box or cabinet type signs;
- Exposed neon tube or open faced channel letters with exposed neon tube;
- Paper, cardboard, cloth, foam or other signs that are not professional in appearance, as determined by the Landlord.

The Landlord will provide display monitors and wayfinding signage at entrances or in the Non-Exclusive Area.

On the face of the building, the only signage will be "Rizzardo Health & Wellness Centre". The Landlord may provide Tenant spaces on outdoor pylon signage, in which case Tenant pylon signage is to be:

- White on Black background for readability using Benjamin Moore Universal Black Z118-10 and Benjamin Moore Simply White OC-117 or approved equivalent paint colour/quality;
- Backlit;
- Text Only;
- Size, Location and Fee for space to be determined by the Landlord; and
- Panel design, colour, size and location must be pre-approved by Landlord prior to installation.

### Shipping and Receiving

Designated courier pick up/drop off parking spots are located in the East Parking Lot, and identified by signage. These spots are dedicated to couriers that are picking up or dropping off Tenant required items. Absolutely no parking is allowed in these designated spots for non-couriers. To prevent damage to the facility, only items that can be hand-delivered are allowed to be delivered through the atrium and lobby areas.

## Tenant Handbook

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Larger deliveries and those requiring handling carts or dollies must enter the building via the loading bay. Access to the loading bay is secured at all times. There are no dedicated shipping or receiving personnel at the loading bay; therefore, Tenants must arrange the receipt, direction and distribution of all deliveries. It is the Tenant’s responsibility to have someone available in their area to receive and direct placement of all deliveries. No deliveries are permitted outside of the hours of Building Hours, unless written authorization is received in advance from the Building Manager.

It is the responsibility of each Tenant to ensure that their delivery company removes any forklift pallets and large quantities of packing material from the Rizzardo Health & Wellness Centre building, grounds and loading dock area. Any packing materials that remain in the loading bay will be removed at the Tenant’s expense.

All carts or trolleys used for deliveries must be equipped with rubber tires. Heavy items (over 100 Kilograms), are not permitted without prior authorization from the Building Manager. The Building Manager has the right to prescribe the weight permitted, the position thereof, and the use and design of planks, skids or platforms to distribute weight. All damage done to the Building or site by using or moving heavy items will be repaired at the expense of the Tenant.

### Solicitation

Solicitation is not permitted in the building or in/near the building entrances at any time, without prior approval of the Town of Innisfil. If you are being disturbed by solicitors, please contact the Building Manager who will contact appropriate personnel to address the situation.

### Statutory Holidays

All systems – lighting, HVAC, security and elevators – operate on an after-hours schedule during statutory holidays. The Building Management office is closed on statutory holidays. The Landlord reserves the right to charge additional fees should Tenants wish to operate during statutory holidays or outside of Building Hours.

The following statutory holidays are observed throughout the calendar year.

January	New Year’s Day
February	Family Day
April	Good Friday and Easter Monday
May	Victoria Day
July	Canada Day
August	Civic Holiday

## Tenant Handbook

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September	Labour Day
October	Thanksgiving Day
December	Christmas Day and Boxing Day

### Telephone, Data and Communications

The Landlord will provide Internet Service Provider supply connection to the Building and a pathway to the Exclusive Area. The Tenant is solely responsible for arrangements with service providers for the installation and provision of telephone and/or Internet service to the Exclusive Area.

To ensure safety and maintain security in telecom spaces, including the LAN room, the Landlord must receive and approve all work requests 72 hours in advance. Please send all requests to the Building Manager, who will forward all requests to the Landlord’s IT Department for review.

All telecommunication work performed at the Rizzardo Health & Wellness Centre must conform to the following codes and standards:

- ANSI/TIA/EIA telecommunications cabling standards
- Ontario Electrical Code (OEC)
- National Fire Protection Association (NFPA)
- Ontario Fire Code
- Ontario Occupational Health and Safety Act (provincially regulated companies) or Canada Labour Code Part II (federally regulated companies)

In addition, all Tenant contractors must use industry best practices as published by BICSI and follow the most current release of the Telecommunication Distribution Methods Handbook. The client/contractor is responsible for all associated costs.

Capacity for the wiring of power and telephone systems is provided through ceiling areas and/or floor. Power for duplex outlets at 120/208 volts is available on each floor. Supply, installation, and connection of outlets are the responsibility of the Tenant.

### Tenant Committee

The Rizzardo Health & Wellness Centre is committed to providing Tenants with a positive experience and being part of a committed team to ensure that the Centre is meeting the needs of the community. Tenants are encouraged to identify a representative to sit on the Tenant Committee to participate in meetings to bring forward and solve issues and identify opportunities for improvement of processes and creating a more cohesive patient experience. Provide your representative name to the Building Manager. The Terms of Reference for the Tenant Committee are attached hereto at Schedule A.

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### Tenant Insurance

As stipulated in the Lease, Tenants must have active insurance at all times. The Landlord requires an insurance certificate detailing your coverage before you assume tenancy. Annual insurance renewals must be forwarded to the Landlord to ensure continuous coverage. Please see the Insurance provisions in your Lease for appropriate coverage and requirements. Insurance Certificates are to be sent to:

Town Solicitor  
The Corporation of the Town of Innisfil  
2101 Innisfil Beach Road  
Innisfil, Ontario  
L9S 1A1

### Waste Removal

The Tenant will not place or permit any debris, garbage, trash or refuse to be placed or left outside of the Exclusive Use Area. The Tenant shall first obtain in writing the consent of the Landlord to the placement by the Tenant of any garbage containers or receptacles outside the Exclusive Area or within or outside the building.

Exclusive Area waste removal is to be provided by the Tenant. As part of the Landlord's commitment to the environment, it is expected that all Tenants will institute fulsome waste diversion. Garbage and Recycling bins will be located at or near the Loading Dock for solid rubbish and recyclables. Tenants are solely responsible for the proper handling and disposal of all other waste, including medical and hazardous waste.

Tenants shall not bring into or store any inflammable, dangerous, explosive or noxious materials in the Building without the prior written consent of the Landlord. Upon such consent, the Tenant shall be solely responsible for proper storage, handling and disposal of said materials.

Tenants shall not dispose of any acidic or corrosive materials in any drains, sinks or toilets. The toilets, sinks, drains, washrooms and other waste apparatus shall not be used for any purpose other than those for which they were constructed. No sweepings, rubbish, rags, ashes or other substances, such as chemicals, solvents, noxious liquids or pollutants shall be thrown therein, and any damage resulting to them from misuse shall be borne by the Tenant by whom or by whose employees, agents, servants, contractors or invitees the damage was caused.

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### Window Coverings

Tenants are to comply with Base Building Standards for window shades on exterior facing windows. Colours and finishes are to be approved by the Landlord.

Acceptable products/manufacturers for shades:

- Solarfective Products Ltd. – Teleshade
- SunProject Toro Inc. – Moduline 105 Lite-Lift
- HunterDouglas (Nysan Solar Control) – RB-500
- Sun Glow Window Coverings of Canada Ltd. – V-Series Handbook
- Mecho Systems Roller Shades – Mecho 5 shade system

Shade Requirements:

- South and West exposures (3%); North and East exposures (5%)
- Sheer weave with aluminum fascia
- Stainless steel chain with protected chain device, wall mounted.

The Landlord's approval of the addition of supplementary or alternative window coverings, including block out film and window frosting, is required.

# PART THREE LEASEHOLD IMPROVEMENT AND CONSTRUCTION GUIDELINES

## Minor Work

From time to time, Tenants may want to provide contractors with access to their space in order to conduct minor work or small projects (for example, furniture installation, carpet cleaning, etc.). In this case, Tenants do not need to provide the full complement of requirements listed in the following pages. Instead, Tenants are to contact the Landlord and provide the following information, at least 48 hours prior to the required access:

- Name and contact information for each contractor/subcontractor;
- Date and duration of work and access;
- Location of access; and
- Description of work, as well as any other important details.

*Note: this is only valid if the work is minor in scope and does not affect any base building finishes and/or systems. If you are unsure whether your project qualifies as 'minor work', please contact the Landlord.*

## Tenant Design Approval Process

### General

Construction in the Exclusive Area may proceed only after the Tenant has complied with the following:

- a. The Tenant's Lease has been executed;
- b. The Tenant's final Issued for Construction documents (including, without limitation, drawings, specifications and Handbooks) have been approved in writing by the Landlord;
- c. The Tenant has submitted a copy of the contract to each and every one of the Tenant's Contractors;
- d. The Tenant has submitted to the Landlord a "Construction Deposit" based on 3% of the value of construction (minimum \$5,000 and maximum \$10,000);
- e. The Tenant has provided acceptable evidence of insurance as per the Lease and this Handbook, naming the Landlord as an additional named insured;
- f. Provided copies of application for and issued building permit(s) to the Landlord;
- g. Posted all required permits on site;

## Tenant Handbook

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- h. Made available at the Leased Premises, a set of prints of the Landlord Approved Drawings and building permit drawings for the duration of the construction period for reference by the Landlord's and Town's Building Department authorized representatives;
- i. Submitted Notice of Project for the Tenant's work (for projects over \$50,000);
- j. Submitted a construction schedule;
- k. Submitted valid certificate from Worker's Safety & Insurance Board;
- l. Submitted copies of Addenda/changes to original work to Landlord for approval;
- m. Provided a list of subcontractors indicating contact names and telephone numbers for after hour emergency use;
- n. Submitted Form 3 (found at Schedule B) signed; and
- o. Submitted completed Building Access Form.

Unless otherwise agreed to, as between the Tenant and the Landlord, the Tenant is required to engage its own contractors for the purpose of carrying out leasehold improvement work. The Tenant must carry out all construction work in strict accordance with the Approved Drawings. Likewise, the Tenant's design and construction work must comply with all applicable laws, by-laws, codes and regulations. It is the Tenant's responsibility to ensure that its Contractor(s) observe and comply with all applicable construction safety regulations including, but not limited to O.H.&S. and W.H.M.I.S. requirements. The Tenant shall engage, at the Tenant's expense, the Landlord's pre-approved contractors, for any Building Automation System, mechanical, electrical, sprinkler, fire alarm, controls and balancing modifications or additions to the base building systems.

The Landlord will provide base building drawings which will include specifications and locations of electrical service, HVAC, incoming domestic water line, sanitary lines that run within the Exclusive Area as well as exact outline of the space with structural elements (if applicable) to permit the Tenant to prepare Tenant's working drawings.

All Tenants are required to supply complete architectural (including separate sample boards), structural (if required), mechanical and electrical drawings for all leasehold improvements.

The Tenant shall employ professional designers, architects, electrical and mechanical engineers registered in the Province of Ontario, all subject to the Landlord's approval, for the preparation of drawings and specifications. Tenant plan submittals shall bear the seal, number and signature of the relevant consultant.

The Tenant may wish to retain the Base Building's Consultants under direct contractual arrangement for the production of working drawings. If the Tenant chooses to employ consultants other than the Base Building Consultants for its design work, the Landlord may, at their discretion, have such drawings checked by the Base Building Consultants in order to ensure compatibility with the building's systems. The cost of this review will be charged to the Tenant.

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The Tenant shall be obligated to provide a copy of this Handbook to the appropriate design and construction personnel involved with its premises. The Tenant and/or their representative must acknowledge that they have read and have understood the terms of this Handbook by signing the form found in the Lease.

After receiving this Handbook and prior to starting any design or documentation, the Tenant, Tenant's designer and contractor shall make a detailed inspection of the Exclusive Area. It is the Tenant's complete responsibility to verify and confirm all dimensions, clearances and existing conditions within the Exclusive Area.

If there are any deviations from the Design Criteria, the Tenant shall submit a written request for the Landlord's review and approval which shall be at Landlord's sole discretion.

Changes made between Landlord's approved drawings and actual construction will require Landlord's written approval. Such approved alterations shall be made at the Tenant's expense. The approved drawings must be kept at the job site at all times.

Tenant construction shall proceed only after the Tenant has complied with all requirements set out in this Handbook. The Landlord shall issue written notice to the Tenant advising that the conditions prerequisite to the commencement of Tenant's work have been complied with to the satisfaction of the Landlord provided such notice is without prejudice to any right or remedy available to the Landlord.

All projects must comply with the current construction laws, building codes, rules & regulations of Ontario and standards of construction quality of the Rizzardo Health & Wellness Centre base building construction.

Tenants' consultants are to review the relevant sections of the lease and this Handbook for specifics regarding architectural, electrical and mechanical information.

### **Preliminary Submission Requirements**

The first submission to the Landlord shall be made as soon as the Tenant's Architect has completed preliminary drawings outlining the conceptual ideas for the Exclusive Area. The preliminary submission will not be reviewed unless the Preliminary Package has been submitted.

The Purpose of this phase is to acquaint the Landlord with the Tenant's intentions and to ensure compliance with the Base Building before the final drawing phase.

The Preliminary Package shall include:

- An executed copy of the Notice under s. 19(1) of the *Construction Act*, found at Schedule B;
- Preliminary floor plans indicating interior design concept, partitions, doors and equipment layout

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- Preliminary reflected ceiling/lighting plans, indicating ceiling heights, materials, light fixture types and locations
- Exclusive Area elevations and sections. Locate all major elements and indicate materials and finishes.
- Details of signage. Indicate letter style and size of graphics, including colour and methods of illumination.
- Two complete sample boards, displaying fully and accurately samples of all finish materials and colours to be used, cross referenced to the drawings. No plans will be reviewed and approved without a sample board.
- Colour photo or graphic illustration of the Exclusive Area.

The Landlord will require 10 business days to review the Tenant's preliminary submission.

### Final Submission Requirements

Final review drawings shall incorporate the required changes from the Preliminary Submission, be of construction document quality and include 5 sets of the following minimum information. The Landlord will not review partial submissions.

The Landlord reserves the right to alter any of the Tenant Improvement and Construction Guidelines without notice, which may necessitate a further submission by the Tenant.

These drawings will be reviewed by the Landlord for compatibility with the overall project, comments and/or approval will be marked on one (1) set of drawings or in a letter addressed to the Tenant or its designated representative. Such comments must be distributed to the Tenant's designer/architect and electrical/mechanical consultants.

All plans, sections and details should clearly indicate the relationship between lease line and demising wall(s) and the design elements.

Plans shall show building grid lines, scale, designer's name and address, contact information, stamp, date of issue and revision number.

For the purpose of this Handbook, the drawings approved by the Landlord shall be called "Approved Drawings". Any revisions made to the Approved Drawings by the Tenant and/ or agents must be submitted to the Landlord for further approval.

The Landlord will require ten (10) working days to review the Tenant's design submittal. The review will begin upon receipt of the complete design package, including Architectural, Electrical, Mechanical, and if required, Structural drawings.

Copies of the approved and Landlord-reviewed drawings must be kept on the job for viewing throughout the construction period. Drawings submitted must be no larger than 24"x36" and separated by discipline – architectural, mechanical, electrical and structural.

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The Landlord reserves the right to demand additional or expanded information, for purposes of definition or clarification before giving approval.

Plans should have a minimum drawing scale of 1:100 or one-eighth inch to the foot (1/8" :1.0').

The Landlord may also, at its sole discretion, require any or all of the following prior to approving any proposed Tenant's Work:

- a. Copy of Building / HVAC / Hydro Permits / Notice of Projects Form
- b. WSIB Clearance Certificate
- c. Insurance in accordance with lease documents
- d. Three sets of stamped architectural and engineered construction drawings and specifications
- e. List indicating general and subcontractor's name, contact and telephone numbers for after hour emergency use
- f. A charted Critical Path
- g. Copy of contractor's Health & Safety Plan
- h. Hazardous Material report
- i. Construction Waste Management Plan
- j. Electrical Safety Authority permit

### Drawing Specifications

#### Floor Plans

Floor plans should include the following information;

- a. Location of all major fixed elements within the Exclusive Area, dimensionally related to grid lines, and demising partitions
- b. Room names and uses
- c. Locations and layouts of rooms with unusual structural loading concentrations. These are required to be submitted with a structural engineer's letter confirming the assembly load will accommodate the additional loading.
- d. Materials and finishes throughout the premises.

#### Reflected Ceiling / Lighting Plans

Reflected ceiling and/or lighting plans should include the following information:

- a. Lighting layout (including fixture types and counts required), ceiling pattern, materials and suspension system details.
- b. Types of wattages of any proposed special light fixtures.
- c. Locations of any sound baffles above the ceiling.
- d. Locations of all access panels required to service building systems.

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### **Construction Details**

These plans should be at suitable scales and should indicate all methods of construction (i.e., partition types, door types, section details ...etc.).

### **Mechanical, Sprinkler, Electrical, Building-Automation, Security System, Life-Safety System and Fire Alarm Drawings**

These should be at a scale of 1:100 or one-eighth inch to the foot (1/8":1.0') minimum, showing all work that is an alteration/addition to the base-building system and all parts of the base-building system that remain unchanged. Tie-ins and extensions to base-building security, fire alarm and communications systems should also be shown.

### **Structural Drawings**

These drawings should be supplied where special conditions warrant their production (i.e. point loads, openings in slabs, excess loading conditions). Upon submission of structural drawings, the base building structural consultants approving the design loads must submit an approval letter confirming the structure will accommodate the additional loading.

## **Permits and Certificates**

The Tenant may submit drawings to the local building authority for Permit prior to Landlord approval of drawings. The Tenant shall forward all comments from the building authority to the Landlord for its review. Any change made during Landlord review can be submitted to the local building authority subsequently.

Upon receipt of the Building Permit, the Tenant shall forward one (1) copy of the Permit to the Landlord.

It is the Tenant's responsibility to advise and have the premises inspected by the Building, Plumbing, HVAC, Electrical and Health Unit inspectors.

Tenant is to ensure the closing of all permits by the Corporation of the Town of Innisfil and is to obtain the inspector's signature confirming such closures by signing the form provided for.

Permit application number and/or permit must be sent to the Landlord prior to commencement of construction. Should construction commence before permit is issued, Contractor/Tenant takes full responsibility for all changes requested by the Landlord and local officials. Permit must be posted at job site. Construction is not to proceed prior to issuance of a Building Permit.

Tenant to provide the Landlord with (WSIB) Workplace Safety and Insurance Board Clearance Certificate and Liability Insurance Certificates for the General Contractors and Sub-Contractors along with copies of licenses, prior to commencement of construction.

## Tenant Handbook

### Revisions to Base Building Construction

Revisions to the base building construction required by the Tenant and approved by the Landlord will be carried out by the Landlord and/or its agents at the Tenant's sole expense.

### General Conditions

#### Access Control

Access into the contracting Tenant's Exclusive Use Area should be arranged between the Tenant and Tenant's contractor prior to the commencement of the construction. All Access Control Devices required to provide construction personnel access to common-areas, mechanical and electrical rooms) or to other Tenants' space must be requested from the Landlord. Access to the LAN room must be approved by the Landlord's IT Department no less than 7 days in advance of the proposed work.

#### Hours of Work

Tenant Work, including all construction deliveries, shall be carried out in the Exclusive Area outside of Building Hours, unless prior consent is obtained from the Landlord. Any work needing to be done at other times must be specifically agreed upon and arranged with the Landlord. Work of a sensitive nature (i.e. work that would generate noise, dust, odour or disruption to other tenants or visitors of the Building) shall only take place outside of normal Building Hours.

Non-compliance with this section may result in Tenant exposure for, *inter alia*, liability issues, contract disputes and claims of interference with reasonable enjoyment by other Tenants, the landlord and/or third parties. As a result, this provision will be strictly enforced.

#### Insurance

Prior to commencing any works, the Tenant shall provide proof of insurance naming the Town as an additional insured for the construction. Such policy shall have liability limits of at least \$5,000,000.00 and identify non-structural construction and the location of the work being performed in the description of operations on the Insurance Certificate. The Tenant's legal liability arising from any claims arising out of Tenant Work shall be the full policy limits of the Tenant's insurance.

#### Noise Disturbance – Sensitive Work

Sensitive work is defined as work which causes odours, vapours, steam, water, vibrations, noises or other undesirable effects to emanate from the premises or any equipment or installation therein which, in the landlord's opinion, are objectionable or cause any interference with the safety, comfort or convenience of the building to the landlord or the occupants and Tenants thereof or their agents, servants, invitees or employees.

The Landlord reserves the right to stop work, without recourse by either the Tenant or the Tenant's contractors, if verified complaints are received. Under no circumstances will a contractor make excessive noise during Building Hours. The use of jackhammers, impact drills,

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etc., is not permitted during office hours. The Tenant's contractor must complete all work after normal Building Hours, at the contractor's expense.

### Sign Posting

Tenant's contractor or subcontractors will not be allowed to post any signage containing the name or advertising of their firm to any part of the hoarding or premise at any time.

### Site Access

#### Shipping and Receiving

There are no dedicated shipping/receiving staff at the RHWC. All construction materials and equipment must be brought in to the work site by the contractor via the loading bay area, which is located on the West side of the building. Use of the loading bay is generally reserved for vehicles actively loading or unloading within a 30-minute time limit. Contractors requiring more time must make arrangements with the Building Manager. Requests will be processed on a first come, first served basis.

Parking is prohibited in and around the loading bay. Any parked vehicles will be towed at the owner's expense. Contractors with approval for extended times for loading or unloading are to leave contact information (including cell phone numbers) on their vehicle dashboard.

The loading bay is not a storage area or work site. No fabrication or restoration work of any kind is permitted in the area.

#### Elevator

The Elevators can be reserved outside of Building Hours by contacting the Building Manager. Requests for reservation must include:

- Tenant Name;
- Contact information; and
- Date and time required.

Landlord-provided padding is to be used to protect elevator interior finishes. Any damage done to the elevator as a result of Tenant's unreasonable use thereof shall be repaired at the sole cost of the Tenant.

#### Parking

Contractors can park at the east side of the Centre's parking lot or in free public parking areas as long as public access to the building is not obstructed. No parking of vehicles in the loading dock areas is permitted.

## Tenant Handbook

### Site Cleanliness

Contractors must ensure that the construction site and common areas are completely free of debris. Daily removal of dirt and marks from common areas is required. Arrangements with the base building cleaners should be made.

### Site Hoarding

Tenant construction site must be hoarded and secured to prevent excess noise and dust proliferation, installed by the Landlord at the Tenant's expense. The hoarding must be positioned so as not to impede minimum *Building Code* access to exit requirements, but no more than 3 feet beyond the lease line. Such hoarding shall be built of gypsum, full height, taped, sanded and painted, complete with a vinyl base. Finished door(s) must swing into the space. The hoarding must be dust-proof, with no visible plastic. A key to the secured hoarding must be supplied to management and security to allow access to the premises at all times for the entire duration of the construction.

Upon removal of hoarding, there is to be no evidence of its location. All affected finishes are to be made good and made to match existing adjacent finishes.

### Site Protection

The Tenant's contractor shall be responsible for complying with the following site requirements and the Tenant's contractor shall incur all associated cost:

- a. Flooring within landlord's Non-Exclusive Area must be protected with 1/4" Masonite boards secured to the floor with caution hazard tape and shall be supplied by the Tenant's contractor. Location where protective measure is required will be subject to Landlord requirement.
- b. Mats must be placed at the entry and exit of all construction sites as a dust control preventative measure to avoid dust tracking onto lobbies, corridors and elevators.
- c. All public lobbies, corridors, washrooms, riser rooms, mechanical rooms and stairs shall be kept clear of construction materials at all times.
- d. All construction materials, tools, equipment and workbenches must be kept within the Exclusive Area throughout the construction period.
- e. All work not contained within demising walls and exposed to the public must be enclosed by full-height plywood hoarding painted to match the surrounding finishes.
- f. Safety precautions must be undertaken when extension cords are required. Wherever possible, the extension cord must be run through the ceiling to the desired location.
- g. All fire system devices must be protected prior to starting work.

### Site Safety

The Tenant's contractor must comply with all OHS and WSIB codes and must have the necessary first aid equipment and trained personnel on-site for the duration of their work.

## Tenant Handbook

### Waste Removal and Recycling

Waste is to be removed from the site as per “Occupational Health and Safety and Ministry of Environment and Energy Regulations, in accordance to building procedures, and at least once daily.

As per the Ontario Regulations 102/94 & 103/94 recycling is mandatory. Removal of recycling and construction debris generated by work will be the full responsibility of the contractor working in any given area. The passenger elevator, lobby, and other common areas are to be kept clear of any residual debris. All unused and/or demolition material must be removed from the building, loading bay and grounds and where possible recycled or redirected back to the manufacturing process.

### Air Balancing

1. Air balancing contractor must measure the amount of air demand of adjacent spaces prior to start of construction and after completion of job. Area to be re-tested to ensure no robbing of air to feed new area has taken place. This should be done after working hours and must have prior Landlord permission for access.
2. Air balancing dampers shall be at the take-off at the main duct. All balancing devices are to be marked at the balanced position in an approved manner.
3. The Landlord must receive three (3) copies of approved Engineered stamped air balancing reports. These drawings shall have the following:
  - a. Single line drawing showing all ductwork, VAV boxes, louver, diffusers and location of splitter dampers. Boxes and diffusers shall be numbered to enable cross-reference to rest of report.
  - b. Air balancing sheets will include location, designed data, calculated data, testing data, and measured data in F.P.M. and C.F.M.
4. Air balancing shall be completed prior to Tenant move in and the reports received no later than one week after Tenant move in.
5. Comfort balancing will be provided for one month after Tenant occupancy. Any adjustment required after that date shall be made by the Landlord at the Tenant's expense.

### Demolition

In the event base building fixtures will not be utilized by the Tenant, the contractor is required to turn over any and all base building fixtures to the landlord for reuse and repairs in the building. This includes, but is not limited to, light fixtures, electrical panels, air diffusers, air boots, HVAC grill covers, ceiling tiles, T-bar grid and window blinds. The Landlord should be notified of unwanted fixtures as soon as possible to arrange for their removal. When a large quantity of base

## Tenant Handbook

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building fixtures is returned to the Landlord, the contractor surrendering such items will be responsible for removal, stacking and palletizing these fixtures.

### Electrical

#### Lighting

All building lighting and interior lighting is 120V. The exterior site, pole and bollard, lighting is provided by the Base Building.

#### Exclusive Area

All light fixtures and installations must conform to all applicable building and construction codes and regulations.

Tenants are required to use low energy consumption luminaries. LED type luminaries are recommended.

#### Non-Exclusive Area

No lighting shall be installed in the Non-Exclusive Area, including outside the reception area of or entrance, other than those installed by the Landlord.

### Electrical

Electrical is 1-phase, 3-wire. The following are the Engineering Instructions for the addition of Electronic Meters and modifications:

1. All electrical panel board directories to be updated, typed and placed in pocket panel as well as a copy sent to the Supervisor Building Operations for record keeping.
2. All electrical panel boards and disconnect switches must have lamacoid nameplate indicating panel number, voltage, amperage, area of equipment being fed, and source of power feeding same.
3. All new electrical panel boards, disconnect switches, meters, breakers, transformer etc., to be of same manufacturer and rating as base building equipment.
4. Balance the loading on feeders so that unbalanced load is less than 10% is the Tenant's responsibility. All abandoned electrical wiring including voice and data must be removed back to electrical room.
5. All light fixtures removed are to be returned to the Landlord and placed in a designated storage area. This is to be arranged with the Supervisor Building Operations.
6. Ensure all underfloor conduits, ducts or hand holes remain accessible in a manner approved by the Building Manager, including coverage with linoleum, carpeted, or tiled floors.

## Tenant Handbook

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7. Access panels must be provided in walls and ceilings to allow access to service equipment.
8. No cutting or coring allowed during Building Hours. Core drilling through concrete will require X-ray, authorization/scheduling required through the Building Manager prior to commencement of work.
9. Verification report required for all fire and life safety equipment, i.e. speakers, pull stations, etc., from our building's Fire Safety Company prior to occupancy.
10. All wiring shall be in concealed conduit, unless otherwise approved. Wiring in ceiling space shall be in EMT. BX cable shall be used for lighting fixture drops and drywall partition mounted outlets. Maximum length of BX cable in ceiling space not to exceed 3 meters (10 feet). Bare conductors or combustible conduits are not permitted.

### Fire & Life Safety

#### Life Safety System

Any modifications to the Landlord's fire alarm and other life safety systems must be performed using the Landlord's designated contractor at the Tenant's expense.

All work will be conducted as per the standards set forth in Ontario Fire Code/Building Code, ULC Standards for installation and testing, and NFPA Standards.

Sprinkler coverage during all construction phases must be maintained throughout the entire construction process. Sprinkler heads may have to be adjusted to provide proper protection. This may include turning sprinkler lines upwards, so new upright heads are an acceptable distance from the above slab. In extreme cases, temporary smoke detectors connected to the base building fire alarm system may be required to be installed for 24-hour fire watch to be implemented.

The Landlord requires prior to occupancy, a certificate of sprinkler, fire alarm verification and fire hose piping pressure test.

#### Temporary Fire-Protection Devices

Operable fire extinguishers must be kept in the Exclusive Area throughout the construction period, and these extinguishers must be sufficient in number and of suitable types to combat a potential fire in the work area and located pursuant to Innisfil Fire Department direction or instructions.

#### Heat Detectors and Smoke Detection Systems

To request the de-activation of smoke detection systems, the general contractor MUST fill out and submit an "Hot Work/Fire System Bypass Permit" to the Landlord. A minimum advance

## Tenant Handbook

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notice of 72 Building Hours is required to process all bypass requests. Any request made with less than 72 hours notice will not be considered.

It is the responsibility of the contractor to inform, in person, Landlord each day, both upon start and completion of work, to by-pass and restore the zones required. Any deliberate disconnection of a smoke detection device or obstruction of field devices (this includes bagging smoke heads) without prior approval by the Landlord will result in a **\$2,500.00 fine** to the general contractor. The Landlord reserves the right to stop all work on the job site/project until the Fire Department provides clearance for construction work to commence.

A hot work inspection must be conducted, and a permit posted on the job site.

Landlord requires, prior to occupancy, certificate of sprinkler and fire alarm verification.

### Sprinklers

Each floor is provided with portable fire extinguishers and an automatic sprinkler system. The Tenant is responsible for any relocation of sprinkler heads at its own cost. The landlord must approve all revisions to the base-building sprinkler system and such works are to be conducted by a contractor retained by the Landlord at the Tenant's sole cost and expense.

All requests for sprinkler drain downs/fill-ups must be completed in accordance with the Fire Safety Plan.

All sprinkler heads must match base building and/or current codes, unless specifically approved by Landlord.

Landlord requires, prior to occupancy, certificate of sprinkler, fire alarm verification.

### Fire Extinguishers

Please refer to the Fire Safety Plan.

### Pull Stations

All pull station zone deactivation requests **MUST** be made in writing to the Landlord on an Application for Fire Protection System Work Permit form. A minimum of 72 hours' notice is required to process all bypass requests.

All necessary zone by-passes must be completed after 10:00 p.m. and restored before 7:00 a.m.

It is the contractor's responsibility to notify the Landlord to ensure the zones are problem-free. If any trouble is detected on the Landlord's fire panel, the contractor must clear the problem immediately. The Building Manager must be notified if the zones cannot be cleared and all associated costs will be billed to the contractor. If the Contractor leaves the site without

## Tenant Handbook

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informing the Building Manager there is still a problem with the fire system, a **\$2,200.00 fine per day** will be levied, plus the cost of a Fire Watch.

A Fire Watch must be provided in all areas that are isolated. (A fire watch consists of a person authorized by the Landlord patrolling the floor while pull station work is being conducted).

All work on the pull stations and will be done as follows after 10:00 a.m. and restored before 7:00 a.m.

Installation of new pull stations will be tested and verified by the Landlord and/or Landlord's agent per NFPA. It will be the responsibility of the contractor to set up the verification and cover the any costs incurred by the Landlord.

### Tie-Ins

The Tenant must obtain the Landlord's permission before installing any tie-ins to mechanical, electrical, fire-protection, security or life-safety systems, and before testing any such tie-ins.

The Landlord must approve all contractors performing such work. Tenants will be held fully responsible for any damages that result from such tie-ins or tests thereof, even with the Landlord's permission for such work has been obtained.

For any work that requires fire alarm verification, it is the responsibility of the Tenant's general Contractor to contact the Building Manager and the Landlord's Fire & Life Safety contractor. The Building Manager and the Landlord's Fire & Life Safety Contractor will require 72 hours advanced notice in writing of all verifications.

### Open Flame or Cutting Work

Please refer to the Fire Safety Plan.

### Emergency Power

Work requiring the disruption of Emergency Power shall be disconnected at the nearest location/floor, to ensure that only the affected work area is involved.

### Heavy Objects

The Tenant, its agents, servants, contractors, invitees or employees, will not bring in or take out, position, construct, install or move any safe or other heavy machinery or equipment or anything liable to injure or destroy any part of the Building or site without first obtaining the written consent of the Landlord. The Landlord will have the right to prescribe the weight permitted and the position thereof, and the use and design of planks, skids or platforms, to distribute weight. All damage done to the Building or site by moving or using any heavy equipment or office equipment or furniture will be repaired at the expense of the Tenant. Safes and other heavy equipment and machinery will be moved only upon steel bearing plates.

## Tenant Handbook

### HVAC

All space within the Rizzardo Health & Wellness Centre is designed under CSA Z317.2 2010 – Class C HCF. All distribution within the Exclusive Area is the responsibility of the Tenant and must conform to the listed CSA standard, or higher, if required by the Tenant.

Data will be made available to the Tenant's Consultants regarding design air supply quantities, which the Tenant's design shall not exceed. All base building ducting (return air or supply air) is to be filtered by the Tenant's Contractor, during the construction phase, and removed at the project's completion. For changes and connections to the Building Automation System, the Tenant must first seek approval from the Landlord and only use BAS Contractors pre-approved by the Landlord.

*Note: for all HVAC equipment that is in addition to base building equipment (such as additional fan coils), the Tenant is responsible for the servicing and maintenance of this equipment.*

### Materials and Finishes

All elements of the base building, such as, but not limited to, light fixtures, doors and frames, hardware, etc., which the Tenant removes with the approval of the Landlord remain the property of the Landlord and will be delivered to the Landlord or disposed of as directed by the Landlord at the Tenant's expense.

#### Damage to Exclusive Area Finishes

All building finishes, including window blinds and floorings must be adequately protected to prevent any damages during construction. The Landlord will repair any damage(s) to the building finishes resulting from Tenant's work. All associated costs related to the necessary remedial work, plus a 15% administration fee will be back-charged to the Tenant directly.

#### Carpet Laying

Carpets may not be glued to the floor, except when a quick-release type of glue is used, and the Landlord's approval has been obtained. This type of work is often sensitive and, therefore, must be scheduled accordingly.

#### Ceiling

The Tenant shall comply with the following base standards for ceiling grid type, tile type and size, unless more rigorous requirements for performance are required by the Tenant, in which case, final selection shall be approved by the Landlord.

- Lay-in Acoustic Panels: 610mm x 1220mm x 19mm thick (other sizes as indicated on the drawings to be factory cut), lay-in panel, to ASTM E1264 Type XII, Form 2, Pattern E, beveled tegular-cut edges for narrow grid;
- Factory-applied white latex paint with a fine textured finish and tegular edges for cut tiles;
- Fire Resistance: Class A;

## Tenant Handbook

- NRC: 0.80 (min.);
- CAC: 35.
- Acceptable Products:
  - Ultima Health Zone – High NRC #1448, by Armstrong;
  - Mars High-NRC/High CAC #86300, by CGC Inc.
  - Rx Symphony F – by Certain Teed; or
  - Medical Plus, by Rockfon LLC.

Tenants shall not puncture the ceiling grid in any way or for any purpose. Replacement ceiling tiles shall be of similar or superior quality to those provided above.

### Core Walls and Columns

The Landlord has provided the following:

- Prime painted and drywalled core walls and columns.

Exterior faces of perimeter columns are painted to blend in with curtain wall, and must be maintained as such. No oil based-paints are permitted. Any alteration to the core walls and columns shall be of similar or superior quality to those provided above.

### Floors

Floors shall consist of finished concrete floor slabs that are smooth, swept, and dust free. No broadloom or carpeting shall be affixed to the Leased Premises by means of a non-soluble adhesive or similar products. Exceptions to this rule are shelving and pictures.

### Washroom Fixtures, Finishes and Accessories

In the event the Tenant's drawing proposal includes additional washroom facilities and/or renovation of the Landlord's base building washrooms within their leased premise, the Landlord reserves the right to reject such request unless provisions outlined in the Tenant's lease agreement warrant such addition/alteration.

The Tenant must submit specifications and cut-sheets to the Landlord of all proposed fixtures, finishes and accessories for Landlord's review/approval. The Tenant must install water conserving plumbing fixtures such as low-flow toilets and urinals, automatic valve controls and/or proximity detectors, low-flow faucets and replacement aerators that will adhere to the Landlord's initiatives for water efficiency within the property.

### Mechanical

1. A.B.S. piping is not permitted.
2. All controls, diffusers, thermostats, variable air volume boxes, heat pumps and plumbing fixtures must match base building. Aluminum flexible duct length not to exceed 13 feet.
3. All mechanical drawings must indicate design quantity of air required for each diffuser.

## Tenant Handbook

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4. All domestic cold-water lines for water-cooled air conditioning units must be installed with water meters with remote read-out station located in the Landlord's mechanical, electrical room. The location shall be consistent for the building and clearly labelled with a lamacoid nameplate naming Tenant and area serviced. Secured lamacoid nameplate to the wall without adhesives.
5. All domestic cold and hot water lines are to be type "L" copper with cast brass or wrought copper fittings and insulated to meet Ontario Building Code specifications. Provide isolating gate valves on main or branch lines for all equipment served with hot and cold-water lines.
6. Tenant must supply and install their own hot water heaters for kitchens, bathrooms etc. All hot water tanks must have a drip pan installed beneath the tank. The specifications for the Hot water on Demand units and Hot Water Tanks must be submitted for approval by the Landlord prior to installation.
7. Exhaust fans are to be located in T-bar ceiling areas, for easy access.
8. No cutting or coring permitted during normal Building Hours. The area to be core drilled will be X-rayed prior to drilling with verification sent to the Landlord for approval, prior to work. Fire protection of any and all penetrations is required to match building design for separation being penetrated.
9. All pipes to be identified after being insulated as to flow direction and system type, with proper labelling.

Note: Furniture and Tenant fixtures must have a minimum distance of six (6) inches away from the heating convectors and eighteen (18) inches way from induction panels for air circulation and maintenance purpose.

### Plumbing

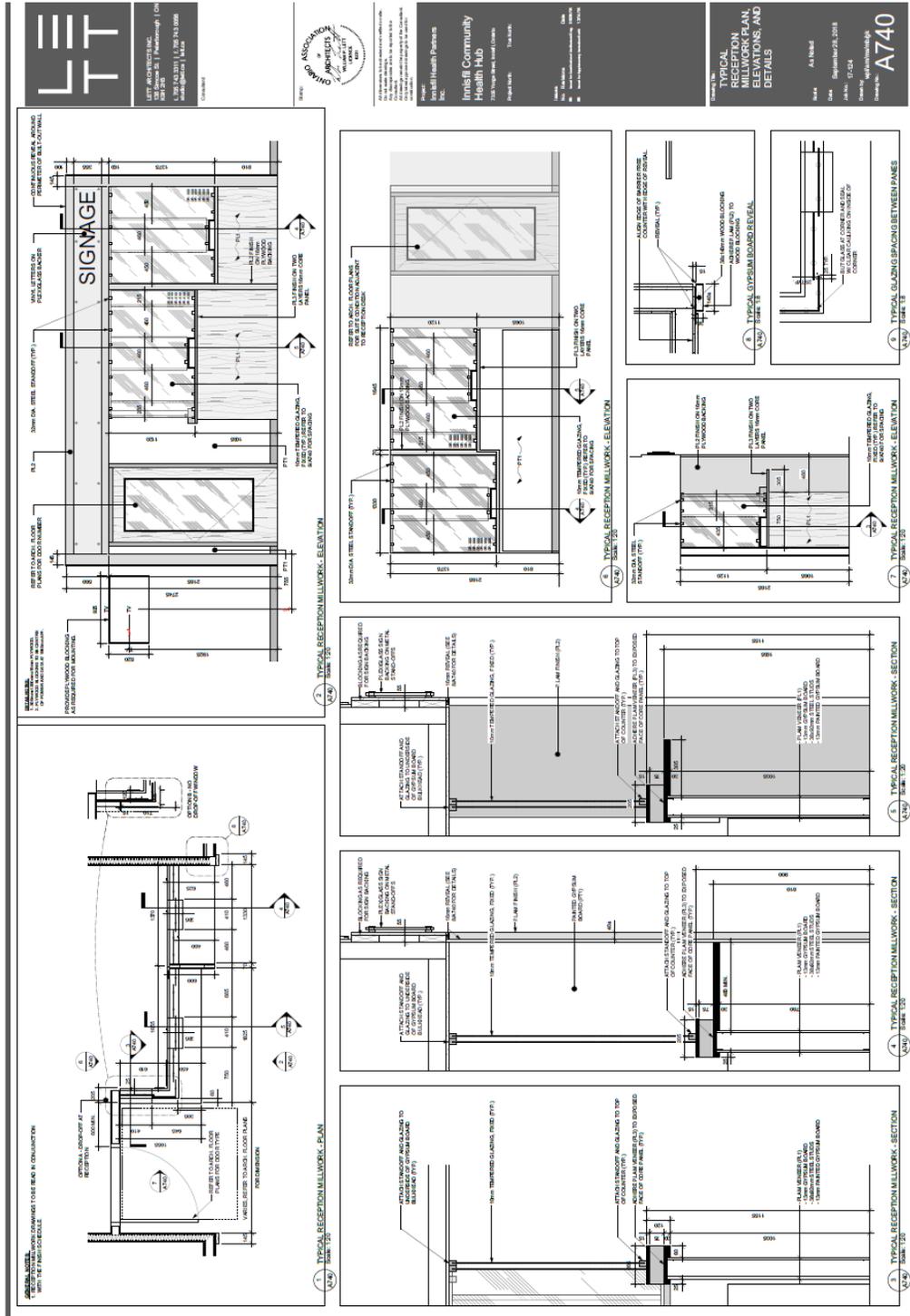
Each Exclusive Area is fitted with roughed in plumbing for hot and cold water. Tenants are responsible for all plumbing within the Exclusive Area and are required to install floor drains, back-flow prevention/check valves and membrane-type waterproofing of all floors.

Where plumbing is removed from the Exclusive Area, all water supplies, drain lines and vent connections must be removed, from the ceiling spaces back to the core riser, and properly capped. This is applicable even if the plumbing runs through other occupied areas before reaching the core riser. Assembly penetrations must be properly sealed during and after construction to maintain the required fire rating of the slab, wall assemblies or any other rated-assemblies.

# Tenant Handbook

## Reception Area and Entrance to Exclusive Area

The Tenants are responsible for construction of reception areas within and entrances to their Exclusive Area. Such areas shall be designed in accordance with the design drawing below.



## Tenant Handbook

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### Security Systems

#### **Exclusive Area**

The design of any proposed electronic security systems installed by, or on behalf of the Tenant, to secure the Exclusive Area, shall be first approved by the Landlord. Failure to comply with this approval process will result in the removal of such systems by the Landlord at the Tenant's expense.

All wiring to the security systems must be concealed from view. Power poles and wiring channels exposed to view are not permitted, unless prior approval is obtained from the Landlord.

#### **Non-Exclusive Area**

A card access system is provided to control access to the facility and main door to each exclusive area. Main building doors will automatically lock and unlock coinciding with building hours. Access to exclusive areas will be to those users specified by the tenant. Tenants will be responsible for locking/unlocking their door through a "double-swipe". Training will be provided to the tenant's security liaison. Video surveillance will be utilized in various areas in the non-exclusive area and on the exterior of the building.

### Shutdowns

All requests for electrical-power shutdowns must be made in writing and submitted to the Landlord for approval two weeks prior to the required shutdown. Where electrical shutdowns will affect other Tenants, a minimum of three weeks' notice will be required. When the power shutdown will affect common areas such as stairwells an alternate power source will be run to these areas at the Tenant's cost.

All requests for air system shutdowns must be submitted for approval at least two weeks before the shutdown date. All requests for air system shutdowns must be directed to the Landlord and done in compliance with CAN/CSA Z317.13 Infection Control During Construction, Renovation and Maintenance of Health Care Facilities.

All requests for water system shutdowns (fire line, chilled, domestic water, etc.) must be submitted for approval at least two weeks before the shutdown date. All requests for sprinkler shutdowns/drain downs must be submitted at least two weeks in advance. Cancellations of sprinkler drain downs must be given to the Building Manager at least 72 hours before the scheduled drain down is to commence, without this notice the contractor will be responsible to pay the cost of the drain down.

The Building Manager will provide tenants 48 hours notice of any scheduled shutdown.

## Tenant Handbook

### Structural Works

#### General

- A general description of the structure is provided to the Tenant by means of copies of selected working drawings
- Unusual heavy loading situations such as central filing area, x-ray equipment, vaults, etc. must be specifically indicated with details of projected floor loading supplied as part of the working drawings the Tenant submits to the Landlord.
- Plans for such unusual situations are subject to the approval of the Landlord's structural engineer.
- Live loads may not exceed the load limit of the floor without the Landlord's prior approval.
- In order to maintain the integrity of the building vapor barrier, penetration of the interior surface of the exterior wall or of window frames and mullions is prohibited.
- Partitions abutting a mullion shall be sealed with double-sided closed cell PVC tape.

#### Demising Walls

All interior demising walls shall be constructed with metal studs, acoustic insulation and gypsum wallboard running from the floor to the underside of the suspended ceiling. Partitions, which separate one tenancy from another, will be acoustically attenuated from the suspended ceiling to the underside of the structural slab. All services penetrating the demising wall shall be fire stopped.

#### Drilling or Cutting Work

At no time may contractors drill, cut or chase openings of any type in any part of the basic building structure. Where such work is deemed to be necessary it must be approved by the Landlord and must be carried out at the project's expense outside regular Building Hours. The Landlord must be informed seven days prior to the scheduled work taking place. Drilling or cutting of flat slabs may not be carried out without the landlord's prior written approval and then only upon the landlord's conditions:

- a. No holes shall be drilled into or through any beams.
- b. In general, when drilling into the slab or the deck, a stamped engineer's drawing must provide for the size and spacing of penetrations and provided to the Landlord for approval.
- c. No reinforcing steel, conduits, or other embedded objects shall be disturbed by the drilling process.
- d. All embedded material shall be located by x-raying the slab in the immediate location of the proposed hole, and the locations shall be adjusted to avoid disturbing the embedment.
- e. All hole locations shall be submitted in drawings, accompanied by the x-rays for review and approval by the base building structural consultant at the Tenant's cost prior to drilling.

## Tenant Handbook

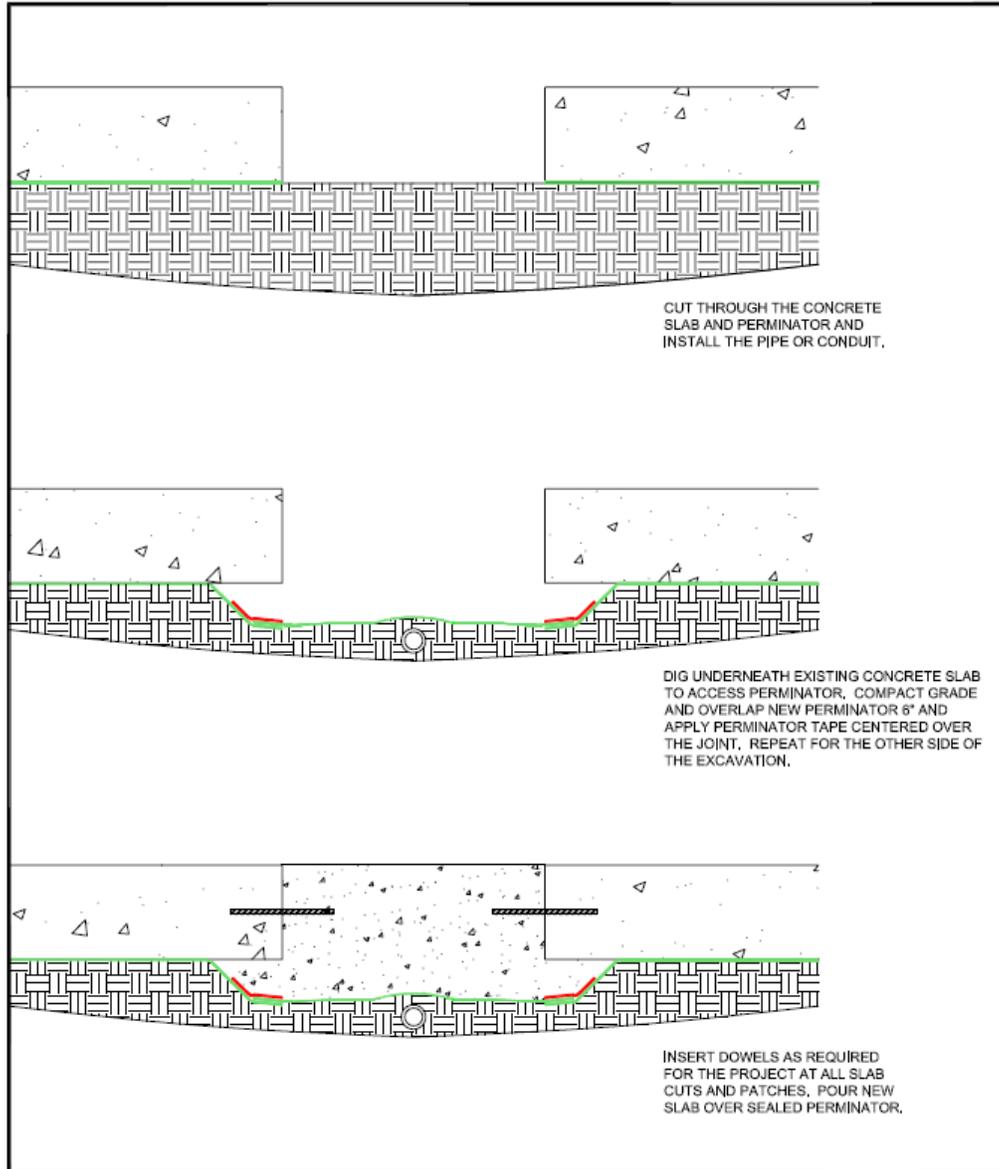
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- f. All allowable drilling and ramset type anchoring is to be done after Building Hours. Drilling or cutting of beams is prohibited.
- g. All coring must be temporarily sealed until work is complete.

# Tenant Handbook

## Perimeter Trenching or Repairs

Design and inspection to be by professional engineer and subject to the Landlord's approval.



**W.R. MEADOWS, INC.**  
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SKETCH: PERMINATOR  
 UNDERSLAB REPAIR  
 (N.T.S)

SKETCH NO: PERM - USR - 01

DATE: 11/03/2014

## Tenant Handbook

### Telephone, Data and Communications

Floor drilling must be done after Building Hours and floors must be X-rayed prior to drilling, if applicable, with verification sent to Landlord for approval.

Telephone and data systems cables must meet code for the areas in which they are installed. All cables in the ceiling space above Exclusive Areas to be installed in accordance with a cabling plan, submitted to the Landlord for approval. Cables are not permitted to lay down on the suspended ceiling or light fixtures. All abandoned wiring must be removed, but reuse is encouraged, where appropriate.

The Tenant shall ensure all under floor ducts or hand holes remain accessible in a manner approved by the Landlord. This includes carpeted, terrazzo or tiled floors.

### Inspection

The Landlord and its Agents, Architects, Engineers and Consultants shall have unlimited access to the Tenant's premises for the purpose of inspecting the Tenant Work in progress. The Landlord or its consultants may note deficiencies in the Tenant work, which shall be corrected by the Tenant immediately.

After completion of Tenant work an inspection shall be made between the Landlord's representatives and the Tenant for both Tenant and surrounding areas. Deficiencies noted by Landlord regarding Tenant work shall be corrected prior to the removal of the hoarding. Any damages caused by the Tenant's Contractor to adjacent areas in the execution of the Tenant work shall be repaired by the Landlord's Contractor at the Tenant's expense.

### Completion of Tenant's Construction

Upon completion of the construction and prior to opening/re-opening for business, the Tenant will submit the following closing documentation to the Landlord:

Prior to opening for business:

- a. Certificate of Substantial Performance;
- b. Proof of publication in the Daily Commercial News or Certificate of Last Supply from all of the Trade Contractors;
- c. Confirmation from the Tenant that all electrical panels have been tagged and circuit directories updated;
- d. Verification report of fire alarm devices;
- e. Material & Test certificates from the Tenant's Contractors for sprinkler and standpipe work;
- f. Copy of consultant's approved air balancing report prepared by contractor from Landlord's approved list;
- g. Final Electrical Safety Authority certificate of inspection;
- h. Verification of all required meter installations;

## Tenant Handbook

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- i. Final engineers' and architects'/designers' inspection reports.
- j. Panel load balance report; and
- k. Confirmation that all permits are closed and the affected areas are cleared by the Landlord to open for business.

Within 60 days of opening for business, the following are to be provided to the Landlord for review and approval:

- a. Complete set of "As Built" drawings (hard copy and AutoCAD - most current version) approved by Tenant's Consultants;
- b. Hard copy of permit drawings;
- c. Proof of closing of permits. Copy of Occupancy Certificate from the Town of Innisfil's Building Department;
- d. Executed statutory declaration from the Tenant and the Tenant's Contractors stating that all monies owing to their suppliers and subcontractors have been paid and that no liens have been registered against the Landlord's property.
- e. Valid WSIB Certificate from the Tenant's Contractors; and Proof of maintenance agreements for Tenant's supplementary equipment (HVAC, Life Safety, etc.).

A deficiency inspection will be carried out upon completion of the installations. Please schedule such inspection with the Landlord at least 48 hours prior to opening for business.

General Contractors/Tenant to ensure that Electrical, Mechanical and Construction Permits are closed at the end of the project and As Built drawings are provided to the Landlord. If the above documents are not submitted at the completion of the project, the Landlord will take the responsibility to ensure this is received, and a minimum service fee of **\$5,000.00** plus disbursements will be charged to the Tenant.

# SCHEDULE 'A'

## Tenant Committee Terms of Reference

### Purpose:

The Tenant Committee provides an opportunity for the Tenants and Landlord to engage regularly in discussions meant to improve the common patient experience at the Rizzardo Health & Wellness Centre. Although the Committee has not independent decision making authority, its advice and recommendations will be considered by the Landlord and acted upon, when reasonably necessary.

### Mandate:

It is the Landlord's goal to create a cohesive and positive environment for Tenants, their patients and customers and the community of Innisfil, as a whole. Each Tenant is encouraged to identify a representative to sit on the Tenant Committee, to attend meetings to bring forward concerns and identify opportunities for improvement or innovation. The Landlord will also provide a Representative to sit on the Committee.

A Secretary will be elected at the commencement on a once yearly basis. No additional voting power shall be afforded to either position. The Committee Chair shall call the meeting to order. The Committee Secretary shall be responsible for creating and circulating the Meeting Agendas and Minutes.

### Duties and Functions of the Committee:

- Ensure that the Centre is meeting the needs of the Community;
- Provide advice and expertise, as requested by the Landlord, on issues impacting the Centre;
- Advise on opportunities to improve from a service delivery or facility perspective;
- Identify changing facility, Tenant or customer needs in the Rizzardo Health & Wellness Centre;
- Provide a positive and constructive environment to facilitate 2-way dialogue between the Tenants and the Landlord.

### Meeting Schedule and Location:

Meetings will be held quarterly (4 times per annum). If more frequent meetings are required to move the activities of the Committee forward or address service level gaps, a more frequent meeting schedule may be agreed to by the Committee. Meetings will be chaired by a Landlord Representative.

## Tenant Handbook

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Location of meetings: Town Hall - 2101 Innisfil Beach Road, Innisfil, Ontario.

Invites will be sent out via email by the Landlord's Representative.

Meetings will not be open to the public. Only Committee Members and permitted Delegations shall attend. Delegations seeking permission to attend must be approved by a majority of the Committee.

### Attendance:

Attendance at meetings is not mandatory and attendance will not dictate quorum. The Town encourages that there is a representative from every Tenancy. Tenant Committee Meetings are intended as general information sessions, not a legislated requirement or a requirement under the Lease.

### Reporting and Documentation:

- Items to be included on the Agenda need to be submitted one week prior to the meeting date to make the circulation list;
- Agenda to be circulated via email one week prior to meeting;
- The names of those members present shall be recorded in the Minutes, as well as a record of items discussed at each meeting;
- Meeting Minutes to be circulated via email one week after Quarterly meeting.

### Conduct:

All Tenant Committee meeting attendees shall conduct themselves in a professional manner and with proper decorum. Appropriate courtesy and respect will be shown to all delegations, to each other, and to all those who appear before or with the Committee.

Attendees shall recognize that there are legitimate differences in opinions. Comments and language shall be courteous and non-derogatory, ensuring that neither offence nor embarrassment is caused.

## Tenant Handbook

### SCHEDULE 'B'

#### NOTICE TO CONTRACTOR UNDER SUBSECTION 19(1) OF THE *Construction Act*

To: \_\_\_\_\_ (“Contractor”)

Re: \_\_\_\_\_ (“Premises”)

FROM: **The Corporation of the Town of Innisfil, hereinafter called the  
Landlord of the Premises**  
2101 Innisfil Beach Road  
Innisfil, Ontario  
L9S 1A1

The Landlord of the Premises assumes no responsibility for the improvement to be made by you, the Contractor, under a contract dated unknown between you and \_\_\_\_\_ (“Tenant”).

Date: \_\_\_\_\_

The Corporation of the Town of Innisfil

By: \_\_\_\_\_ (Landlord)

The Contractor acknowledges and agrees to the contents of this notice:

Dated: \_\_\_\_\_

By: \_\_\_\_\_