

2018

VIOLET STREET RESIDENCE HOUSING MANUAL

TABOO MUSKOKA TEAM MEMBERS



**890-1 Muskoka Road South
Gravenhurst, Ontario
P1P 1K3**



Welcome to TABOO MUSKOKA Violet Street Housing. As a resort, we welcome guests to the property as if welcoming them to our home. In housing, we want you to be welcomed in the same way, and feel great about your home away from home while living and working Muskoka. Our goal is to be the preferred housing option for team members by providing a clean, comfortable, sanitary and safe place to live.

It is essential that you follow the rules outlined in this handbook for your safety and the safety of your fellow co-workers and residents. If you are unsure or need help understanding any items please be sure to ask questions. We are always looking for ways to improve, and welcome your suggestions. Feel free to reach out to the Housing Manager or Human Resources Manager with your thoughts and ideas.

We wish you all the success during employment here Taboo Muskoka and during your stay with us at housing.

Sincerely,



Nigel Hollidge,
Managing Director

HOUSING LEADERS

“WE’RE HERE TO HELP!”

JEAN FRANCOIS (“J.F.”) LEMIEUX – Housing/Residence Liaison/Manager. J.F. is your on property resource and first point of contact responsible for the overall safety, security, cleanliness and maintenance of housing. JF can be reached by email: jf.lemieux@taboomuskoka.com or cell phone (705) 205-1603 or by visiting the Manager’s Unit during business hours located next to the kitchen facility on the 1st floor.

BARI MCFARLAND – Human Resources Manager is responsible for overseeing housing and can be reached at Bari.mcfarland@taboomuskoka.com, calling 705.687-8430 ext. 5838 or cell phone (705) 826-2295.

RYAN CHATWIN – Director of Property Management, along with his team are responsible security as well as assisting with maintenance requests (attached form) submitted by JF. Ryan can be reached at ryan.chatwin@taboomuskoka.com, calling 705.687-8430 ext. 5838 or cell phone (705) 309-7925.



Commitment to Respectful Living:

Taboo Muskoka resort and housing are committed to creating and maintaining an environment that values diversity, and where all our team members are treated with respect and dignity. This includes an environment which is free from any type of harassment, abuse, assault and discrimination. Any allegation of offensive behaviour will be taken seriously and dealt with immediately.

We encourage housing team members to first work with the person they are having difficulty with, explain to them how they are making you feel and what they are doing wrong, and in most cases this will lead to a resolution. If this is not successful, or if you feel you cannot have this conversation with the person, please reach out to your Housing Liaison/Manager for assistance and investigation. The complete and detailed policy can be found in your Taboo team member handbook.

A truly respectful environment requires the cooperation and support from each and every person. Everyone has a responsibility to set a positive example and behave in a manner, which will not offend, embarrass or humiliate others, whether deliberate or unintentional. It is only by working together that we can ensure every individual is treated respectfully and courteously.

Good Neighbour Policy:

We must respect and understand that we all work different hours. We must all be reasonably quiet while in our rooms. Please ensure the volume of music/stereos, voices, footsteps are kept at a moderate level so as not to disturb others. When you arrive home late at night please ensure that you keep your voices down and do not run up and down the stairs or hallways. Please respect your housing and community neighbours by adhering to the good neighbor policy and cease any excessive noise by 11 pm. Any outdoor music must be kept at a low volume and all outdoor music is strictly prohibited after 10pm (town by-law).

Be Safe and Secure:

Theft:

Housing and the Resort ***will not be liable*** for theft or loss of personal property by fire, water or any other cause, whether the items are placed in your room or other areas of housing. We reserve the right to reassign you to an alternate residence space should facilities require repair work.

Tenant Insurance:

You are strongly advised to carry insurance protection against loss or damage of your personal property. Check your existing policy, which should confirm that the definition of “dwelling” found in that policy can be extended to include your room in housing. Where no coverage is

provided for possessions housed at an off-site location, it may be possible to add a rider to the existing policy. ***The best protection may be achieved through a standard tenant's policy.***

Fire Safety:

Please do not bring any appliances or cooking equipment into housing, as their use may jeopardize your safety and the safety of others. Burning candles or incense, or smoking is strictly prohibited in your unit and within the interior of the residence. If you are bringing computers or other high-wattage electrical equipment, such as musical equipment or stereos, you must also bring a power bar and circuit breaker approved by the Canadian Standards Association (CSA). Any other electrical devices and extension cords must also be CSA approved and have an automatic shut off (i.e. an iron, kettle or coffee maker).

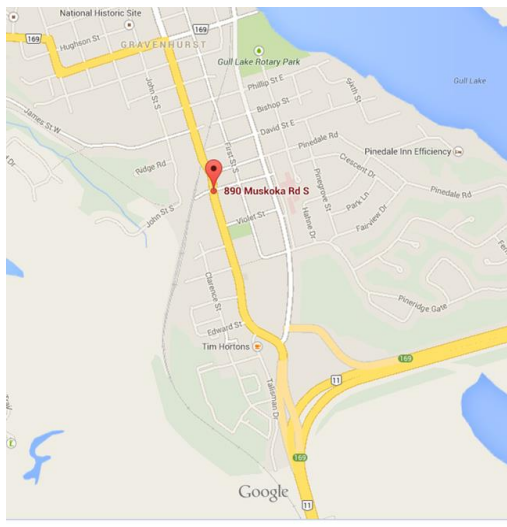
Privacy:

We protect you in the following ways: we're unable to release any information about your whereabouts should we receive inquiries. We are unable to provide your room number, verify whether or not you live in the building.

Doors and locks:

At housing, we use a fingerprint scan instead of a key to access the exterior building doors. Upon move in, you will be set up in the system and also provided hard keys for your room. It is critical that you keep your rooms locked when not in them, and do not let anyone into the building who does not live there. Propping open of doors is also not allowed for the security of the building, but also for fire safety reasons. You **MUST** lock your door from the inside. Please ensure you have your keys with you prior to exiting your room once it is locked. We can't guarantee that the Housing Liaison/Manager will always be available to let you in.

Map/Directions to Housing:





From Toronto

1. Take highway **401** to highway **400 North**
2. After you go through Barrie, you will reach “the gateway to cottage country” and the big highway split between highway 400 (old 69) North and highway 11 North.
3. Keep **left** and take highway **11 North** all the way to Gravenhurst
4. The highway will start to turn right sharply, **keep left** and take **highway 169** into town
5. **Keep left** again and take **Muskoka Road South** (#18) which is the main street
6. You will pass the archway of Gravenhurst and find Violet street on your right
7. The staff house is on the **corner of Violet Street and Muskoka Road South**, there is a parking lot off the main road

Transportation (Around Gravenhurst & to Taboo):

Taboo **DOES NOT** provide a transportation service to and from the resort and Violet Street Housing. The distance between the residence and Taboo is approximately 7kms each way. The approximate cost of taxi service each way is \$23.00. We highly encourage those without their own vehicles to enter into a ride/share/carpooling program with those who do have vehicles and have the same or similar schedules. Residents who participate in a carpooling group can establish a fair and equitable payment structure to the individual with a vehicle for gas etc. It is advisable that tenants adhere to an honor system within the group.

Amenities Around Town:

The Violet Street Residence is located within walking distance to many different amenities such as:

SOBEYS
CANADIAN TIRE
GIANT TIGER
DOLLAR RAMA
LCBO
TIM HORTONS, OLIVERS Coffee
SWISS CHALET, McDONALDS, HARVEYS, SUBWAY, Mr. SUB, PIZZA PIZZA, PIZZA ONE
THE SOURCE
SHOPPERS DRUG MART
SAWDUST CITY BREWERY
FABRIC CARE – DRY CLEANING & LAUNDROMAT
TD BANK
ROYAL BANK
SCOTIA BANK
MACS Convenience

Security Presence & Incident Reporting Protocol:

Taboo Muskoka has a Security team that will conduct regular visits of the Violet Street Housing residence.

For any incidents involving other tenants the following is the INCIDENT REPORTING PROTOCOL:

1. Tenants **MUST** make best efforts to resolve the issue on their own, unless it is of such a nature that requires intervention from Management, Security or outside authorities, i.e. OPP;
2. If you are unable to resolve the issue directly with your fellow resident, then you can contact J.F. Lemieux between the hours of 9:00am and 9:00pm. If it is URGENT then Taboo Security (phone number found in **Important Numbers** section below) will become involved. If the matter is not URGENT, then you can make an incident report in writing and place in the mail slot in the door of the Housing Manager's unit on the first floor.
3. Any matters of **URGENCY** will be determined by the Housing Manager and 911 will be called and dispatched.

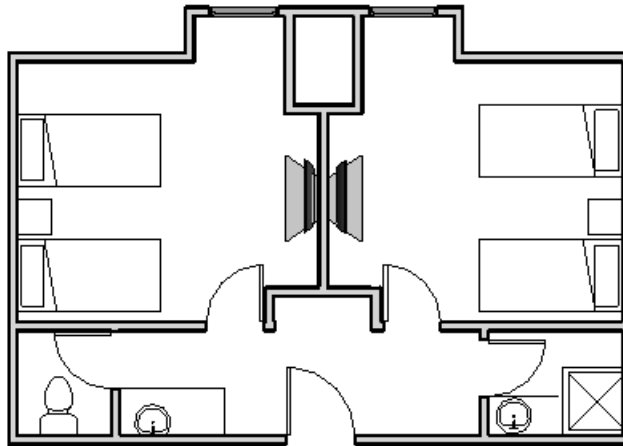
Medical Conditions, Medications, Allergies, Accessibility:

IF you suffer from any medical conditions, for example, food allergies, diabetes, physical, hearing or visual impairments, **OR** take regular medications, our management team would like to know. Disclosure of this allows us to ensure your stay in housing is as comfortable as possible and makes us aware of any pertinent medical information should an emergency arise. This information is kept strictly confidential and is not mandatory to disclose.

Illegal Substances:

Illegal substances (including illegal drugs) are under no circumstances permitted in staff housing. **Possession, use or sale of illegal substances will result in immediate eviction from the premises.** All forms of drug paraphernalia (e.g. bongos, water pipes, vaporizers. etc.) that are associated with the use of illegal drugs or controlled substances are prohibited from staff housing. Taboo Muskoka reserves the right to confiscate drug related paraphernalia. The trafficking of prescription drugs is considered an illegal activity. Residents are strictly prohibited from giving, sharing, selling and exchanging any amount of prescription drugs to anyone within housing. Immediate eviction will apply if you are found participating in this activity.

Room Set Up:



“What is provided?”

- Shared rooms (\$85.00 per person per week) – 2 single beds, dresser, night stand, hanger space
- Units comprised of – 2 rooms (of two people) sharing one bathroom
- Limited 3rd Floor Single Rooms (\$150.00 per week) as above, but option to push the two single beds together to create a king size bed
- Units comprised of one side of double unit but with shared bathroom
- Wireless internet connectivity (fee)
- Common lounge area, equipped with TV & DVD player
- Kitchen area equipped with fridges, stoves, dishes and cutlery and utensils, BBQ outside.
- Seating in kitchen dining area for 10 people
- Coin operated washers/dryers \$1.50 per load
- Limited parking

“What should I bring?”

- Toiletry items
- Towels
- Fitted sheets for a single/twin bed
- Flat Sheets, Blankets, Duvets/Duvet Covers, Pillows
- Laundry detergent, fabric softener etc.
- Coins for laundry machines (loonies & quarters)
- Hangers to hang up clothes
- Toilet Paper
- Paper Towel

- Groceries to get you started
- Storage Bins
- Small shelving units
- Cleaning supplies for your room

“What could I bring?” (Optional items)

- Small fan for your room
- Favorite foods or spices
- Rubbermaid bins (great for storing clothing under the beds as the closets are small)
- Music, or other comforts of home
- Own dishes or specialty kitchenware
- Small bar size refrigerator
- Bicycle

“What **NOT** to bring?”

- Candles and incense
- Heaters and heat lamps
- Pets of any kind
- Toasters/Toaster ovens

Decorating your room:

To decorate your room, please use sticky tack and not tape, nails or thumb tacks to maintain the condition of the walls. Window coverings may not be removed or replaced by any other items. Use discretion and respect when decorating your room. Don't post anything on doors (interior/exterior) or walls that may be offensive or upsetting to others.

Please do not hang any decorations from, or obstruct smoke detectors, fire alarms, or sprinklers to avoid violating safety codes.

Room Inspections:

Upon move in, you will have the opportunity to review the contents of your unit with the Housing Manager. Both you and the Manager will sign the inspection form, which will be reviewed again upon check out. **You are responsible for leaving your room in the same condition or better than you found it.** If there are any discrepancies, you may be responsible for the cost of a contractor or repairs to the unit. This includes the cost of removing garbage or personal effects left behind.



Room inspections will be conducted on a regular basis in order to ensure the safety, security, and cleanliness of our team and our housing space. Please report any damages to your unit immediately.

Housing Costs and Deposit:

The cost for a shared unit is \$85/week which will be deducted from your bi-weekly pay (\$170 for two weeks). The cost for single occupancy is \$150.00 per week, is limited based upon an application process and availability is **NOT GUARANTEED.**

Rent is charged bi-weekly and deducted from your pay cheque. Should you vacate residence before the end of a week, you will still be charged for the full weekly amount, it WILL NOT be pro-rated for only the days that you are there.

You will also be charged a **\$100.00 deposit** to cover any discrepancies from the final room inspection. Your deposit will be returned to you upon the completion of the final room inspection and sign off by the Housing Manager. You are responsible for scheduling a mutually convenient time to perform this final inspection with the Housing Manager. This must be done before you move out of housing. If you do not return or lose your unit key(s) there is a \$30.00 charge which will be deducted from your deposit.

Roommates and Room Changes:

It has been a few weeks into your employment and housing experience, and you have made best efforts to live with your roommate(s) but you just can't do it any longer... everything they do gets on your nerves, and everything you do gets on their nerves. You want to switch rooms, anywhere would be better than where you are, right?

Sharing a room is just like any other relationship. It requires openness, flexibility, and respect to be effective. It is important to communicate openly with your roommate right from the start. Learning to live with other people, to acknowledge and respect each other's differences and allow one another the space to grow are integral for the success of your time in housing.

You must take an active role in resolving your differences. It is important to communicate your needs clearly and openly. Your roommate may not even realize that their behavior is bothering you. Show your roommate respect by speaking with them in person, not by leaving notes via text messages, or via social media. Focus on how their behaviour is impacting you, not their character. If speaking directly with your roommate does not resolve the situation then you can go to the Housing Manager, but remember the Housing Manager does not work 24/7.

Room changes ARE NOT arranged for convenience reasons. They will only be granted in the utmost dire circumstances. Living in housing involves learning how to live with other people.

ROOMMATE CODE OF CONDUCT:

1. Maintain a clean living area;
2. Respect your roommate and your roommate's belongings;
3. Respectfully communicate face-to-face with your roommate;
4. Take an active role in resolving conflicts, with or without the aid of Housing Manager;
5. Allow your roommate to live and learn in our room free from undue interference (unreasonable noise or other distractions) that inhibit these activities;
6. Allow your roommate to sleep without disturbance from noise, guests or other disruptions;
7. Allow my roommate free access to our room and shared facilities;
8. Provide my roommate with privacy;
9. Allow my roommate to be free from fear, intimidation, physical and emotional harm;
10. Ensure that any guests that I may have within the allowable time for guests to be in housing, respect the rights and privacy of my roommate;

PREVENT ROOMMATE MISUNDERSTANDINGS BY DISCUSSING THE FOLLOWING AS SOON AS POSSIBLE:

1. Using one another's belongings/supplies/food;
2. Sleep schedules/preferences;
3. Cleanliness and neatness preferences of your unit;
4. Comfort level of guests and visitors;
5. Room temperature preferences;
6. Noise levels from stereos, phones, computers etc.;
7. Storage space and allotment thereof;
8. Lifestyle;
9. Disposing of food, recyclables and garbage – there shouldn't be any collected in your room;
10. Cleanliness and neatness of the refrigerator;
11. Cleanliness of bathroom;
12. Appropriate hours for online video calling with family and friends.

Facilities:

Kitchen

Stoves and other kitchen appliances are to be shared with everyone. Please keep the use of stoves to one hour per person or less. Pots, pans and all cooking utensils are for the use of all residents and must remain in the kitchen, and not be taken back to your room. Remember: **YOUR PARENTS DO NOT RESIDE HERE WITH YOU AND WILL NOT CLEAN UP AFTER YOU! YOU ARE RESPONSIBLE FOR ANY MESS THAT YOU MAKE!**



Telephone

There is no landline for emergency calling on the premises. We assume that you will have your own smart phone.

Mail

You may have your mail directed to resort housing while you are employed at Taboo Muskoka. However, upon completion of your contract, please ensure that you cancel your mail that is sent to staff accommodation or arrange it so it is mailed to your permanent address. Your mail will not be forwarded to you. **The address on your paystub is the address the Human Resources Department has on your file and should be your permanent mailing address for your final paychecks and T4 slips.**

**Violet Street Residence - YOUR NAME
890-1 Muskoka Road South
Gravenhurst, ON P1P 1K3**

WiFi/Internet:

To access the Taboo Muskoka housing internet connection, you must complete the Housing Internet Access Request Form provided to you, or ask the Housing Manager for a copy of the form upon checking in. There is a one-time charge of **\$50.00 for the first device and \$25.00 for each additional device you wish to have WiFi connectivity for.** This fee can be deducted from your bi-weekly pay. For example, if you have a smart phone, and a laptop you will be charged \$75.00 (\$50.00 for the first device and \$25.00 for each additional device) for the duration of your tenancy. Acceptable use of internet policy is in effect, the full policy can be found on the Housing Internet Access Request form. Any team members found to be using the internet for illegal uses will be subject to our behaviour management process and denied any and all access to the internet.

Visitors:

Guests are permitted to visit during the day between the hours of ***7:00am and 11:00pm*** with the approval of your roommate and providing the visitor adheres to the Good Neighbour Policy. If the Good Neighbour Policy is not adhered to and/or your roommate does not agree with the visitor staying, the Manager or a member of our Security team may be called to evict the guest. The host is expected to cooperate and assist in this process. Under no circumstances is key sharing with guests permitted.

You are responsible for the actions of your guest or other staff members visiting; you must clean up after them. No visitors are to be left unattended.

Guests are strictly prohibited inside the residence during overnight hours between 11:00pm to 7:00am. Any guest found between these hours will be evicted by either the Housing Manager or security, and the host will be subject to behavior management.



Bicycles:

Racks are provided outdoors, and indoor storage is permitted in your individual suite only. Please ensure that you have a secure lock if you use the outside bicycle storage racks.

Laundry:

Coin operated washing machines and dryers are available for your use on the third floor. The washer and dryer machines takes \$1.50 load (loonie & quarters). It is important that the lint baskets are cleaned **after every use**. Please also ensure that all garbage, i.e. dryer sheets, empty detergent containers and lint are placed in the receptacle. Please make best efforts to remove and process loads in a timely fashion as possible. The laundry room should not be used overnight between the hours of 10:00pm and 8:00am. There is also the option of the Fabric Care Laundry facility down Muskoka Road South, next to the Canadian Tire Gas Bar.

Smoking & Fires:

Smoking/Vaping is **STRICTLY PROHIBITED** anywhere inside the Violet Street Housing Residence. The outdoor smoking areas have the required smoking receptacles, please keep this area clean. Please refrain from disposing your cigarette butts on the ground. While we understand this can sometimes be inconvenient and difficult, the number of cigarette butts accumulates quickly and produces a large unsightly mess. This request is also in respect of other tenants and for the Housing Liaison/Manager.

Under no circumstances are any types of fire allowed on any part of the residence property.

Cleaning:

The Housing Manager will follow a cleaning schedule for common rooms and hallways. Please assist him by cleaning up spills and using the garbage cans. You are responsible for maintaining the cleanliness and sanitary condition of your own room, including providing your own cleaning supplies. Please **DO NOT leave bags of garbage in any common areas or in the common space of your unit.** You are responsible for removing your own garbage to the outdoor bins behind the residence.

Behaviour Management:

The full and detailed house rules are outlined in with your occupancy agreement. In most cases, the Housing Manager will follow a warning system and you will be provided with a first, second and third warning before being recommended for eviction. Certain circumstances are so severe they require a fine or immediate eviction and are listed below.

Specific outcomes have been outlined for serious infractions:

Infraction	First Incident	Second Incident	Third Incident
Threatening the Health & Safety of others	Immediate Eviction		
Assault, Harassment, lewd, or indecent acts	Immediate Eviction		
Smoking inside or in undesignated area	\$100.00 (withheld from pay or separate charge)	Eviction	
Tampering with electrical fixtures	Immediate Eviction		
Tampering with fire safety equipment	Immediate Eviction		
Property damage	Immediate Eviction		
Illegal activities, including drug use or possession	Immediate Eviction		
Theft (including hotel property in rooms)	Immediate Eviction		

Notice to Vacate:

We reserve the right to refuse admission or to cancel the contract for the tenants for failure to follow policies, or regulations, or in the event of criminal conviction by civil authorities.

Upon termination or eviction residents will be allotted two (2) hours to pack all belongings and vacate Taboo Housing. Security will stand-by to ensure the departure takes place.

Evicted former tenants or terminated employees are banned from housing, and if they are found to be trespassing appropriate action will be taken up to and including contacting the police.

Move In & Out:

Once you have signed your Letter of Employment, you will be ready to find out more about housing. You can move in only up to 24 hours in advance of your first day. Some exceptions may be made in the case of out of province team members, please speak with Bari McFarland – Human Resources Manager at TABOO MUSKOKA with any inquiries.



To arrange your move in date, please reach out to J.F. Lemieux Housing Liaison/Manager at jf.lemieux@taboomuskoka.com or 705-205-1603 for an approved date and time. We understand that you may require specific times to move in and out, but we ask that you understand our Housing Manager does not work 24/7 and it may not be possible. We will try to make efforts to accommodate your timing but we ask that you keep within the MOVE IN WINDOW OF: THURSDAYS TO SUNDAYS between the hours of NOON and 5:00pm. If extenuating circumstances arise or changes occur kindly advise the Housing Manager immediately.

Please provide two weeks' notice of your final move out date, and work with the Housing Manager to coordinate a time to review and sign off on the inspection checklist. Your room must be left clean and all personal belongings and garbage MUST be removed. All items left behind will be discarded.



IMPORTANT NUMBERS

External Emergency

9-1-1 (Police, Fire, Paramedic - Emergency Only)

Ontario Provincial Police - 705- 687-5023

Gravenhurst Fire Department - 705-687-3414

Hospitals

- Muskoka Algonquin Healthcare – Bracebridge- 705-645-4400
- Muskoka Algonquin Healthcare – Huntsville- 705-789-2311
- Soldiers' Memorial Hospital – Orillia - 705-325-2201

Resort Emergency Numbers

Residence Superintendent: Jean Francois “J.F” Lemieux – 705.205.1603

Resort Security (After Hours): 705-309-2371

Crisis Hotline Numbers

Tele-health Ontario (Free access to a Registered Nurse) - 1-866-797-0000

Taxi's

- Gravenhurst Taxi – 705-687-2246
- OK Taxi – 705 - 684-8294
- Bracebridge Taxi Service – 705-645-2277

Muskoka Victim Services – 705-645-5444

Muskoka-Parry Sound Community Mental Health (Crisis Line) – 1-888-893-8333

Women's Sexual Assault Hotline – 1-800-461-2929

Drug & Alcohol Treatment Information – 1-800-565-8603

Abused Women's Hotline – 1-800-467-7140

Useful Numbers

Resort Back Line – 705-687-8430 + extension (or main line 705-687-2233)

Ontario Northland Bus (Toronto, etc) – 705-472-4500 or 1-800-363-7512



INSTRUCTIONS TO TENANTS ON EMERGENCY FIRE PROCEDURES

UPON HEARING FIRE ALARM OR UPON DISCOVERY OF FIRE

1. If the fire alarm has not been activated, activate by pulling the nearest manual pull station in your area;
2. Attempt to extinguish the fire **ONLY IF** the fire is SMALL and between you and an EXIT;
3. Evacuate the building via the nearest EXIT closing the doors behind you;
4. Proceed to staff staging area in the open field area east of the building;
5. Re-enter the building **ONLY WHEN APPROVED** to do so by the fire department

If smoke is heavy in the corridor it is safer to stay in your room. Put a wet towel along the bottom of the door to prevent smoke from entering quickly into your room. If you encounter smoke in the stairway or hallway, stay low to the ground and find an alternate exit. If you are trapped in your room, immediately call 911 and inform the department of your location and situation.

BUILDING ADDRESS:

**890-1 MUSKOKA ROAD SOUTH
GRAVENHURST, ONTARIO**



VIOLET STREET MAINTENANCE REQUEST FORM

Tenant Name: _____

Date: _____

Cell Phone Number: _____

Room #: _____

Location of maintenance request:

Description of Issue and basis of maintenance request:

Please submit completed form to a Housing Liaison/Manager