



TARTU COLLEGE STUDENT RESIDENCE HANDBOOK

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WELCOME TO TARTU COLLEGE STUDENT RESIDENCE!

We are very happy you have chosen Tartu for your home away from home during your studies.

This handbook is here to provide you with important information about living in the residence and helpful notes to make your stay comfortable, safe and enjoyable!

This Handbook should serve as a guide. Always consult your Student Contract for detailed and updated rules and regulations.

We hope you will be enjoying your stay here at Tartu!

Sincerely,
Tartu College Student Residence Team

IMPORTANT DATES

July 31, 2024 - last day to receive partial Fall Term deposit back

August 25, 2024-Summer Term Ends

September 1, 2024- Fall Move-in Begins

October 14, 2024 - Winter registration opens

November 30, 2024 - last day to receive partial Winter Term deposit back

January 1, 2025 - Winter Move-in Begins

February 2025 - Summer registration opens

April 2025 - Fall registration opens

April 30, 2025- School Term Ends

May 2025- Summer Term Begins

TERMS

School Year (September - April) - Only full-time University students are accepted.

Fall Term - September to December

Winter Term -January to April

Summer Term - Students, language school students and educational groups are accepted from May to August.



STUDENT CONTRACT

A contract you sign with Tartu College once your application is accepted.

Room

A private room occupied by the Resident pursuant to the terms of this Contract by the Resident. Each room includes a bed, mattress, desk, desk lamp, chair, shelves, wardrobe, curtains or blinds and a lockable door. The Room does not include the kitchen, washrooms, and Common Areas adjacent to the Rooms. TC, in its sole discretion, may move the Resident to a different Room as it requires.

SUITE

A grouping of 5 or 6 Rooms adjacent to a shared Common Area. The Suites are either Standard, Prime or Premium Suites.

Common Area - are all areas within TC that are not Rooms including all entry passages, elevators, stairways, hallways, and corridors, kitchens, washrooms, and the hallways within the suites. The use of Common Areas is shared by TC staff and Residents and controlled and maintained by TC staff. TC maintains the right to control who uses the Common Areas and restricts the use of the Common Areas, including those who do not have a Room in the Suite.

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WHO WE ARE AND WHAT WE DO

Tartu College is an independently owned and maintained student residence which began operations in September 1970. The Not-For-Profit (NFP) organization was established as an educational-residential institution for university students. In order to stay in the Tartu College 459 room student residence during the school term (September to April), students must be registered and attending a university, be part of a university co-op program, be an exchange student or be registered in a research program at a university.

The purpose of this NFP is increasing public knowledge and preserving Estonian culture, language, history, arts and science. It was named after the University of Tartu, which is the largest and most prestigious university in Estonia. Tartu College supports a very rich and varied academic and cultural program for the Estonian-Canadian community on the ground floors of this building, which includes libraries, archives, and community space. Today, it is also home for the Estonian newspaper "Estonian Life", which serves a vital role within the Estonian-Canadian community and its mission is to be a central source of news and events to its community throughout Canada while preserving its heritage through language. (www.eestienu.ca)

ESTONIAN STUDIES CENTRE/ VEMU - ESTABLISHED 2008

The acronym "VEMU" translated means The Museum of Estonians Abroad and has been a member of the Bloor St. Culture Corridor in Toronto since 2014. VEMU works to connect Canadian and Estonian communities through its rich and vibrant cultural programming which includes concerts, lectures, seminars, workshops, exhibitions, film screenings, theatre events and more in both Estonian and English. VEMU also acts as a cultural bridge between Canada and Estonia by participating in a variety of cultural and research projects. The ESC with its counterparts in Estonia is the largest such centre located outside of Estonia. Keep an eye out for interesting events during the school year at www.vemu.ca or see postings in the building!

CHAIR OF ESTONIAN STUDIES FOUNDATION- ESTABLISHED 1982

Tartu College with assistance of the federal government and members of the Estonian-Canadian community helped fund the Elmar Tampõld Chair of Estonian Studies at the University of Toronto. A large endowment fund was created to support an Estonian professor teaching courses related to Baltic Studies (Faculty, Centre for European, Russian and Eurasian Studies). The current Chair of Estonian Studies Prof. is Andres Kasekamp who is part of the UofT Department of History and the Munk School of Global Affairs and Public Policy.

The foundation also supports an Estonian Language credit course at the University of Toronto.

REGISTRATION

To register for a room at Tartu College, you need to complete an application through the Tartu College Portal, which can be accessed via the link on the college's website [homepage](#). You must provide your payment details and proof that you have been accepted to a full-time post-secondary school course. Each application will be reviewed individually.

If your application is accepted, you will be charged the deposit (LAST month's occupancy fee) and sent a confirmation email. After receiving the confirmation email, you must log back into the portal to sign the Student Contract.

If you are put on the waiting list, we will contact you before charging your card to ensure that you are still interested in a room at Tartu College.

LIVING IN THE RESIDENCE

By signing a Student Contract with Tartu College Student Residence, Residents have exclusive access to a private room within either a Standard, Prime or Premium room category. The kitchen, hallway, and washrooms within the suites are common areas shared with the other suitemates and those designated by Tartu College to use the common areas. The common areas are maintained by TC Staff. TC Staff has the right to enter the suites when necessary (generally between the hours of 10:00 am and 4:00 pm). This includes Housekeeping, Maintenance, Front Desk Attendants, Management and Office Staff. TC Staff will only enter student's room with due notice or in case of emergencies and two staff members will always be present when doing so.

PLEASE NOTE THAT THE SUITES ARE NOT EXCLUSIVE TO THE RESIDENTS STAYING IN THE SUITES EVEN THOUGH THE SUITE'S HALLWAY DOORS ARE LOCKED TO OTHER RESIDENTS. TC MAY PROVIDE ACCESS TO THE COMMON AREAS TO OTHER RESIDENTS AS IT SEES FIT.

For example:

i) Cleaning - Housekeeping does the general cleaning once per week. Residents are still expected to look after their personal property, for example, dirty dishes in a timely manner, take the garbage and recycling out when the bins are full to reduce risk of pests in the building, and keep the living premises in a general state of cleanliness so that all the Residents can have the enjoyment of the space.

- ii) Maintenance - TC Staff changes light bulbs, repairs deficiencies, looks after plumbing and electrical issues, smoke alarm batteries, pest control, etc.
- iii) Management - may enter the suite to review the common areas, speak to a Resident; and in some circumstances, management may need to bring in contractors or group coordinators to view the common areas in the suites. TC Office will endeavour to notify Residents whenever non-staff members are entering the suites beforehand, except in case of emergency.
- iv) Front Desk Attendants - often need to check on certain things in the suites, they help with minor repairs and problems and are often the first point of contact for the Residents.

IMPORANT NOTE: In cases of emergency or should suites have problems with plumbing in washrooms, kitchen facilities or common areas, TC has the right to give a Resident temporary access to another suite with working facilities (i.e. if water is turned off in one suite, Residents may be given temporary access to another suite to use their washroom facilities and kitchen. Residents of the suite will be notified in advance.

COMMUNICATIONS

TC is authorized to access email addresses provided on the application to inform Residents about maintenance notices, security updates, important dates, and more. Additionally, we may post notices in elevators, suites, and/or on the bulletin board located close to mailboxes behind the front desk. Please pay attention to these notices.

TC ASKS THAT YOU INFORM US IF YOU ARE LEAVING FOR A LONG PERIOD OF TIME, ONE WEEK OR MORE.

BUILDING ACCESS

The front doors are open daily from 9 a.m. to 8 p.m. Use your FOB to enter the building outside of the opening hours. For safety reasons, TC asks Residents to report any suspicious individuals following them into the building to the Front Desk.

GUESTS

Guests must leave by 11 p.m. as a courtesy to other Residents. Residents must accompany and take full responsibility for their guests.

Overnight guests must be registered. An overnight charge of \$50+HST will be applied to the room occupant's account for each night the guest has stayed over. Overnight guests of the opposite sex are not allowed in single-sex suites. Residents can host overnight guests for a maximum of 3 nights per month.

Guests are not allowed to use common areas for overnight stays.

MOVING IN, MOVING OUT, TRANSFERS AND REAPPLYING

MOVING IN

To become a Resident, you must first apply for accommodation at TC through the Tartu College Portal, complete the online application and make the full deposit payment. Once your application is approved, you will receive a confirmation email from the TC Office which will acknowledge your payment and finalize your booking.

On move-in day, visit the Front Desk with a valid photo ID after 4 p.m. to receive the room number and keys. Make the first month payment at the TC Office on the next business day after check-in. Contact the TC Office for any questions.

ROOM TRANSFERS

We understand that there are times when Residents may be unhappy with their current suite assignment, and we always do our best to ensure that Residents enjoy their living arrangements. However, with very few (if any) vacancies, we are unable to accommodate everyone's requests.

If a Resident wants to move to a different room, they must submit a written notice to the TC Office. If the move is possible, the Resident must pay a \$50 transfer fee before the transfer date. The Resident has 24 hours to complete the transfer and return their previous room keys to the Desk.

If a Resident is staying past the end of the winter school term (after April 30th), TC reserves the right to move any or all of these Residents to other rooms of the same category to facilitate summer school occupancies or renovations. In this case, there is no transfer fee required.

MOVING OUT

To officially move out, you must physically leave the residence and return your keys to the Front Desk. Please ensure that your room is clean and all your personal items are removed. Until you return your keys, you are responsible for the room occupancy cost.

If you wish to terminate your stay within the first 2 months, there will be no refund of the first and last month's occupancy fees.

To terminate the school term occupancy without financial penalty, you need to provide a 60-day written notice. However, this rule only applies after two months of occupancy. If you fail to provide 60 days written notice, you will be charged an administration fee of \$800.00.

TC will inspect all rooms before the end of the school term. All Residents will receive a notification of the scheduled inspection date. If TC finds any damage, you could be held responsible for the cost of repairs.

If you wish to donate any of your possessions when you move out, please leave the items in a clear recycling bag in your room and write "for donation" on the bag. You can also leave books in the TC lobby by the bookcase.

EXTENDING/STAYING IN THE RESIDENCE

In order to extend your stay in TC Student Residence past your move-out date **you must reapply**. The process to reapply for the next term or year starts at the beginning of February. You will receive a survey via email that you must fill out and submit to the office by a certain date. Make sure you complete this survey, because if we do not receive it, we assume you are moving out at the end of the school year.

Please note that TC is a Student Residence, and the maximum amount of time you can occupy the same room is 11 months.



FRONT DESK SERVICES

LOST OR FORGOTTEN FOB/ KEYS

In the event of leaving keys behind, call the Front Desk's 24-hour telephone number (416) 317-4858 to get assistance re-entering the suite. Please note that for subsequent instances, there will be a \$10 service fee applied.

In case of misplaced or lost keys, kindly get in touch with the Front Desk to request a replacement. A whole new set of keys will cost \$50, while a new FOB is \$30 and a single key is \$10. Payment for replacement keys can be made at the Rental Office. Please don't forget your keys!

PIN CODE TO ACCESS YOUR ROOM

The Front Desk will provide Residents with instructions and a preset personal access code to operate the keypad during the move-in. Residents are strictly prohibited from sharing, loaning or duplicating TC keys, FOBs and access codes. Changing the access code due to convenience or negligence is subject to a service charge of \$75. For any issues with the PIN code or keypad, please contact the Front Desk for assistance.

Locking and opening the door

1. To open the door from the outside, enter your access code.
2. Press the LOCK button on the outside keypad to lock the door.
3. To lock/open the door from the inside, turn the latch.

MAINTENANCE REPORTING

It is essential to report any maintenance issue in your suite or room promptly.

In case of an emergency such as a flood, fire safety hazard, or water leak contact the Front Desk immediately at 416-317-4858 at any time. TC takes maintenance issues seriously as Residents safety is TC's top priority.

For any non-urgent issue, please notify the Front Desk Staff between 8 a.m. to 8 p.m., seven days a week, or contact the Rental Office during regular working hours (Monday to Friday, 9 a.m. to 4 p.m.). TC's Staff will address the problem immediately.

MAIL

Mailboxes are located in the lobby behind the front desk. Each suite has its own mailbox.

Tartu College (310 Bloor Street West) is a temporary address and should only be used as the mailing address.

TC will not forward any mail. Please use the Post Office change of address card to have your mail forwarded at the end of your residency. Any mail received after Resident's departure date will be returned to the sender.

PACKAGES/DELIVERIES

If a package or registered mail is delivered to TC, the Front Desk Staff will place a pick-up slip in Resident's mailbox. To collect the package, please visit the Front Desk between the hours of 8 - 9 a.m. and 5 - 10 p.m. with your pick-up slip and government or student ID. Please assure that the delivery cost is paid prior to delivery as TC will not cover the cost of delivery of personal packages. To help with a smooth delivery process, please make sure to include your registered name and room number on the package label.

HOW TO RECEIVE MAIL OR PACKAGE TO TC

For a package to be delivered to Tartu College use the following address:

Resident's Name & Last name
#Resident's room number - 310 Bloor Street West,
Toronto, ON M5S 1W4,
Canada

PEST ISSUES

TC is dedicated to maintaining a clean, comfortable and safe residence for its Residents. We collaborate with pest control companies and provide training to our Staff to ensure that TC remains pest-free. Any report of pests is taken very seriously and thoroughly investigated.

For any sign of pests in your suite or room, please inform the Front Desk or Office immediately in writing. The TC Staff will investigate and work Residents to resolve pest related issues as soon as possible.

OFFICE SERVICES

Rental Office is open from Monday to Friday, 9 a.m. to 4 p.m.

Phone number: (416) 925-9405.

PAYMENTS

Monthly occupancy payments are due on first of the month.

To become eligible for \$40 discount, please pay within first 5 business days of the month.

There are several payment options available:

- Credit card*, debit card or cash.
- e-Transfer (only applicable if you have a Canadian bank account).

* Starting October 2024, a 2% credit card processing fee will be applied to all credit card payments.

Residents can pay for rent in person at TC's Rental Office, located on the left-hand side just before the main doors on Bloor Street. Credit card payments can also be completed over the phone (416) 925-9405 or by setting up automatic monthly payments. For further details on how to set up e-Transfers or automatic monthly payments, feel free to contact TC office from Monday through Friday from 9a.m. to 4 p.m.

Please keep all deposit and monthly occupancy payment receipts as proof of payment and for tax purposes! There is a \$10 charge for a replacement letter for lost monthly occupancy payment receipts.

ISSUES WITH SUITEMATES

Living with other people can be an excellent opportunity to meet lifelong friends from all around the world. However, it can also present challenges when adjusting to everyone's personal schedules and habits. It is essential to discuss any issues and/or concerns upfront with other suitemates and address them before they become bigger problems.

Please be respectful and aware of your mutual and shared responsibilities in the suite. Residents can also refer to the Rules and Regulations for clarification and contact TC for support to help addressing with any concerns.

To ensure that everyone is in agreement and content, it is a good idea to establish a Code of Behaviour between the suitemates to enjoy your time together!

CLEANING AND HOUSEKEEPING SERVICE

Each Resident is responsible for maintaining personal cleanliness in common areas of the suite, which includes the shared kitchen, washrooms, hallways, and bedrooms. All suitemates must ensure that their suite is clean and livable throughout their stay. If any area is left excessively messy and requires additional cleaning by the TC Staff, the individual(s) responsible will be charged for cleaning services.

Each Resident has a responsibility to:

- Wash and dry their dishes after every use, including pots, pans, and utensils.
- Discard any garbage and follow the best recycling practices:
 - Do not throw food waste down the kitchen sink as it will clog the sink.
 - Blue Bin. Recyclable items such as clean paper, glass, plastic, tin, and metal should be placed into the recycling blue bin/boxes. **NO FOOD WASTE OR GARBAGE IS ALLOWED IN THE BLUE BIN!**
 - Place garbage in plastic bags or equivalent, tie tightly and bring into the garbage chute. Large items for disposal should be brought to the ground level to the back door area.
- Immediately clean up any spills from all surfaces, including the microwave.
- Keep your fridge and cupboards clean and dispose any old or expired food.
- Ensure that the washroom is clean after the use. Flush and brush regularly!
- Remove any hair from the shower drains and sinks to avoid clogging.
- Keep common area floors clear of any items.
- Clean your room regularly.

HOUSEKEEPING STAFF

TC's Housekeeping Staff thoroughly cleans the suite's common areas once a week. Residents are responsible for clearing floors, sinks, countertops, and kitchen tables as the Housekeeping Staff can only clean around Residents' belongings. Please use your cupboard to store your items and remove your toiletries from bathrooms. The Housekeeping Staff does not want to spray chemicals around your personal items, such as toothbrushes, and it also makes cleaning more challenging.

In case of unacceptable messiness, the TC office will notify you and your suitemates to rectify the situation. If the issue continues, you and/or your suitemates may be fined. If we cannot identify the individual(s) responsible, all suitemates may be fined. It is crucial that suitemates are aware of what is happening in their suite.

****PLEASE NOTE:** Housekeeping will discard any food that has gone bad and/or is causing an unpleasant odour in the kitchen.

BORROWING HOUSEHOLD EQUIPMENT

To borrow a vacuum, iron, etc., please contact the Front Desk Staff or speak with Housekeeping Staff. Please ensure return of the product or equipment within 24 hours.

OTHER SERVICES

INTERNET ACCESS

Each unit has access to internet. The wireless password can be found on the bulletin board in the unit.

1. TC reserves the right to disconnect users who damage, abuse or dominate the TC internet network.
2. Users who upload or download illegal content will be disconnected.
3. If TC's internet provider requests information about a particular user, it will be released.
4. All computers must have current/updated virus protection.
5. No Private Routers (WI-FI) may be hooked up in TC.

HEATING/AIR-CONDITIONING

Our building is equipped with central heating that is turned on from November to April. The heating unit is located under your window.

Premium rooms have air-conditioning (AC) units on the wall. In order for the air-conditioner to work, the window must be properly closed. If the window is closed and there is still an issue with the AC unit, see the Front Desk.

When leaving for an extended period of time turn off the AC, and make sure the window is closed to prevent freezing of the pipes and water damage. If TC Staff notices an open window, we will enter the room, close it, and leave a note to the Resident.

BICYCLE OR CAR PARKING

TC offers bicycle and car parking for Residents in our monitored parking garage. Bicycle parking is \$15 per month and car parking is \$200 per month based on availability. To apply, please visit the TC office.



LAUNDRY

The laundry room is located on the 18th floor and is open from 6 a.m. until midnight every day.

The machines, serviced by Coinamatic, are operated with the Coinamatic mobile app. Residents will need to download the app, and load funds to their account. Residents will need to bring their own detergent, drying sheets, etc.

For any issues with your Coinamatic account or payment please visit <https://coinamatic.com>.

LINEN RENTAL

Linen rentals are available from the Front Desk, or TC rental office for \$22 per week. The linen package includes a bedsheet, blanket, pillow, pillow cover, and towel. At the end of the one-week rental period, please leave all the items included in the linen package outside of your bedroom door. The Housekeeping Staff will pick it up.

LOST AND FOUND

Check with the Front Desk or TC Office if you have lost or found any items in the building.

STORAGE SERVICE FOR LUGGAGE AND BOXES

We offer storage services to our Residents for a monthly fee of \$8 for each piece of luggage or box of equal size (maximum 2 items) plus a one-time service fee of \$20. Summer storage is only available for those who have reserved their accommodations for the following year. Full payment is required upfront. Please visit the TC Office to make arrangements.

To remove your stored items earlier than the specified date, please inform us in advance.

Please note that Residents are not allowed to store their suitcases or boxes in the kitchen or common areas, as it is considered a fire hazard.

MASTER'S BUFFETERIA

Master's Buffeteria is a family-run restaurant that is located on the main floor of Tartu College. It offers daily specials, all-day breakfast and a la carte menu items at 15% off to TC Residents as well as various meal plans. For more information, please visit www.mastersbuffeteria.com or call (416) 924-7651.



NORTHERN BIRCH CREDIT UNION (NBCU) AND ATM

The NBCU bank is located on the main floor, opposite to the Master's Buffeteria. It is open from Monday to Friday from 10 a.m. to 3 p.m. Next to the bank is a universal ATM.

Northern Birch Credit Union, born from the union of Estonian & Latvian Credit Unions in Toronto, embodies a commitment to the community and its members. With roots in trust and a focus on heritage, it prioritizes community and personalized service for members. To make your banking flexible anywhere and anytime, it offers a diverse range of banking services including mobile and online banking.

TARTU COLLEGE STUDENT COUNCIL

TC Residence is the home of our very own Student Council. The Tartu College Student Council (TCSC) is a student-run organization dedicated to the mutual communication, involvement and celebration of our Residents. TCSC regularly plans and hosts monthly study sessions, holiday celebrations and meet and greet events. By doing so, the TCSC provides our Residents with an opportunity to socialize and engage with others in the building.

If you are interested in getting involved with TCSC, message the Front Desk on our discord server with your full name and room number, as well as any potential contributions you are willing to offer!

TARTU COLLEGE STUDENT RESIDENCE SCHOLARSHIP

One of the main focuses of TC is to support the continuous learning journey of its Residents. Together with Academy for Lifelong Learning, TC sponsors 'The Tartu College Student Residence Scholarship (TCSRS). As a not-for-profit entity, TC actively backs the Estonian Museum Canada, Estonian Life Newspaper, and Estonian Studies at the university level. The Academy for Lifelong Learning Toronto, housed at TC, is esteemed for providing stimulating educational opportunities to retired professionals.

The TCSRS aims to reinvest in the TC community by awarding funds to full-term Residents engaged in impactful initiatives. Recipients are encouraged to leverage their projects, events, or activities to contribute to the TC community, which includes Residents, the Estonian Museum Canada program, the Estonian Life/Eesti Elu Newspaper, and the Academy for Lifelong Learning. Scholarship is granted annually and funding ranges from CAD 500 to 2000.

TARTU COLLEGE EVENT SPACE

Looking to host a lecture? Our event hall is available for rent!

email events@tartucollege.ca with your enquiry.



OCCUPANCY RULES AND REGULATIONS

SAFETY AND SECURITY

TC provides safe and secure accommodation, with a 24-hour Front Desk and security cameras throughout the building. Being located in the heart of Toronto, we encourage Residents to be alert and aware of their environment.

WEAPONS AND OTHER OFFENSIVE DEVICES

TC prohibits the possession of firearms, ammunition, and explosive devices including but not limited to: fireworks, firecrackers, explosives, or highly flammable materials. The possession and/or discharge of BB or air guns, paintball guns, or any object that emits any form of projectile, including but not limited to, water pistols, target toys, slingshots, knives, swords, or other lethal weapons, including martial arts equipment are also prohibited. Replicas (including toys) of the above weapons, or any object that creates cause for alarm, are also prohibited.

FIRE SAFETY

If a fire occurs:

- Leave the fire area immediately and close all doors behind you, do not lock them.
- Activate the fire alarm by pulling the nearest lever and telephone the Fire Department at 911 (never assume this has been done).
- Know and give the correct address and the location of the fire in the building - 310 Bloor Street West, Toronto.
- Use exit stairwells to leave the building immediately.

DO NOT use the elevators.

If you are in your suite and a fire alarm is heard:

- Before opening the door, feel the doorknobs for heat. If it is not hot, brace yourself against the door and open it slightly. If you feel air pressure or a hot draft, close the door quickly.
- If the corridor is clear, leave your suite, taking your keys with you.
- Close all doors behind you and leave the building by the nearest exit.

IF YOU ENCOUNTER SMOKE IN A CORRIDOR OR STAIRWELL, CONSIDER TAKING AN ALTERNATE ROUTE OR RETURN TO YOUR SUITE.

**IF YOU CANNOT LEAVE YOUR SUITE OR HAVE RETURNED TO IT
BECAUSE OF FIRE OR HEAVY SMOKE:**

- Remain in your suite and close the door.
- Dial 911 and tell the Fire Department where you are - your floor, suit and room number.
- Seal all cracks where smoke can get in by using (wet) towels or sheets. Seal the space around the door and under the window at both ends of the radiator.
- Partially open the window for air. Close the window if smoke comes in.
- If smoke enters the room crouch low to the floor. Wait to be rescued. Remain calm. Do not panic.
- Listen for instructions or information which may be given by authorized personnel via speakers.

ALWAYS FOLLOW THESE SIGNS TO EXIT!



FIRE EXTINGUISHMENT, CONTROL OR CONFINEMENT

In the event a small fire cannot be extinguished with the use of a portable fire extinguisher, leave the fire area immediately and close all doors behind you.

Then NOTIFY the Fire Department at 911 and NOTIFY the Tartu College Front Desk

FIRE HAZARD

NEVER put burning or flammable material into the garbage chute.

NEVER force cartons, coat hangers or paper which may cause a blockage into the garbage chute.

NEVER use unsafe electrical appliances, frayed extension cords, overloaded outlets or lamp wires for permanent wiring.

As a resident you should know:

- where the alarm pull stations and exits are located.
- to call the Fire Department at 911 immediately whenever you need assistance.
- the correct building address - 310 Bloor Street West.
- that if the smoke alarm in your room is making a low or erratic beeping sound, this indicates that the battery is low, or the unit is faulty. Notify the TC Staff immediately.
- to notify the Front Desk if their door is not working properly.

IT IS STRICTLY PROHIBITED TO ACTIVATE THE FIRE ALARM, SPRINKLERS, OR START A FIRE ACCIDENTALLY OR INTENTIONALLY. TAMPERING WITH, DAMAGING, OR REMOVING FIRE EXTINGUISHERS, OR ANY PART OF THE FIRE ALARM SYSTEM, OR VIOLATING FIRE SAFETY AND FIRE PROTECTION PROCEDURES IS ALSO STRICTLY PROHIBITED.

Tampering with, damaging, covering, disengaging, or altering smoke detectors/carbon monoxide detectors is strictly prohibited.

Burning candles, incense, smoking (inc. e-cigarettes and vapes), or possession of any highly flammable material within the residence is strictly prohibited.

Storage of bikes, boxes, beds, chairs, shoes, and other items is prohibited in all exits and hallways as improperly stored material can become an obstacle during an evacuation. TC Staff will remove items left in these areas.

KITCHEN & COOKING: Each Resident is responsible for monitoring their cooking while keeping the kitchen door closed. Should your cooking set off a general building fire alarm due to your negligence or abandoned cooking, you could be charged for any Toronto Fire Department invoices that TC receives.

Residents who violate the policies above can be subject to a fine of \$1600 (for any Toronto Fire Department invoices that TC receives), eviction and risk criminal prosecution.

WHO TO CALL IN AN EMERGENCY

In case of an emergency, seconds count. When police, fire or medical emergencies occur, call 911 immediately. Trained emergency operators will provide you with the information and assistance you need. When using a cellular phone be prepared to give the exact location of the emergency.

For TTY access (Telephone Device for the Deaf), press the spacebar announcer key repeatedly until a response is received. Deaf, deafened, Hard of Hearing, or Speech Impaired persons may register for Text with 911 Service. If you do not speak English, you must stay on the line while the call taker contacts our telephone translation service.

While on the call, remain calm and speak clearly. Identify which emergency service you require (police, fire or ambulance) and be prepared to provide the following information:

- a description of what is happening
- the location
- your name, address and telephone number

Please remain on the line to provide additional information as requested. Do not hang up until the call taker tells you to do so.

MENTAL HEALTH HOTLINES:

ConnexOntario Helpline - Free and confidential health services information for people experiencing problems with alcohol and drugs, mental illness or gambling.

Toll-free: 1-866-531-2600, Live web chat.

Visit [Health811](#) online or call 811 to speak to a registered nurse. The nurse can help you with any health matters, including depression, anxiety or other mental health or addiction concerns. Health811 is a free, secure and confidential service you can call or access 24/7.

988: Suicide Crisis Helpline - if you or someone you know is thinking about suicide, call or text 9-8-8. Help is available 24 hours a day, 7 days a week.

SMOKING/CANNABIS/E-CIGARETTES/VAPORIZERS

Tartu College is a smoke-free residency. Residents are strictly prohibited from smoking anywhere inside the building or within 9 meters of any building Entrance or Exit in accordance with the City of Toronto Municipal Code Chapter 709.

Note that this includes electronic and smokeless cigarettes (i.e. e-cigarettes, vaporizers, cannabis.). Residents who violate this policy may be subject to a fine or eviction.

Residents are not permitted to grow cannabis at TC premises.

Any Cannabis, meant for personal use must be stored in airtight containers.

PROPERTY DAMAGE

Furniture must not be removed from rooms/suites. Altering the room/suite in any way, including the removal of door closers, screens, windows or window screens is not permitted.

No sign, advertisement, or notice of any nature shall be inscribed or painted; nor any article/thing, (eg. television/radio aerial, air conditioner or equipment), shall be fixed to any part of the building or windows.

No additional locks shall be placed upon any door in the building.

Spikes, hooks, screws, nails, or tape shall not be put into the walls or woodwork of the building. Residents will not paint rooms, or paper or decorate any part of the premises without the consent of the management in writing.

All repairs to the Residence must be completed by authorized TC Staff.

Residents cannot tamper with building fixtures or systems, including the wiring of fire prevention systems, cameras, elevators or the removal, and/or misuse of any TC common space, appliance, furniture, fixtures, cafeteria dishes and/or property; and shall not overload existing electrical circuits in their rooms or common spaces. Should anything be attached to any part of TC property without the express authorization from management, TC will maintain ownership of the object.

POTENTIAL DAMAGE CHARGES AND FINES

The following lists itemized potential fines and the typical replacement costs associated with some of the more common items in each room/unit in the event that the items are damaged beyond what can be considered reasonable or normal wear. These lists are not exclusive. Any damages not listed will be charged at material costs plus the applicable labour rate.

Determined based on inspection and extent of the damage.

Potential Fines	Fine Amount*
Mattress Replacement	\$100-250
Holes in Wall	\$10-\$20
Microwave	\$100
Cleaning Excessive Mess	\$20-120
Desk	\$20-\$100
Fridge	\$50-\$100
Chairs	\$50-100
Screens	\$20-\$50

*fine amounts are based on the most commonly found damages and may vary.

EXCESSIVE NOISE

All residents are obliged to the City of Toronto Noise Bylaw (TORONTO MUNICIPAL CODE CHAPTER 591, NOISE). No loud music or noise between the hours of 11:00 pm to 7:00 am. No unusual disturbance or noise that interferes with the comfort and needs of other residents will be permitted.

GUEST POLICY

As a courtesy to other residents, guests must leave by 11 pm. Resident must accompany their guest(s) at all times and take full responsibility for the conduct of their guest(s) on the premises. If a guest violates a policy, the host will be held responsible as though the host violated that policy.

Residents are allowed to host overnight guests for a maximum of 3 nights per month. All overnight guests must be registered with the Front Desk. An overnight charge of \$50+HST will be applied to the room occupant's account for each night the guest has stayed over. Having unregistered overnight guests in your room is subject to a penalty or expulsion from TC residence.

Overnight guests of the opposite sex are not allowed in all male or all female suites unless all suitemates have signed an agreement to allow for the exception.

Guests are not allowed to use Tartu common areas (including the kitchen and hallway of the suite) as sleeping area for overnight stays.

OTHER VIOLATIONS, RULES AND REGULATIONS

NO SUBLEASING is allowed at TC. If this occurs, immediate expulsion from TC may be forthcoming.

The windows in the rooms and kitchen shall not be covered or obstructed, except for the drapes TC has provided.

Storage of any combustible, dangerous or offensive goods, provisions or materials is not permitted.

No animals, birds or any type of pets are allowed to be kept on the premises.

TC management reserves the right to make additional rules and regulations to ensure the safety, security and cleanliness of the premises and for the preservation of good order therein.

TIPS & TRICKS

OPENING A CANADIAN BANK ACCOUNT

To make your day-to-day life easier, we suggest you open a Canadian banking account. It will allow you to not only pay for your day-to-day purchases here in Canada, but also you can pay your residency fees using Interac e-transfer. Here is a list of Canadian banks:

-
- NBCU (Located at TArtu College)
- CIBC
- TD
- RBC
- SCOTIABANK
- BMO

*Alternatively, you might consider Wise which also supports INTERACT e-transfers in Canada with small transaction fees.

WHERE TO BUY BEDDING, COOKING WARE, GROCERIES, ETC.

Grocery stores nearby:

- Galleria - 351 Bloor St W.
- Metro - 425 Bloor St W.
- Shoppers - 360A Bloor St W.

You can also order groceries to Tartu College by using Instacart, HelloFresh, and some other sites.

Some other grocery store brands store brands in Toronto:

- Metro
- NoFrills
- Loblaws
- Walmart
- Farm Boy

For house supplies, cookware, and school supplies you can go to these stores:

- Ikea
- Homesense
- Dollarama or Dollartree
- Shoppers Drug Mart - also a pharmacy
- Staples
- Michael's
- or order online on Amazon.

USEFUL APP & SITES

- Discord - Free messaging app. Please join Tartu College Discord for information about events, announcements, etc. QR codes to join are located around the building.
- Splitwise - is a free tool for friends and roommates to track bills and other shared expenses so that everyone gets paid back.
- Flipp - is your one-stop marketplace for savings and deals. Browse weekly digital flyers from retailers near you, or search for the items you need.
- PC Optimum -point program app, members can collect points from stores like Shoppers, Nofrills, Loblaws and others, and later on redeem them for some great offers.
- Uber Eats and Doordash - for food deliveries.
- Presto - app for public transit schedules and tickets.
- CBC - for news.
- BlogTo - to find some cafes, restaurants, and events in Toronto.
- Find mental health support - <https://www.ontario.ca/page/find-mental-health-support>.
- Too good to go - app for cheap groceries and food that would otherwise go to waste.
- Three Cent Copy Centre (732 Spadina Ave) - for printing and copying

ESTONIA - WORLD'S FIRST DIGITAL SOCIETY

Estonia is located on the north-eastern edge of Europe, bordering Finland, Sweden, Latvia and Russia.

Due to its location in the Baltic Sea Region, the country has a close cultural connection to the Nordic countries.



Estonia values independent minds

The society is not hierarchical and everybody can live up to their own potential.

Clean environment and closeness to nature

Estonia has a lot of untouched nature and a low popular density. This is very rare in today's world

Estonia is a Digital Society

It is the first country in the world to vote online and offer e-residency. 99% of public services are available to citizens as e-services.

Learn more at
www.visitestonia.com

FACTS ABOUT ESTONIA

- Population: 1,3 million
- Official language: Estonian, belongs to Finno-Ugric group and is closely related to Finnish
- Member of the EU, NATO, Schengen Area and Eurozone
- Known as e-Estonia, the most advanced digital society in the world (Wired)
- Home of Skype, Wise and Taxify
- Estonia ranks 7th among non-English speaking countries with very high English language proficiency level (EF EPI 2015)