

Table of Contents	Page
Who is the Sport Alliance of Ontario	2
Vision	
Mission	
Values and Operating Principles	
Sport Alliance Map	3
Tenant Manual	4
The Sport Alliance (staff listing)	
Corporate Services	30
Facility Services	
Human Resources	
Data/Internet Services	31
Mail Services	
Financial Services	
Games and Awards	32
KidSport Ontario	
Sport Safety Programs	33
Medallion Press	
Sport Alliance Resident Organizations	
Resident Organizations (staff listing)	34
Employee Names (alphabetical by first name)	71
Sport and Recreation Contacts (alphabetical)	77
National Sport Organizations	80
Provincial & Territorial Sport Organizations	83
Ministry of Health Promotion	86

Sport Alliance of Ontario

Since 1968, the **Sport Alliance**, and its predecessor the Ontario Sports and Recreation Centre Inc. (OSRC Inc.), has built a track record of service and commitment to amateur sport and recreation in Ontario. The **Sport Alliance** provides services assisting in the development and delivery of competitive and recreational sport in Ontario.

Sport and Recreation are key components of the daily lives of almost 2.5 million Ontarians. The sport and recreation community is served by more than 100 provincial sport organizations, committed individuals in the educational sport sector, countless municipal parks & recreation staff and volunteers and private sector fitness and facility providers, to help improve the daily lives of people in Ontario.

Vision of Sport Alliance

To be the pre-eminent leader in sport systems development.

Mission of Sport Alliance

To empower, maximize and celebrate Ontario's sport system.

Values and Operating Principles

Excellence, Respect, Inclusion, Joy of Sport, Transparency and Accountability, Innovation.

Visit Us On The Web

Your link to the sports, information and so much more!

www.sportalliance.com

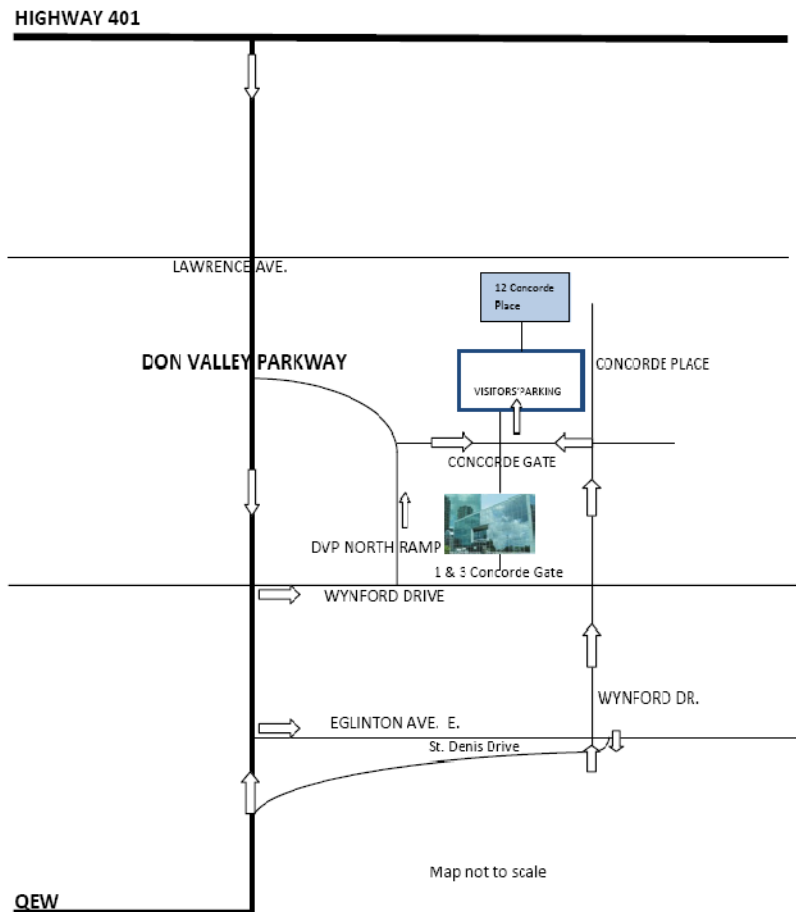
Email: info@sportalliance.com

Directions to the Sport Alliance of Ontario Building

3 Concorde Gate
Toronto, ON M3C 3N7
Main Tel: (416) 426-7000
Main Fax: (416) 426-7344

FROM THE QEW Don Valley Parkway North - Exit at Eglinton Ave. E.
Take Wynford Dr. ramp toward St. Denis Dr.
Keep right; at the fork to go onto Wynford Dr.
Stay straight to go onto Concorde Place
Turn left at Concorde Gate

FROM HWY. 401 Don Valley Parkway South
Exit at Wynford Drive (turn left)
Turn left again at DVP North Ramp
Keep right; turn at Concorde Gate



TENANT MANUAL

Prepared by
Sport Alliance of Ontario
for the Tenants of:
1, 3 Concorde Gate & 12 Concorde Place

TABLE OF CONTENTS

INTRODUCTION	6
FACILITY SERVICES	7
1 EMERGENCY RESPONSE	
1.1 In Case of Fire	
1.2 Upon Hearing a Fire Alarm	
2 BOMB THREATS	8
2.1 Telephone Bomb Threat	
2.2 If You Discover a Suspicious Looking Object	
3 FIRE REGULATIONS	9
4 POWER FAILURE	
5 LIGHTING AUTOMATION	10
6 HEATING AND AIR CONDITIONING USE	
7 DELIVERIES	11
8 FREIGHT ELEVATOR USAGE	
8.1 Elevator Service	
9 WASTE MANAGEMENT	13
9.1 Recycling	
10 RULES AND REGULATIONS	15
10.1 Use	
10.2 Housekeeping	
10.3 Additional Contract Work	
10.4 Safety	
11 BUILDING SECURITY	17
11.1 Security	
11.2 Keys and Access Cards	
11.3 Business Hours	
i) Access	
11.4 Signs	
11.5 Alterations and Repairs	
11.6 Leasehold Improve/Changes/Construction	
11.7 Canvassing	

11.8	Animals	
11.9	Bicycles and Vehicles	
11.10	No Smoking Policy	
12	CARD ACCESS SYSTEM	22
12.1	Entering Building After Business Hours	
12.2	After Hours Elevator Use	
12.3	Gaining Entry to the Indoor Parkade	
12.4	Exiting the Building	
13	PARKING	24
14	DIRECTORY BOARDS	25
14.1	Display & Bulletin Boards	
15	CONFERENCE ROOMS	26
	FINANCIAL SERVICES	27
1.	Accounting and Bookkeeping Services	
2.	Fees	
	MAIL SERVICES	28
1.	Services Offered	
2.	Fees	
2.1	Courier Rates	
2.2	Bulk Mail Rates	
2.3	Envelope Sealing	
	MEDALLION PRESS SERVICES	29
1.	Services	

INTRODUCTION

This Manual has been prepared by Sport Alliance for our Tenants of 1,3 Concorde Gate & 12 Concorde Place in order to provide essential information on Building and Facility Services. Revisions will be made and distributed to Tenants as required. This manual should not be duplicated or distributed without the authorization of **Sport Alliance**.

Our objective is to ensure your organization receives prompt, courteous, and quality service.

In order to assist us with providing the best possible level of response to your service needs, we ask that you complete the "**New Hire Information Sheet**" and forward the completed form to our office (Schedule 'A'). Any updates to the representatives should be made as they occur and forwarded to our office as soon as possible. **The SAO staff should be the only contact people dealing with Property Management Company (Crown).**

For your convenience, all your service needs can be met by calling Facility Services at 416-426-7000 during regular business hours (8:30 - 4:30). For after hour emergencies please call 416-445-2668 or email: cccsecurity@crowndrealtypartners.com If you email Crown please c.c. hkromminga@sportalliance.com. We welcome comments or suggestions you may have regarding any facet of the building and its operation.

We look forward to a long and mutually prosperous business relationship with our tenants.

FACILITY SERVICES

FACILITY SERVICES

Quick Reference Guide:

Heidi: For Building Concerns 7000
Cleaners, HVACs, lights, washrooms, etc.
Boardroom: set-ups, equipment, bookings, etc.
Access Cards & Parking

Jason: For Phones/IT Concerns 7048
Billing, equipment, long distance codes, conference calls,
voicemail, calling cards, toll-free #'s, etc.
Data & Internet: email / internet work order request
Server & Computer Concerns

EMERGENCIES

FIRE/AMBULANCE/POLICE: 911
NON-EMERGENCIES: 416-808-2222

1 EMERGENCY RESPONSE

1.1 Fire Safety

- **Remain Calm**
- Leave the area, closing doors behind you.
- Sound the nearest Fire Alarm.
- Call **911** as soon as possible, if it is safe to do so.
- Notify your floor/area Fire Warden/Deputy Fire Warden.
- Your Fire Warden/Deputy Fire Warden is listed on the health and safety board located in Suite 313.
- **DO NOT USE ELEVATORS**
- Leave via exit stairs.
- Go to your assigned marshaling area and report to your supervisor.

1.2 Upon Hearing a Fire Alarm

- **Remain Calm.**
- Close doors behind you.
- Leave via exit stairs.
- **DO NOT USE ELEVATORS.**

2 BOMB THREATS

All bomb threats must be taken seriously:

2.1 Telephone Bomb Threat

- 1) Be calm and courteous.
- 2) Keep the caller on the line as long as possible.
- 3) Enlist the aid of fellow employees.
- 4) Notify the Following:

Metropolitan Toronto Police at:	911
Sport Alliance	416-426-7000
Crown Security	416-445-2668

Give the following information:

- (a) COMPANY NAME AND LOCATION.
- (b) FLOOR NUMBER WHERE CALL IS BEING
or HAS BEEN RECEIVED.
- (c) YOUR NAME AND TELEPHONE NUMBER.

- 5) Obtain as much information as possible.
- 6) Notify your immediate Supervisor or Manager.
- 7) Retain the complete Bomb Threat Report Form (or information)
for investigation purposes. The Bomb Threat Report Form
can be obtained from Sport Alliance Facility Service staff.

2.2 If You Discover a Suspicious Looking Object

- 1) DO NOT TOUCH THE OBJECT.
- 2) Notify your immediate Supervisor or Manager.
- 3) Clear persons from the immediate area of the object
and prevent their re-entry.
- 4) Notify the Following:

Metropolitan Toronto Police at:	911
Sport Alliance	416-426-7000
Crown Security	416-445-2668

and provide the following information:

- (a) COMPANY NAME AND LOCATION.
 - (b) FLOOR NUMBER AND AREA WHERE
OBJECT IS LOCATED
 - (c) DESCRIPTION OF OBJECT AND WHY YOU
CONSIDER IT SUSPICIOUS
 - (d) YOUR NAME AND TELEPHONE NUMBER
- 5) Standby to pinpoint location for Emergency Personnel.

3 FIRE / EMERGENCY REGULATIONS

Under the Ontario Fire Code (Section 2.8) Emergency Planning, it is the responsibility of each Tenant to provide personnel to form a Fire Safety Committee. Fire Safety training is provided by Property Management. These individuals will be contacted for the purpose of scheduling fire safety training for your staff.

Relevant sections of the Building Fire Plan will be issued to you by Property Management.

A Fire / Emergency Committee consisting of two people from each floor exists to handle evacuations. Procedures have been established and are consistent with all fire regulations of the City of Toronto. Upon discovery of the fire, leave fire area immediately and close doors. Call 911, sound fire alarm, or upon hearing fire alarm, leave building via nearest exit. Close doors behind you. If you are unable to leave, close door and place a wet towel at base of door. If you encounter smoke in the stairway, use alternate exit. REMAIN CALM. Please contact Facility Services if you have employees requiring "Special Assistance". Your co-operation is greatly appreciated. Special Assistance form can be obtained from Facility Service Staff.

4 POWER FAILURE

Concorde Corporate Centre is equipped with an emergency diesel back up generator that supplies power to critical systems, emergency and stairwell lighting, fire and life safety equipment as well as to the emergency response elevator.

1 & 3 Concorde Gate

The emergency diesel generator is rated at 750 KW/960 KVA

12 Concorde Gate

The emergency diesel generator is rated at 765 KW/956 KVA

Evacuation is not mandatory unless direction sare received via the public address system.

5 LIGHTING AUTOMATION

All tenant office lighting fixtures are connected to the Siemens' BAS (Building Automation System). Floor lighting systems are zoned, and can be turned on or off remotely via the BAS automated lighting control system. The lighting system is scheduled to be turned on by 7:00 a.m. and off by 6:00 p.m. Monday to Friday and is inactive on Weekends and Holidays.

Alternative times can be programmed for tenants who work late hours or schedule specific evening events for an additional charge at an hourly rate. Please contact Facility Services if required.

Additional After Hours HVAC Rates (Charged back to user)

\$25.00 per hour + 15% administration fee.

6 HEATING & AIR CONDITIONING USE

Heating, ventilation, and air conditioning (according to appropriate season) are provided Monday through Friday except weekends and holidays.

For your reference, regular HVAC hours are as follows:

7:00 a.m. to 6:00 p.m.

Additional HVAC service for tenants is available for a fee by placing a work order request through Facility Services. Work order form can be obtained from Facility Services.

Current After Hours HVAC Rates:

\$30.00 per hour + 15% administration fee.

<p>Please note: HVAC is \$30 per hour and the lighting is \$25 per hour. This is a per floor expense.</p>
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7 DELIVERIES

All deliveries to 1 & 3 Concorde must be channeled through the loading dock. The loading dock is located on the south side of 1 & 3 Concorde with access from Concorde Place. The dock is monitored by Security personnel located on the ground floor lobby. All delivery personnel must check in at the Security desk prior to accessing the building. These instructions should be given to anyone delivering items to your office. Please ensure that the appropriate suite number is given to anyone delivering items to your organization.

General deliveries may be made between the hours of 8:30am & 5:00pm.

Large deliveries and/or movers (which require the elevator for more than a single lift) are to be scheduled with Facility Services. After hour deliveries require supervision by the base building security personnel and are subject to an hourly service charge of \$25.00.

Drivers are requested to limit their parking time to 15 minutes to avoid congestion and ensure efficient use of the limited space.

Service Elevator

Service elevators for deliveries, moving, etc. must be requested in writing to Facility Services 24 hours in advance.

8 FREIGHT ELEVATOR USAGE

Concorde Gate is equipped with a single Freight Elevator at 1, 3 Concorde Gate and 12 Concorde Place that is accessible throughout normal business hours for normal deliveries and other heavy traffic.

Elevator Dimensions:

1 Concorde: 79" W x 64" D x 118"H

3 Concorde: 80" W x 50" D x 120"H

12 Concorde Place: 41" W x 45" D x 105"H

8.1 Elevator Service & Loading Area 1 & 3 Concorde Gate and 12 Concorde Place

All freight entering or leaving the Building must be shipped through the loading area and the designated freight elevator. In no event shall freight be moved through the ground floor entrance or lobbies to the Building. To reserve the freight elevator, contact Facility Services. Facility Services requires at least 24 hours prior written notification. The freight elevator shall be used for the movement of freight at times established by Management.

Elevator Reservation Times

Monday to Friday:

Before 8:00 am - **Absolute cut off at 8:00 am.**

No Move in or out. No tractor trailers in loading area.

Between 9:30 am and 11:30 am - **Absolute cut off at 11:30 am.**

Between 2:00 pm and 4:00 pm - **Absolute cut off at 4:30 pm.**

After 6:00 pm - Large moves and deliveries. ONLY time on weekday for tractor trailer vehicles permitted in loading area.

Saturday - Sunday:

Between 9:00 am - 9:00 pm - No restrictions

Movement of small items by hand during normal business hours shall be permitted.

Property Management / Security reserves the right to inspect all freight to be brought into the building and to exclude from the building all freight which violates any term of the lease. All carrying in or out of unusually heavy or bulky freight must take place only during hours selected by Property Management (Crown) and then only with prior notice to and approval by Property Management. No loads beyond the rated capacity of elevators shall be brought into the Building. The Landlord shall have the right to prescribe the locations of heavy loads or objects and, if considered necessary, the means to distribute the weight thereof (to no more than 100 pounds per square foot, unless written approval is granted by the Landlord). All costs incurred by Property Management (Crown) with respect thereto shall be charged to the Tenant.

Any damage to the building caused by the Tenant or its contractor, couriers, delivery, or moving services, will be repaired at the Tenant's expense. Please make sure that prior to hiring their services, contractors are informed of this policy.

9 WASTE MANAGEMENT

Concorde Corporate Centre has established an extensive waste management and recycling program in an effort to attain the highest possible diversion rate.

Portions of the waste stream addressed by the program include paper and cardboard: bottles, cans and miscellaneous plastics: secure shredding: food court organics: wooden pallets: fluorescent light tubes: grease and oil: toner cartridges: batteries; construction and demolition waste and miscellaneous computer parts.

Each Tenant shall store all its trash and garbage within its premises, unless an alternative location is specifically provided by SAO Facility Services. No material shall be placed in the trash boxes or receptacles if such material is of a nature that it may not be disposed of in the ordinary and customary manner of removing and disposing of trash and garbage, without being in violation of any law or ordinance governing such disposal.

All construction debris relating to alterations shall be removed from the premises and the building by the Tenant or its contractors. All garbage, construction debris and refuse shall be removed only in suitable containers and through entry ways and elevators provided for such purposes and at such times as SAO shall designate. The Tenant shall not allow any undue accumulation of any debris, garbage, trash or refuse in or outside the premises.

No trash or garbage is to be placed in the loading area without prior approval by SAO Facility Services during the day. This also applies to large amounts of recyclable materials. Contact building security after hours at 416-445-2668.

9.1 Recycling

The building has a blue box recycling program in accordance with local by-laws. We encourage Tenants to participate in the program. Only 100% participation by all will help maximize the benefit of such a program.

***Please** break down and store flat in one location all cardboard boxes for daily pick-up by cleaning personnel. If more than 10 boxes are to be disposed of, they must be brought down to the area located in building 1. Please contact x7000 if you are unsure of Loading Dock's location.

LIST OF APPROVED RECYCLABLES

RECYCLABLE	NON-RECYCLABLE
· computer paper	· carbon paper
· white ledger	· lunch waste
· bond paper	· Kleenex
· coloured paper	· tissue
· fax paper	
· file folders	
· post-it notes	
· ALL types of envelopes	
· staples	
· paper clips	
· newspapers	
· magazines	
· telephone books	
· business cards	
· coated (glossy) paper	
· NCR paper (No carbon req.)	
· clear glass	
· cans	
· plastic water bottles	

Along with recycling, we should also reduce waste and re-use paper. We can do this by purchasing recycled paper, reduce or eliminate the use of paper that is not recyclable and use both sides of paper whenever possible.

10 RULES AND REGULATIONS

10.1 Use

For safety of occupants and according to Fire Code Regulations, the sidewalks, entrances, lobbies, corridors, elevators, vestibules and stairways in and about the Building shall not be obstructed or encumbered by any tenant or used for any purpose other than ingress to or egress from the premises.

Access to the roof is restricted to building staff only, unless specified in a lease or authorized by Crown Property Management.

Cooking is not permitted in the Building except the use by the Tenant of CSA-approved equipment for brewing coffee, tea, hot chocolate and similar beverages and the use of CSA-approved microwave ovens for heating, provided that such use is in accordance with all applicable federal, provincial and city laws, codes, ordinances, rules and regulations and provided that such use shall not result in any odours emanating from the Tenant's premises or be used for commercial purposes.

The Tenant(s) premises shall be used to conduct business as outlined in the Lease. Lodging, sleeping, manufacturing, storage of merchandise, sale of merchandise, and consumption of alcohol without a permit are prohibited.

Business machines and other equipment shall be placed and maintained by the Tenant at the Tenant's expense in settings sufficient, in Property Management's reasonable judgment, to absorb and prevent unreasonable vibration, in complying with maximum load limits prescribed and to prevent noise and annoyance.

Windows and doors that reflect or admit light and air into the halls, passageways or other public places in the Building shall not be covered by any Tenant.

Parcels or other articles are not to be placed on interior or exterior window sills. Fire exit doors shall not be obstructed.

10.2 Housekeeping and Cleaning Services

Housekeeping Services is performed by contracted cleaning staff, administered by 1 Concorde Gate, Crown Property Management Office.

Contracted cleaning staff service all customer offices and common areas. Nightly cleaning begins at 5:30 pm, Monday - Friday, with the exception of holidays. Office premises include all areas unless specifically secured and requested to be omitted. Common areas include: washrooms; elevator lobbies; corridors; stairwells; and all public areas. Daytime cleaning staff are on site attending these common areas from 8:00 am - 4:00 pm weekdays.

Crown Property Management conduct random weekly inspections to ensure the quality of janitorial service, and regular meetings are held with contract supervisors to assess performance and quality standards.

Any additional needs should be discussed with the SAO Facility Services Manager. Only cleaners authorized by Property Management (Crown) are permitted to perform housekeeping services in the building. The Tenant shall permit window cleaners to clean the windows in the premises both during regular business hours and at other times. Every attempt will be made to clean the interior windows with minimal disruption to Tenants.

In order to keep costs down, the washrooms, toilets, urinals, washbowls and other apparatus shall not be used for any purpose other than that for which they were constructed and intended to be used and no foreign substance of any kind whatsoever shall be thrown therein.

10.3 Additional Contract Work

Tenants having contract work or additional cleaning services performed must make prior arrangements for access and freight elevator service. Contact Facility Services Manager who will liaise with Property Management.

10.4 Safety

Safety of building occupants is of primary importance. Tenants are encouraged to participate in fire drills.

For obvious reasons, any dangerous, explosive, corrosive materials, fluids, batteries or other goods containing dangerous, explosive materials or fluids are not permitted. Flammable, combustible fluids, or material other than limited quantities thereof reasonably necessary for the operation or maintenance of office equipment are strictly prohibited. Any hazardous situation should be brought to the attention of the SAO Facility Services Manager immediately.

The Tenant shall not, without Property Management (Crown) and SAO Facility Services prior written approval, use any method of heating or air-conditioning other than that supplied or approved by Property Management. WHIMIS legislation requires the Tenant to keep MSDS sheets on all hazardous goods, and that MSDS sheets be provided to Facility Services/Property Management.

11 BUILDING SECURITY

Concorde Corporate Centre has a 24 hour Security Service with a manned front desk located in the atrium of the ground floor of 1 & 3 Concorde Gate, with a patrolling officer for emergency response. Upon request Security can provide escorts to the parking garage or visitor parking after hours for tenants or visitors. All contractors are required to register at the security desk and wear Concorde Corporate Centre Visitor Passes and be in uniform while operating within the complex.

Any Access to the building after scheduled business hours is through the main front doors located on the north side of building only and is controlled by the use of an electronic security pass card system. The access card is required for after hours access to the building, elevators and parking. A Fitch card access system controls access and egress to the main entrance doors, elevators and parking garage.

An extensive 24-hour CCTV system monitors and digitally records specific locations throughout the building. Lost or Stolen cards are to be reported to Facility Services immediately.

This card system automatically records the use of the card and maintains a building entry record.

For weekend or after hour meetings, access can be arranged for specific times by contacting Facility Receptionist x7000. Access time is limited to one hour (1/2 hour before and after the starting time of the meeting).

All fire doors are connected to the alarm system. These doors are to be used ONLY in the case of an emergency.

11.1 Security

The Tenant should ensure that the doors of the premises are closed and locked, that all water faucets, water apparatus and powered equipment are shut off before the Tenant or the Tenant's employees leave the premises, so as to prevent waste or damage. We strongly recommend that Tenants shall keep the doors to the Building corridors closed DURING BUSINESS HOURS and CLOSED AND LOCKED outside of business hours.

Note: Security patrols the outer office's only. They do not enter the suites unless directed to do so or a security situation exists.

No additional locks or bolts of any kind shall be placed upon any of the doors or windows by any Tenant, nor shall any changes be made in existing locks or the mechanism thereof, without prior written authorization from SAO. All requests are to be submitted through SAO Facility Services. Lock cylinders and keys shall be changed by SAO at the Tenant's expense upon receipt of written request from the Tenant (proper procedure is as follows: SAO receives a request from the Tenant. SAO then receives approval from Property Management). A Work Order Request Form must be filled out and approved by both the SAO and the Tenant prior to any projects.

11.2 Keys and Access Cards

Any additional keys and access cards will be issued at Tenant's cost and should be requested by completing a Work Order Request Form. The Tenant must, upon termination of its tenancy, return to the SAO Facility Services upon termination or change of staff all keys and/or access cards either furnished to or otherwise procured by such Tenant and, in the event of the loss of any keys or access cards so furnished, the Tenant shall pay to SAO the cost of replacement. Authorized building janitors and contract cleaners will be provided with a passkey to all offices in the Building unless specific instructions are arranged with the Building Property Manager through the SAO Facility Services.

A \$25 fee is applicable to replace a lost card.

11.3 Business Hours

The SAO core business hours are 8:30am - 4:30pm
The normal business hours of the Building are 6:00am - 6:00pm on weekdays. Throughout the week SAO Services are available from 8:30am to 4:30pm. On Saturday & Sundays the building is open to individuals with security card access. Should you be without your access card the security guard on duty can assist you (subject to change).
Security is on site 24/7 (subject to change).

i) Access

On Weekends, Holidays and outside regular business hours, access to the premises without proper and acceptable identification may be refused in the absence of the individual having a pass card or key. A letter on your company's letterhead to SAO granting any volunteers/board members etc. into your suite after hours **must** be received within 24 hours prior to access. SAO shall provide Property Management with a current Security Access List for all persons authorized to access the premises after ordinary business hours. Any lost or stolen cards/keys shall be promptly reported in writing by the Tenant to the SAO Facility Services.

The Tenant shall be charged a fee to be specified by SAO for lost, stolen, or unaccounted Security Access cards or keys. (Prices are subject to change).

11.4 Signs

The Tenant shall not paint, display, exhibit, inscribe, place or affix any flat sign, picture, advertisement, notice, lettering or direction on the outside or inside of the premises for exterior view without the prior written consent of SAO. Signs shall be manufactured and installed by persons approved by SAO, failing which SAO may same without liability and may charge the expense incurred by such removal to the tenant.

11.5 Alterations and Repairs

Any alterations or repairs including, but not limited to, painting drilling, floor, walls, ceiling work, electrical, plumbing, etc., must be submitted IN WRITING and to SAO Facility Services for approval.

All tenants are required to restore their suite to 'as new' condition at their own expense upon termination of their tenancy.

For the benefit of all Tenants, and to project a professional image, Property Management desires to retain uniformity of appearance from the exterior of the Building as far as is possible. Therefore, only building standard blinds are permitted as window treatment.

File cabinets, boxes, containers or similar items should be kept clear of any window of the Building so as to not be visible from the outside of the Building and to maximize HVAC efficiency.

Microwave or television antennae, loud speakers or other devices, if required to be located outside of a tenant's premise, must be approved by SAO.

Tenants shall not alter the building ceiling lighting or HVAC system or install any additional lighting or abnormal power-consuming equipment without written approval of Property Management & SAO.

11.6 Leasehold Improvements/Changes/Construction

The Leasehold Improvements/Changes and Construction by Tenants form (see page 31 of the Appendix) is to be completed for any leasehold improvement, change or construction by any Tenant. All completed forms should be forwarded to SAO Facility Services who then notifies Property Management for prior approval.

11.7 Canvassing

Canvassing, soliciting, distribution of handbills and peddling in the Building are prohibited and we ask each Tenant to co-operate to prevent the same. We encourage Tenants to contact Facility Receptionist at 416-426-7000 or Security at 416-445-2668 if any canvassers are seen in the building.

11.8 Animals

Pets or animals are not permitted in the Building or premises with the exception of seeing-eye dogs.

11.9 Bicycles and Vehicles

For the convenience of cyclists, a bicycle rack is located at the front of the 3 Concorde building. **No** bicycles, roller blades or skate boards are allowed or to be used inside of the building.

11.10 No Smoking Policy

Tenants are reminded that according to City of Toronto By-Law No. 643-91, there is NO SMOKING throughout the entire building, including the indoor parkade, washrooms, elevators, conference rooms, office areas and stairwells. This by-law is enforced by Property Management. Repeat offenders may be issued a by-law infraction notice.

Smoking is permitted in one designated area - South side of the building 3 Concorde, 15 feet away from the building. Smoking is not permitted at the exterior main entry area to the Building (north side).

12 CARD ACCESS SYSTEM 24/7

The Building is equipped with a security card access control system that is monitored on-site. The following provides instructions on the use of the card and appropriate enter/exit procedures.

There is no charge for requesting new additional cards or damaged cards. Should a card be lost or stolen a \$25 fee will be invoiced to your organization at the end of the month to have the card replaced. It is recommended that all card numbers be recorded for later reference.

Hours of Operation: Access Card Reader

Weekdays

Monday to Friday 6:00pm - 8:00 am

Weekends

Friday - Monday 6:00pm - 8:00 am

Holidays - All Day

(Hours subject to change)

INSTRUCTIONS ON HOW TO USE THE CARD:

12.1 Entering the Building After Business Hours

For after hours entry through the main lobby, swipe card over black box to activate. Wait for green light (LED) to turn on. Open door while green light is on. For Handicapped users, push the button beside the door after the green LED appears, and the door will automatically open.

Once in the building, the user should ensure the door is secure again. An alarm will be activated if a door is left ajar.

If red light (LED) is on for 2 seconds, or if no light goes on, repeat procedure. If red light is on for 5 seconds, card is not programmed for access. Please do not hold open doors for other people unless they are your guest.

12.2 After Hours Elevator Use

Outside of normal business hours, the elevators are secured and equipped with passcard readers. If authorized, swipe your card over the black box to activate, wait for green light (LED) to turn on. Select the floor button while green light is on.

If red light (LED) is on for 2 seconds, or if no light goes on, repeat procedure. If red light is on for 5 seconds, card is not programmed for access.

12.3 Gaining Entry to Indoor Parkade

The indoor parkade is equipped with a passcard reader at the top of the ramp. To operate, swipe card over reader to activate. Wait for green light (LED) to turn on. Door will open green light appears. Proceed into the lot.

Note: This system is equipped with an anti-pass back program, which means it will allow one (1) in swipe for every out swipe. Multiple swipes will lock you out & you must see security to have it reset or your card will not work.

12.4 Exiting the Building

To exit the building after hours you must leave the building through the front entrance door or through the indoor parkade.

13 PARKING

All parking inquiries should be directed to Facility Services at 416-426-7000. For authorized vehicles, the parking facility is accessible 24 hours a day.

Parking Facilities are available for building tenants on a monthly basis. Monthly pass holders will be provided with access entry, which will allow them unlimited access privileges to the underground parking.

There is Visitor Meter Parking available. Credit cards and coins are accepted in the meter.

Please Note: the lot is enforced by parking patrol several times throughout the day.

3 Concorde Gate, front of the building

Rates are as follows and are subject to change:

Daily Flat Rate:	\$12.50 per vehicle – 6 a.m. to 6 p.m.
Evening/Weekends	
/Holidays Flat Rate:	\$10.50 per vehicle – 6 p.m. to 6 a.m.
Hourly Rate:	\$5.00 per hour or \$2.50 per ½ hour

12 Concorde Place to the right of the building.

Rates are as follows and are subject to change:

Daily Flat Rate:	\$10:00 per vehicle – 6 a.m. to 6 p.m.
Evening/Weekends	
/Holidays Flat Rate:	\$5:00 per vehicle – 6 p.m. to 6 a.m.
Hourly Rate:	\$5.00 per hour or \$2.50 per ½ hour

Note: Vouchers MUST be pre-purchased through the Facility Services Receptionist via email: hkromminga@sportalliance.com. Vouchers are to be date stamped and signed by Security. Once this has been completed, the visitor MUST display the voucher from their mirror. Any vouchers displayed blank are subject to tagging and towing at owners risk. Another option is to have your tag pre-stamped and pre-signed prior to releasing the vouchers to your visitors. Vouchers are valid only once with the correct date stamp on the voucher.

When ordering your vouchers through the SAO, please indicate quantity and if you would like your vouchers pre-stamped/signed.

SAO is invoiced monthly by Crown for the amount ordered. In turn, SAO will invoice your organization for actual total amount requested even if you haven't used up all your tickets.

The indoor parkade is reserved for the use of those holding monthly passes. Authorized SAO passcard holders have twenty-four hour access to the parking garage via their security pass card and may access the building via the elevator using the same card after normal hours.

Note: Continuous overnight parking is not permitted.

For your benefit and safety, a clean parkade is desirable. The parkade is cleaned on a periodic basis. We ask however that debris and household refuse not be left in the underground parking lot. Waste receptacles that are placed near the entrances are to accommodate the disposal of small items only.

Please observe speed and directional signage as posted to avoid any inconvenience. No vehicle above 6 feet in height should go beyond this point. Any name and license plate number changes should be submitted to the SAO Facility Receptionist promptly. Unauthorized users may be subject to ticketing and/or towing.

14 DIRECTORY BOARDS

The client directory board is located in the Lobby Boardroom window left of the main lobby entrance in Building 3.

For additions and changes, a 'Request Order Form' should be completed and submitted to the SAO Facility Services Receptionist.

14.1 Display and Bulletin Boards

The Bulletin Board is located on the main level across from the mailroom. The board is intended to display information concerning organizations or community activities. All Bulletins are to be approved by Facility Services prior to posting. The boards is monitored daily, and any unacceptable notices will be removed without notification.

15 CONFERENCE ROOMS

There are 6 conference rooms within Building 3. They are available for booking 7 days a week.

The conference hours are:

Monday to Friday 8:30 am to 11:00 pm.
 Saturday & Sunday 8:30 am to 6:00 pm.

Basic audio visual equipment (overhead projectors, screens, flip charts, TV/VCR's) are available. All equipment is on a first come first served basis unless it has been reserved in advance.

If any furniture or equipment set-ups are required for conference rooms, a fee of \$80.00 will be added to the total cost (\$40 to set up, \$40 to reset) .

Users of the SAO conference facilities are expected to leave the rooms in a reasonably clean manner. If boardrooms are found unreasonably dirty, or if furniture is moved, SAO Facility Services will reset the room back to its original configuration and a reset fee is automatically billed to the user. The same policy applies to any damages found. A penalty fee will be billed accordingly based on the estimated damages.

Twenty-four hours notice should be given to SAO Facility Receptionist if your organization wishes to cancel a booking. If 24 hours notice is not given a fee (100% of the original cost) will automatically be charged to your organization.

Please contact x 7000 to inquire about rates or to reserve rooms and equipment. **Email: boardrooms@sportalliance.com**

Rooms are equipped with the following:

BOARDROOM	White Board	Screen	Phone	High Speed Internet
Lobby	X	X	7015	X
1	X		7138	X
2	X		7193	X
3	X		7119	X
4	X		7213	X
5			7212	X

FINANCIAL SERVICES

ACCOUNTING AND BOOKKEEPING SERVICES

Monthly bank reconciliation.

Disbursements and cash receipts.

Preparation of journal entries, general ledger and financial statements

Account/variance analyses and preparation of supporting schedules

Payroll calculations, T4/T4A summaries, records of employment,

income tax and employer health tax remittances.

Year-end working papers for audit purposes.

Preparation of GST and PST returns.

1. FEES

Our fee is \$20.50 per hour (plus GST). Total monthly cost varies for every client, depending on the services required, the volume of transactions and the complexity of your business. Please contact Finance x 7080 for a free estimate.

The SAO has established a new charitable fund to assist in the development of community base sport throughout Ontario. The Sport IS Development Fund is a charitable fund managed by the SAO to assist athletes, coaches, officials and volunteers to improve Ontario's sport system through CCP & TSF (Canadian Council of Provincial and Territorial Sport Federations Inc.). It allows sport and recreation organizations to provide their donors with a tax receipt by using the charitable number of the CCP & TSF, or RCAA that enjoys the same charitable status as a charity.

Utilizing the theme of Sport Is, the SAO will be promoting physical activity through sport and the integral role sport plays in creating a healthy lifestyle. The Sport Is Development Fund, with your support, will help create a safe and fun sporting environment for Ontarians.

For more detailed information, please contact the:

CFO of Finance - Rob Lubinsky at 416-426-7079

MAIL SERVICES

SERVICES OFFERED

- Purolator
- Express Post
- 1st Class Mailing
- Bulk Mail Services
- Stamp Purchasing
- Sealing Envelopes
- Parcel Receiving
- Mail Box Rental
- Parcels Accepted from All Couriers - If office is closed
- Shredding

1. FEES

1.1 Courier Rates

SAO Courier rates for Sport and Recreation organizations offer up to 60% savings from typical market rates. For a quote, please contact Mailroom Coordinator at 416- 426-7323.

1.2 Bulk Mail

For details, please contact Mailroom Coordinator at 416- 426-7323.

MEDALLION PRESS

SERVICES

Medallion Press, a division of the SAO, has serviced the printing and design needs of the Ontario Provincial Sports and Recreation organizations for over 25 years, providing quality workmanship, excellent customer service, and competitive pricing.

Medallion Press is a convenient, one-stop, professional design/print shop. Services provided include consulting, design, desktop publishing, printing and bindery. For rush jobs, we also offer quick copy and colour copying.

Whether you require brochures, posters, training manuals, newsletters, flyers, business cards, folders, forms or annual reports, Medallion Press can do the job. Let Medallion Press become a valuable member of your advertising, marketing or educational team. For more detailed information on prices and services or for a job estimate, contact us at 416-426-7235.



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Sport Alliance Residents

Organizations & Businesses	Page
5 Pin Bowling	36
Athletics Ontario	37
Badminton	38
Ball Hockey	
Basketball	39
Blind Sports	40
Boxing Ontario	
Canadian Sport Centre - Ontario	41
Coaches Association of Ontario	42
Coaches of Canada	
Cricket	43
Cycling	44
Deaf Sports	45
Esteem Team - Motivate Canada	46
First Stage Enterprises	
Gymnastics	47
Hockey Development	49
Hockey Federation	
Judo Ontario	50
Lacrosse	51
Lawn Bowls Association	
Master Athletics (Canadian)	52
Master Bowlers	
OFSA	
Ontario Association of Triathletes (OAT)	53
Ontario Colleges Athletic Association (OCAA)	
Ontario Recreation Facilities Association (ORFA)	54
OPHEA	55
ORCKA	58
ParaSport Ontario	59
Parks and Recreation	60
Ringette	
ROWONTARIO	61
Rugby Ontario	62
Senior Games	
Ski Alliance	63
Softball Ontario	
SPORT4ONTARIO	64
Squash Ontario	

Swim Ontario	65
Triathlon Canada	66
Underwater Council	
Volleyball	67
Volleyball Canada	68
Water Polo	
Water Ski & Wakeboard	
Wheelchair Sports	69
Wrestling	

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Alkarim Versi	Gymnastics Ontario	7094
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Allan Moniz	Water Polo	7028
Allen Piggott	Rugby Ontario	7146
Aloy Lawrence	Medallion Press	7240
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Ana Vela	SAO - Finance	7081
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Andrew Dybenko	SAO - Games	7173
Andrew Hall	Rugby Ontario	7181
Andy Higgins	National Coaches	7246
Angela Feurstein	Gymnastics Ontario	7108
Anthony Biggar	Athletics Ontario	7215
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Barbara Morrow	ParaSport Ontario	7187
Bernie Eckler	Athletics Ontario	7216
Beth Hubbard	OFSAA	7439
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Blair Webster	OCAA	7042
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Brendan Arnold	Cycling	7401
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Cathy Vincelli	ParaSport Ontario	7186
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Canadian Muay Thai Association of Ontario	519-622-3432
Canoe Ontario	905-839-1103
Council Of Outdoor Educators	www.coeo.org
Cross Country Ontario	416- 762-6964
Curl Ontario	905-831-3699
Disabled Sailing Association of Ontario	416- 214-0358
Federation of Broomball Association of Ontario	519-938-9505
Golf Association Of Ontario	905-852-1101 x234
Gymnastics Ontario	416- 426-7100
Hike Ontario	1-800-894-7249
Horseshoe Ontario	705-487-3044
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Ontario Amateur Wrestling Association	416- 426-7274
Ontario Amputee & Les Autres Sports Association	416- 426-7187
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Ontario Association of Archers (Not Long Distance)	519-927-3256
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Ontario Baseball Association	519-740-3900
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Ontario Billiard & Snooker Association	905-973-7813
Ontario Blind Sports Association	416- 426-7191
Ontario Bobsleigh Association	613-829-6117
Ontario Camping Association	416- 485-0425
Ontario Cerebral Palsy Sports Association	613-723-1806
Ontario Colleges Athletic Association	416- 426-7043

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Ontario Deaf Sports Association	416- 413-0299
Ontario Diving Association	289-240-5293
Ontario Equestrian Federation	905-709-6545
Ontario Federation of Amateur Roller Skaters	www.rollersports.ca
Ontario Federation of School Athletic Associations	416 -426-7391
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Ontario Field Hockey Association	905-492-1680
Ontario Fitness Council	905-856-3149
Ontario Fly & Bait Casting Association	416- 487-4477
Ontario Handball Association	905-316-5445
Ontario Hang Gliding & Paragliding	905-681-9490
Ontario Hockey Development Centre	416- 426-7252
Ontario Hockey Federation	416- 426-7249
Ontario Lacrosse Association	416- 426-7066
Ontario Ladies' Golf Association	905-852-1101
Ontario Luge Association	613-332-4908
Ontario Masters Track & Field Association	416- 699-5818
Ontario Modern Pentathlon Association	519-833-9449
Ontario Muzzle Loading Association	519-245-1235
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Ontario Provincial Tenpin Bowling Association	www.otba.ca
Ontario Recreation Facilities Association	416- 426-7062
Ontario Recreational Canoeing Association	416- 426-7016
Ontario Rifle Association	905-837-7824
Ontario Ringette Association	416- 426-7204
Ontario Rope Skipping Organization	519-733-2896
Ontario Rugby Union	416- 426-7146
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Ontario Senior Games	416- 426-7031
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Ontario Skeet Shooting Association	905-263-8174
Ontario Ski Council	416- 426-7029
Ontario Smallbore Federation	905-265-0692
Ontario Soaring Association	416- 223-6487
Ontario Soccer Association	905-264-9390
Ontario Special Olympics Association	416- 447-8326
Ontario Speed Skating Association	705-652-9490
Ontario Synchronized Swimming Association	905-572-7962

Ontario Table Tennis Association	416- 843-8916
Ontario Tae Kwon Do Association	416- 652-8889
Ontario Tennis Association	416- 514-1100
Ontario Underwater Council	416- 426-7033
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Ontario Volleyball Association	416- 426-7316
Ontario Water Polo Association	416- 426-7028
Ontario Water Ski Association	416- 426-7092
Ontario Weightlifting Association	705-445-7515
Ontario Wheelchair Sports	416- 426-7189
Orienteering Ontario	416- 410-4586
ParaSport Ontario	416- 426-7189
Parks and Recreation Ontario	416- 426-7142
Police Revolver Clubs of Ontario	905-265-0692
Provincial Sport Organizations Council	416- 426-7310
Racquetball Ontario	905-466-5626
Roller Sports Ontario	www.rollersports.ca
ROWONTARIO	416- 426-7002
Skate Ontario	905-760-9100
Softball Ontario	416- 426-7150
Solo Swims of Ontario	www.soloswims.com
Sport Parachuting Club of Ontario	
Squash Ontario	416- 426-7201
Swim Ontario	416- 426-7220
Team Handball Ontario	819-425-2229
Toronto Ultimate Club	647-345-8105
Trapshooting (Provincial)	905-878-5669

National Sports Organizations

Aboriginal Sport Circle	613-938-1176
Alpine Canada	403-777-3200
Athletes Canada	1-888-832-4222
Athletics Canada	613-260-5580
Badminton Canada	613-569-2424
Baseball Canada	613-748-5606
Biathlon Canada	613-748-5608
Bobsleigh Canada	403-247-5950
Bowls Canada	613-244-0021
Canada Basketball	416-614-8037
Canada Games Council	613-526-2320
Canada's Sports Hall Of Fame	416-260-6789
Canadian 5 Pin Bowlers' Association	613-744-5090
Canadian Amateur Boxing Association	613-238-7700
Canadian Amateur Diving Association	613-736-5238
Canadian Amateur Speed Skating Association	613-260-3669
Canadian Amateur Wrestling Association	613-748-5686
Canadian Amputee Sport Association	604-591-6367
Canadian Association For Adv. Women's Sports (CAAWS)	613-562-5667
Canadian Association For Disabled Skiing	613-842-5223
Canadian Ball Hockey Association	905-832-6200
Canadian Blind Sports Association	604-419-0480
Canadian Camping Association	1-877-427-6938
Canadian Canoe Association	613-260-1818
Canadian Centre For Ethics in Sport	613-521-3340
Canadian Cerebral Palsy Sport Association	613-748-1430
Canadian Colleges Athletic Association	613-937-1508
Canadian Curling Association	1-800-550-2876
Canadian Cycling Association	613-248-1353
Canadian Fencing Federation	450-628-7000
Canadian Freestyle Ski Association	604-714-2233
Canadian Hockey Association	403-777-3636
Canadian Interuniversity Athletic Union (CIAU)	613-562-5670
Canadian Lacrosse Association	613-260-2028
Canadian Luge Association	403-247-9884
Canadian Master Athletics Association	416- 426-7325
Canadian Modern Pentathlon Association	450-458-7974
Canadian Olympic Association	416- 962-0262
Canadian Paralympic Committee	613-569-4333
Canadian Parks & Recreation Association	613-523-5315
Canadian Powerlifting Association	613-569-4333

Canadian Rhythmic Gymnastics Association	204-925-5739
Canadian Shooting Sports Association	905-265-0692
Canadian Ski Instructor Alliance	416- 426-7261
Canadian Snowboard Federation	604-714-2239
Canadian Soccer Association (Football)	613-237-7678
Canadian Special Olympics	416- 927-9050
Canadian Sport Centre Ontario	416- 426-7238
Canadian Table Tennis Association	613-733-6272
Canadian Team Handball Federation	819-425-2229
Canadian Ten Pin Federation	403-381-2830
Canadian Weightlifting Federation	780-636-7000
Canadian Wheelchair Basketball Association	613-260-1296
Canadian Wheelchair Sports Association	613-523-0004
Canadian Yachting Association	613-545-3044
Coaching Association of Canada	613-235-5000
Commonwealth Games Association and Federation	613-748-5625
Cross Country Canada	403-678-6791
Equine Canada	613-248-3433
Federation of Canadian Archers Inc.	613-260-2113
Field Hockey Canada	613-521-8774
Football Canada	613-564-2675
Gymnastics Canada Gymnastique	613-748-5637
Judo Canada	613-738-1200
National Coaching Institute	416- 426-7246
National Karate Association	403-297-2720
Nordic Combined Canada	403-217-2299
Racquetball Canada	204-237-9880
Ringette Canada	613-748-5655
Roller Sports Canada	905-666-9343
Rowing Canada Aviron	250-361-4222
Royal Canadian Golf Association	905-849-9700
Rugby Canada	905-780-8998
Shooting Federation of Canada	613-727-7483
Skate Canada	1-888-747-2372
Sledge Hockey Canada	888-857-8555
Softball Canada	613-523-3386
Squash Canada	613-731-7385
Swimming Canada	613-260-1348
Synchro Canada	613-748-5674
Tennis Canada	416- 665-9777
Trapshooting (Olympic)	705-445-6230
Triathlon Canada	416- 426-7180
Volleyball Canada	613-748-5681

Water Polo Canada

613-748-5682

Water Ski Canada

613-526-0685

WTF Taekwondo Association of Canada

613-792-3259

Provincial / Territorial Sport Organizations

Alberta Sport, Recreation,
Parks & Wildlife Foundation

905 Standard Life Centre 10405 Jasper Ave T5J4R7

(780) 415-1167

(780) 415-0308 (f)

Sport Alliance of Ontario Inc.
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Toronto, ON, M3C 3N7

416- 426-7000

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416- 426-7381 (f)

www.sportalliance.com

Saskatchewan Sport Inc.
1870 Lorne Street,
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(306) 780-9300

sasksp@sympatico.ca

(306) 781-6021(f)

www.sasksport.sk.ca

Sport B.C.
260 3820 Cassna Drive
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Sport Manitoba
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Sport New Brunswick
900 Hanwell Road, Suite 13
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(506) 451-1325(f)

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Sport Newfoundland and Labrador

P.O. Box 8700,
St John's, NL, A1B 4J6

(709) 576-4932

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Sport North Federation

P.O. Box 11089,
Yellowknife, NT, X1A 3X7

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1-800-661-0797

(867) 669-8327(f)

www.sportnorth.com

Sport Nova Scotia

5516 Spring Garden Rd, 4th fl
Halifax, NS, B3J 1G6

(902) 425-5450

sportns@sportnovascotia.ca

(902) 425-5606(f)

www.sportnovascotia.com

Sport PEI

P.O. Box 302,
Charlottetown, PEI, C1A 7K7

(902) 368-4110

1-800-247-6712 sports@sportpei.pe.ca

(902) 368-4548(f)

www.sportpei.pe.ca

Sports Quebec

4545, ave. Pierre-de-Coubertin, C.P. 1000,
Montreal, QC, H1V 3R2

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(514) 254-9621(f)

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Sport Yukon

4061- 4th Avenue,
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