

Welcome to the Centre for Social Innovation - Annex!

The Centre for Social Innovation hosts a vibrant community of change-makers and we're delighted to have you as part of this dynamic environment. Below are some important details that will help to get you comfortably settled and familiarized with day-to-day office practices, tips, tricks, and guidelines. If you have any questions, please ask an Agent of Change intern or the appropriate staff team member – there is a full staff listing on the back of this FAQ.



Fobs and Keys

You will be assigned a security fob when you first sign your lease/license.

The front door of the building is unlocked Monday-Saturday 8am-7pm. You will need the fob to enter the building from the side door at all other times. Once the new maglock system is installed, your fob key will also open the front door.

To enter the workspace, you will need the punch code for the 2nd floor door and the 3rd floor until the fob system is in place. Camila will provide you with the punch code when you sign your lease.

CSI will provide you with a key to your office. You are responsible for making copies for your staff.

Codes – Alarm, Printer & Long Distance

Camila will issue you a unique code that will be used for tracking copier/printer use, long-distance use, and, eventually, the security system.

Please do not share this number!

Internet Access

CSI offers wireless service throughout the space. Simply open your browser – your computer should automatically seek out the open CSI Public network.

CSI Annex has also started broadcasting a password enabled wireless signal. The password for this signal (called CSI Private) is CSI720CSI2010.

So you know: traffic between computers logged in to either wireless signal (Public or Private) has been disabled.

You will likely need to set your outgoing mail smtp to smtp.beanfield.com

Printer / Copier / Scanner / Fax

The Xerox machine on 2nd floor is a **colour** printer copier, scanner, and fax all in one! You will receive a printer driver tutorial for MAC or PC from Camila when you sign your lease. The tutorial will guide you through installing the printer driver so that you can print from the machine.

The fax number is 416-576-3736.

There are extra copies of the printer driver tutorial by the machine in case you need to install the driver and print urgently.

Copies/prints are 5 cents for black and white, 20 cents for colour. Scans are free.

Phones – Making a Call

CSI provides VoIP telephones and telephone lines at a cost of \$50/month. Please ask Colleen if you would like a phone. When we activate your phone, we also provide you with a user's guide to set up voice mail and auto-attendant.

If you chose not to purchase a phone, you can make local or long distance calls from the phone booths. To make a long distance call, dial the number as usual, and then enter your 4-digit Long Distance code once you hear the tone.

For a Long Distance code, please see Camila.

In an Emergency

If there is a building **emergency** (security, flooding, etc.) during work hours, please alert any of the Community Animators (CA) on site that day. If the **emergency** occurs after hours, please call **Karine at 647-389-5054** or **Colleen at 416-676-7787**.

If Karine and Colleen are not reachable, please call:

Paul O'Brian, building maintenance, at 416-200-7656.

Booking Meeting Spaces

To book a meeting room or check availability, please see the books at the CSI reception desk [2nd Floor main room].

When making a booking, please write in pencil and include:

1. The organization that is making the booking
2. The number of people attending
3. Any equipment needed (projector, conference pod)

Kitchen and Coffee

We have an interim kitchen solution (a kitchenette, if you will) on the 2nd floor with coffee, a water cooler, a kettle, a milk fridge, and a microwave. Please help yourself to tea, coffee and water.

Please wash any dishes you do have in the sink area in front of the washrooms on the 2nd floor. A full kitchen will be installed on the 3rd floor in the next few months.

The common reception and kitchen is our collective responsibility to keep clean and tidy. We encourage you to clean up after yourself, and to also contribute to the overall cleanliness of the shared space.

Parking

There is no parking at the CSI Annex Building. Please let your guests know. Please do not park in the back laneway or on Bathurst street in front of the animal hospital.

There is a paid parking lot on Lennox, the street just north, and one-hour parking on all side streets around the building. CSI will install more bike parking in the area soon.

Washrooms

Washrooms on the 2nd floor are for CSI tenants. Each washroom is its own, fully enclosed, stall. Each washroom stall is unisex. The light in each stall goes on by sensor once you open the door fully.

There is an accessible washroom before you come to these individual stalls.

Mail Delivery

The mail is delivered daily. We will eventually assign you a mail slot, but for now we will leave your mail on your desk or by your office.

We will have a box on the CSI Reception Desk for the Hot Desker's mail.

Business Cards and Sig Files

Just a reminder that your business cards, signature file, and anywhere else that you would place your address should include:

- @ Centre for Social Innovation – Annex
- Your suite number [if you are an office tenant].

This protocol ensures that your mail is delivered to the right place, that people can find you, and helps to promote the CSI community.

Internal List serve

Our internal mailing lists CSI's primary form of communication. We share job postings, announcements from CSI, and general information that we think would be of interest to each other. Please use this communication channel carefully and only send things that you would not mind finding in your own inbox – we all need to be aware of inbox overload. To send a message, send to:

Second Floor: csiannex2@lists.socialinnovation.ca

Third Floor: csiannex3@lists.socialinnovation.ca

All CSI members: allmembers@socialinnovation.ca

If your message gets held for approval, please note that it will be approved within a day. A clear and concise subject line will help increase readership.

To add any of your staff's email addresses to the listserve, please email Camila@socialinnovation.ca

Innovators Update and Web site

Our monthly *Innovators Update* e-newsletter reaches over 7,000 people and features your news and events. To promote your work on this list, send your materials to Jessica at jessica@socialinnovation.ca for inclusion in the next e-newsletter.

Your events can also be listed on the CSI website. Please send Getnet getnet@socialinnovation.ca details and short description and he will upload them.

Cleaning, Garbage and Recycling

The workspace will be cleaned once per week. The interior of offices will be cleaned on the last Saturday of every month. Garbage and recycling will be collected at this time.

If you have large pieces of garbage/recycling, please bring them to the laneway just south of the building at ground level. This laneway is accessibly by the south stairwell.

Member Orientation Session

Attendance at one of our monthly Orientation Sessions is mandatory for all new members. These sessions introduce you to the CSI community, history, and programs, along with simple rules of operation, so that everyone is on the same page.

The next CSI Annex new member orientation session on March 2nd at 2:00 pm in Meeting Room 1 on the 2nd Floor.

Programming

CSI hosts a variety of programming and is always keen to hear your ideas for the community – anything is possible when you have the space to host it!

Please contact Colleen or Annahid with any community animation programming ideas.

Please contact Eli Malinsky with any social innovation/city innovation programming ideas.

Billing and Invoicing

All invoicing – rent, long distance phone calls, photocopy charges, and so on will be sent to you electronically and are managed by Deepthi (deepthi@socialinnovation.ca). Her office is at CSI Spadina.

CSI Staff Contacts

To reach a CSI staff person, please call CSI's main number: 416-979-3939 and press pound to dial by name.

Tonya Surman, CEO

Eli Malinsky, Director, Programs and Partnerships

Annahid Dashgard, Director of Community Animation

Karine Jaouich, Director of Operations

Jessica Hazen, Director of Stakeholder Relations

Camila Bonifaz, Leasing Coordinator

Getnet Ejigu, Lead Community Animator, CSI Spadina

Colleen Diamond, Lead Community Animator, CSI Annex

Yumi Hotta, Event Organizer

Mike Brcic, Project Wildfire

Grace Yogaretnam, Executive Assistant