

## A Wonderful MetCap Event

Wednesday August 13 was a warm sunny day for the MetCap Living invasion of Canada's Wonderland. The event included staff from Maple Grove, Parkway Forest, head office and a host of other MetCap Living properties. All told there were 132 adults and 50 kids attending. No matter where you were at Wonderland you could feel the MetCap Living presence. All agreed that there is no better spot to let loose and be kids again. Whether it was riding on the wild roller coasters or splashing around in the water park or playing games to win a teddy bear. Everyone gathered at the Court Yard for lunch and mingling and then headed back into the park for more rides, games and fun.



## A Day in the Country

Picton Manor is a 78 resident long-term care facility located in historic Prince Edward County that MetCap Living manages on behalf of SeniorsCare, the owner of the home. On one hot August morning a caravan including one school bus, a wheelchair van and 21 cars could be found making their way along the 26



kilometres from Picton to Indian Point. Inside the caravan of cars, van and bus were the residents, family and volunteers of Picton Manor who were about to enjoy a summer feast at the lakeside home of Marg Jarvis, the Director of Care at the home. The feast included fish freshly caught by Marg's husband Wayne and volunteer Frank Broadhead. Barbequed hamburgers and hot dogs, salads, relishes, field tomatoes and onions rounded out the main course. Desserts made by volunteers included cheesecake and raisin squares. With dark clouds and thunder storms approaching, the caravan was loaded up for the return trip to Picton Manor. This is the 12th year the summer feast has taken place. We at MetCap Living salute the team, volunteers and family of Picton Manor and the Jarvis family for another successful event.

# Pick a Language, any Language

At MetCap Living we pride ourselves on being able to serve the needs of our residents no matter their culture, ethnicity or language. At last count MetCap Living staff are able to provide service in at least 15 different languages. At the same time we need to ensure that our staff are fully versed in English. MetCap Living has been running a pilot project at its Maple Grove site in North York that assists employees in improving their English in a work environment. Together with Shane Global Village Toronto a program has been developed that meets the specific needs of MetCap staff at Maple Grove. The program helps staff enhance their business English.

Two groups of 7 people participated in the 20 hours of class time. “They were very eager to learn” said Beverley McFarlane, the Instructor, and added, “A courageous bunch of people”. “The class was a good experience” noted Majlinda Topulli, Building Manager at Maple Grove and whose first language is Albanian. “We studied work related topics like how to talk with tenants, how to speak on the phone” said Majlinda.

Congratulations to the following staff on the successful completion of the MetCap Living Language course:

Majlinda Topulli	Hector Topulli
Devi Paparisto	Donika Paparisto
Uriji Ceta	Ramazan Ceta
Eleni Nosi	Vasil Nosi
Elida Zaka	Maksim Zaka
Edlira Seferi	Fitim Seferi
Nevila Isufaj	Antoneta Banaj

The results of this training have been very positive. “It’s an investment in the future of the company” stated Kim Reid, Manager of Customer Service and Training. A plan is now in the works to broaden out the program to other MetCap Living communities to make it available to employees who have the desire or need to improve their English. To express your interest in participating in future courses please call Kim at 416-340-1600, ext. 466 or email [kim.reid@metcap.com](mailto:kim.reid@metcap.com).





***Rick -  
More than a guy,  
he was a  
state of mind***

Rick Winchell passed away suddenly on Friday June 13, 2003 leaving a remarkable legacy of family, friends, business and community service. Rick joined MetCap Living in 1998 as Vice-President of Marketing. Most recently Rick was working on an overall branding strategy for MetCap Living, which included the development of the company's new web site and a host of initiatives to enhance customer service.

For the twelve years previous to joining MetCap Living Rick was the Executive Director of the Ontario Residential Care Association, a non-profit organization that sets the highest standards for retirement residences in Ontario. During his time at ORCA, Rick transformed the organization from a small little known association to one that helped influence government decisions and setting the standard for customer service. Previous to his time with ORCA, Rick was the founder and President of Communicaide Marketing Inc.

Ideas, creativity and zest for life were some of Rick's hallmarks. Discussions about Jazz, hockey, golf, Harley-Davidson's and politics quickly turned any stranger into a new friend. Any attempt to describe Rick's accomplishments on paper does not capture the essence of this man. Rick was more than a person – Rick was a state of mind. Rick leaves behind his wife Laura and his sons Brett, Gray, and Johnny and Willy Aikman and step-daughter Sam Ferguson. MetCap Living sorely misses Rick and expresses its deepest sympathies to Rick's wife and family.

## ***MetCap Living Proposes To Sell Bricks and Mortar and Remain Management Company***

During the summer of 2003 the ownership group of MetCap Living made a strategic decision to sell its 7,815 multi-family apartment suites. The majority owner of MetCap Living is the estate of Michael O'Gallagher, the founder and former President of MetCap Living. The decision to sell the multi-family buildings portion of the business recognizes the significant value that is tied up in bricks and mortar. There is also significant value in the entire MetCap Living team that manages the properties. Over the last ten years MetCap Living has invested considerable resources in its branding and customer service initiatives, which has proudly set it apart from the competition and helped achieve some of the lowest vacancy rates in Greater Toronto and Montreal. It is the ownership group and senior management team's preference that the purchaser of the multi-family buildings take advantage of this and other strengths of our company by retaining MetCap Living to continue managing the properties on their behalf.

In recent months the MetCap Living ownership group and senior management team has been working closely with RBC Capital Markets and TD Securities on an information package that is being shared with those interested in acquiring the multi-family buildings. Over the next several months potential purchasers will be touring all of the properties. During October groups will have an opportunity to review the RBC/TD information package and submit preliminary proposals in early November. MetCap Living's ownership group will then narrow the field of potential purchasers, with select groups being given the opportunity to submit detailed proposals in December. It is anticipated that a sale of the multi-family buildings will take place in January or February 2004. Brent Merrill, President of MetCap Living, has been distributing a regular email update on the progress of this work to all employees and will continue to do so throughout this process.

# MetCap Living TidBits

## Leasing Uniforms

We know you have heard about them, but in case you haven't seen them, here is a picture of the new uniforms that leasing staff are wearing. Talk about setting a high standard! If you have questions about uniforms please call Roxane Swain at 416-771-1792.



## Web site

Since the launch of MetCap Living's new web site in May, enhancements are continuing to be made to ensure that residents and potential residents have access to the best possible information to help them choose a MetCap Living community. The address is [www.metcap.com](http://www.metcap.com).

## Beautiful Landscaping

Tenants, neighbours, community representatives and even some competitors have been raving about the beautiful lawns and flower gardens that have been found across all of MetCap Living's communities this past summer. Congratulations to all in maintaining our tremendous curb appeal!

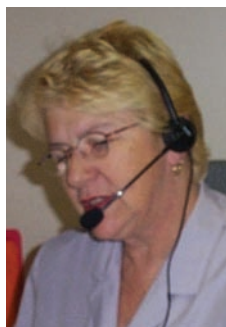
## Whooping it Up at the Village

On August 27 Olympic Village hosted their annual resident barbeque, followed closely by the annual commercial tenants barbeque on September 10. All told, there were more than 600 people at these two events. A total of \$220 was collected for Centraide (an organization that helps the needy in developing countries) and \$800 for Leucan (a foundation for children diagnosed with cancer).

## Customer Service Line

First tested in select communities during 2002, the Customer Service Line (1-877-METCAP-1) is now fully available to residents of 6,835 plus suites in MetCap Living communities in Greater Toronto. Most calls are taken by Dorothy Parsons our Customer Service Representative and all efforts are taken to address the comments and issues received.

At Olympic Village in Montreal, Michelle Roy is the friendly face and voice at the Service Call Centre. Residents are encouraged to call Michelle at 514-252-1687 or walk down and visit her at the Centre's office. Details are then passed along to the technical and construction supervisor to dispatch the appropriate service.



# Blackout Team to the Rescue

The electrical blackout across eastern North America created some pretty unusual circumstances for hundreds of thousands of people and this certainly included MetCap Living communities. Here are just a few examples of the unbelievable efforts MetCap Living staff made to try and keep life as normal as possible for our residents.

At Maple Grove in North York, the blackout caused elevators to stop running and water could not be pumped to suites. Starting on the ground floor at 1 Fountainhead, Jeff King, Senior Property Manager and Roxane Swain, Leasing Manager, worked their way up to the 23rd floor, delivering bottled water by flashlight. At 15 Dundonald in Downtown Toronto, Grant McAughtrie and Sean Cassidy wheeled a barbeque out in front of the building and helped almost 40 residents cook whatever was in their refrigerators. Later on Grant and Sean lit tea lights around the swimming pool where residents swam while looking out at the blackness of the downtown. At 2265 Victoria Park in Scarborough, Lillian Squire, Building Manager, drove to Ajax to get a barbeque that was set up in front of the building. A resident brought a second barbeque out front that started a cooking social event that lasted well into the evening. Staff and residents alike helped deliver food to some residents who were unable to leave their suites. These are only a few examples. All building managers and other staff could be found in stairways and hallways helping residents move around their communities with flashlights.

At MetCap Living owned and managed retirement residences and long-term care facilities, Administrators, Managers and their teams went beyond the call to serve the needs of their senior residents. Through the whole blackout, only one call was made to Dorothy Parsons, our Customer Service Representative, to make her aware that a garage door was not opening. MetCap Living sincerely thanks all of the employees who did their utmost to best serve the needs of our residents. Congratulations to all for demonstrating team work under difficult circumstances!



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