

Bring in the Troops!

On Sunday April 25, West Shore Village retirement residence in Port Perry held their annual re-enactment from the war of 1812. The group performing is known as the Incorporated Militia of Upper Canada and they were invited by the West Shore Village Advisory Committee. Proceeds from the event have gone towards the construction of a wheelchair accessible shower at Lakeridge Health Port Perry, the area's local hospital.



CHAAARGE: The Redcoats of the Incorporated Militia of Upper Canada returned to West Shore Retirement Village last Sunday (April 25) for two performances. See page 17 for more pictures.



A PIECE OF HISTORY COMES TO PORT PERRY

The Redcoats of the Incorporated Militia of Upper Canada returned to West Shore Retirement Village last Sunday (April 25) for two performances. The air rang with the sound of musket fire (above). Inside, Robbie (above right) checked out the model ships on display courtesy of John McKenzie. All proceeds from the event are going towards the construction of a wheelchair accessible shower at Lakeridge Health Port Perry.

MetCap Living TidBits

English in the Work Environment

In the Fall MetCaptions we told you about recent graduates of the MetCap Living Language course. A new series of courses focused on English in a work environment is being planned. Anyone interested in participating should contact Kim Reid at 416-340-1600, ext. 466 or email kim.reid@metcap.com.

Web site

MetCap Living's web site has seen incredible growth in its use since it started up just under a year ago. Improvements are always in the works. Right now we are working on making information related to maintenance requests available to MetCap Living residents online. Watch for this in the near future!

Customer Service Lines

As mentioned in our last issue of MetCaptions, the Customer Service Line in Toronto (1-877-METCAP-1) is now serving all MetCap Living managed multi-family communities (about 6,835 suites). Most calls are taken by Dorothy Parsons, Customer Service Representative. Meanwhile, at Olympic Village in Montreal, Michelle Roy answers the customer service calls (514-252-1687) for the 1,000 suites at the Village. With both lines, all efforts are made to address comments and issues received as quickly as possible.

SPRING 2004

MetCaptions

Just Being Downright Neighbourly



On behalf of the staff and students of Forest Manor Public School we would like to thank MetCap Living Management for the donation of a new stove for our school. Your generous gift is very much appreciated and has allowed our classroom baking activities and cooking clubs to continue.

Recently, one of our students baked a chocolate cake with her 'Big Sister'. It was wonderful to be able to say 'Yes, we have a stove, baking sounds like a great idea.' The student was delighted to be able to bake something with her Big Sister and to share it with her classmates.

Your generous gift has provided the opportunity for our students to experience cooking and baking right in our school. As we have a high needs school, and continue to battle shrinking school budgets, your gift was an amazing bonus for us and for our community of families with many financial issues. Your support has made a difference to our School. Thank you!

Debbie Smith
Principal

Kathy Frame-Adshead
Vice-Principal

MetCap Living takes great pride in being Downright Neighbourly. Part of being downright Neighbourly means working with your neighbours to make sure everyone benefits from a good community. Near the end of 2003 the Forest Manor Public School, within a short walk of MetCap Living's 1,853 suite Parkway Forest Community, approached us with a need. Forest Manor Public School was in need of a stove for their classes, cooking clubs and after-school programs. Working with the Debbie Smith, Principal and Kathy Frame-Adshead, Vice-Principal of the school, MetCap Living learned exactly what was needed, how the school would benefit and how the community would benefit. On January 23, Bill Melvin, Property Manager, proudly presented Forest Manor Public School with their new stove.

Photo: Bill Melvin, Parkway Forest Property Manager with students and staff of Forest Manor Public School enjoying baked goods from the school's new oven



Downright Neighbourly!

www.metcap.com

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Ontario Residential Care Association's 2004 Rick Winchell Resident of the Year

This year the Ontario Residential Care Association (ORCA) has decided to rename their annual resident of the year award to the Rick Winchell Resident of the Year in honour of Rick Winchell. MetCap Living contributed \$1,000 towards this award and its renaming. Rick was the Executive Director of ORCA from 1986 to 1998. In 1998 Rick joined MetCap Living as Vice-President of Marketing

Each year all members of ORCA put forward nominations for the resident of the year based on their accomplishments and ongoing contributions to the quality of life of other residents and their community. Rideau Place-on-the-River in Ottawa and West Shore Village in Port Perry are both members of ORCA. This year's award was given to Madeleine Honeyman of Ottawa at a lunch on April 5 which had an attendance of over 1,000 people. Madeleine is 92 years old and has spent a significant amount of her life contributing to the creation of Alzheimer societies and fundraising towards a cure for this terrible disease. Attending the event was Rick Winchell's wife, Laura. MetCap Living representatives included Christian Fisker and Robert Berg from head office, Phil Rossy and Patricia Courtney from Rideau Place, Norma Bongard from Picton Manor, Lisa Hiscott from Parkview Nursing Centre in Hamilton and Joan Ciupak from Labdara.

We have already received a thank you card from Madaleine Honeyman. In part the card reads:

'I was delighted to accept such a generous amount on behalf of our residents, of which I am President and assure you we will use it with care – our first effort will be to purchase ties and scarves in appropriate colours for our choir who were singing today at a special seniors' performance.

With thanks for your kindness, Madaleine Honeyman'



Laura Winchell with Madeleine Honeyman, recipient of the 2004 Rick Winchell Resident of the Year

Daily Bread Food Bank Drive

Also at Christmas, MetCap Living operated a Daily Bread Food Bank Drive at all Toronto area buildings. Through the combined efforts and contributions of MetCap Living residents and staff, a total of 1,548 pounds of food was delivered to the Daily Bread Food Bank. In particular we would like to tip our MetCap hat to Shah Alam, Ray Mark, Lilliam Squire and her brother, Kim Reid, Don Reid, Bob Reid and George Zajkowski. To learn more about the efforts of the food bank throughout the year, visit www.dailybread.ca.



Second Annual MetCaptivating Event

The second annual MetCaptivating Event will be held on the evening of Thursday May 20, 2004, at the Art Gallery of Ontario in downtown Toronto. The Event will dinner, the announcement of the Building of the Year (multi-family apartments), the Home of the Year (retirement residences and long-term care facilities) and various employee recognitions. Various committees are meeting at this time to consider the nominations that are being made for the various awards and that will be announced on the evening of May 20, 2004. Additional details will be emailed to all staff in the near future.



Multi-Family Sale of Bricks and Mortar Now Complete

On March 15, 2004 EL-AD Canada Group completed its purchase of MetCap Living's multi-family assets. With the purchase of MetCap Living's 7,815 suites, EL-AD now has over 19,000 suites across Canada. EL-AD is a growth-oriented enterprise that invests in high quality residential and commercial real estate in key Canadian markets. EL-AD currently holds assets primarily in greater Montreal, Toronto and Ottawa. "We are pleased to add these well-located, strategic assets to our existing portfolio of residential and commercial real estate properties" said Udi Erez, President of EL-AD Canada.

Through this new arrangement, MetCap Living will remain the manager of the 7,815 suites that were formerly held in its ownership. Through the later part of March steps were taken to organize accounting for the new management structure to report details to EL-AD. As part of the sale many front line staff have become employees of EL-AD while at the same time continuing to report to MetCap Living. MetCap Living continues to have responsibility for the hiring, evaluation and job performance of these positions. For our residents, it is business as usual across the MetCap Living portfolio.

