

MetCap Living TidBits

Leasing and Marketing Tag Team

With Roxane Swain, our Manager of Leasing on maternity leave, her post has been filled by Esme Juniad and Randa Khbeis. Esme is the Marketing Coordinator with responsibility for initiatives in the area of advertising, marketing and promotions. Randa is the Leasing Coordinator with responsibility for unit availability reporting, in-suite inspections and all leasing matters. Congratulations to all three!

Look - We're on TV!

Earlier this year the 125 Bamburg Circle community presented a few challenges. Bamburg was in the midst of a full-on renovation, which had the potential to inconvenience residents. Since 2002 when MetCap took over the community, the front of the building has been refaced, hallways have been painted and a full lobby renovation completed. With suite turnover, it was not the sort of environment that made for good tours with new prospects. At the same time, the community is in a good location, close to TTC bus routes and nearby employment areas and had a following with the Mandarin and Cantonese community. With renovations nearing completion it was decided that MetCap Living would partner with Omni Television to produce Mandarin and Cantonese tv commercials to make these communities aware of the advantages of living at Bamburg. Filming of the commercials took place at Northboro Heights. Omni's crew spent a day of filming, capturing images of suites and people. Thanks to all who helped make this initiative a great success, including:

Connie Wong (Superintendent) and
David Leung (Building Manager)
Shirley Li (Building Manager), Leo Li (Shirley's son)
and Tony Li (Superintendent)
Anna Zhang (Leasing Agent)
Sabrina Khbeis (Parkway Forest Management)



Shah Alam (Parkway Forest Management)
Jason Lau (MetCap Living head office)
Sandra Burrafato (MetCap Living head office)
Julia Lam (MetCap Living head office)
Esme Junaid (MetCap Living head office)

Summertime at Olympic Village

At Easter time the Olympic Village raised \$250 to la Fondation Marie Reine (a shelter for battered women and children). On June 4 the Village hosted a Volunteer Appreciation Wine and Cheese that was attended by 75 volunteers who help with picnics and Christmas events. On June 7 the Olympique Village Poetry and Literacy Club hosted an evening where poems were read by authors and copies of the newly published "Pour le plaisir des mots" (for the pleasure of words) were presented to guests. The book is available locally for \$12. This summer the Village has planted 39,000 more plants at the community and they are planning to enter the City of Montreal Beautification Contest for the most beautiful flowers and green spaces.

Later this summer the Village will host their annual resident Pik-Nik on August 18 with proceeds going to the local Alzheimer Society. The annual commercial Pik-Nik is being planned for September.



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SUMMER 2004

MetCaptions

Second Annual MetCaptivating Event is a Hit!

On May 20, 2004, the Walkers Court at the Art Gallery of Ontario was home to MetCap Living's second annual MetCaptivating Event. It was an evening to celebrate and recognize the outstanding achievement the MetCap Living team has made. Afterwards, a survey was sent out to learn how staff felt about the event and the overall response was excellent.

The evening began with special MetCap Living green cocktails in the Joey and Toby Tanenbaum Sculpture Atrium that overlooks the century old Grange Building. A magician wandered through the crowd where a lot of "how did he do that?" could be heard. As dinner approached everyone moved into the Walkers Court which was set up in MetCap Living colours. The awards ceremony began with an introduction by Brent Merrill, President. Mr. Merrill's comments included the renaming of the Employee of the Year Award to the Michael O'Gallagher Employee of the Year Award, in recognition of the founder and first President of the company, and introducing Multi-Family, Senior Living and Head Office categories. Mr. Merrill's

comments also included the introduction of the Rick Winchell Home of the Year which is open to MetCap Living managed retirement residences and long-term care facilities.

In the spring a call for nominations went out asking employees to put forward names of people who maintain a positive attitude, exceed job expectations and make a positive difference to the company. A total of 18 nominations were received for the Michael O'Gallagher Employee of the Year - Multi-Family, with the award being presented to Rhanda Khbeis. For the Michael O'Gallagher Employee of the Year - Senior Living, a total of 10 nominations were received and the award was presented to Brian Kimberley who is the Lifestyles Manager at Rideau Place-on-the-River in Ottawa. Brian has been responsible for activities at Rideau Place



since 1999 and considers the residents of the home his family and is dedicated to making each resident enjoy their retirement years. In the Michael O'Gallagher Employee of the Year - Head Office category, 11 nominations were received. To yelps and cheers of joy, the award was presented to Dorothy Parsons who has been a vital part of the expansion of the MetCap Living customer service helpline, which now reaches all 6,838 suites in Greater Toronto.



Walkers Court at the Art Gallery of Ontario
Home of this year's MetCaptivating Event held
on May 20, 2004

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2003 Michael O’Gallagher Employee of the Year – Multi-Family Presentation

From left to right: Roxane Swain, Manager of Leasing (presenter), John Tsangaris, Director of Physical Plant (presenter), Randa Khbeis, 2003 Michael O’Gallagher Employee of the Year recipient and Inga Pienkowska, 2002 Employee of the Year



2003 Michael O’Gallagher Employee of the Year – Senior Living Presentation

From left to right: Bruce Stewart, Director of Information Technology (presenter), Brian Kimberley from Rideau Place-on-the-River, 2003 Michael O’Gallagher Employee of the Year – Senior Living recipient and Jennifer Ku, Manager of Human Resources (presenter)



2003 Michael O’Gallagher Employee of the Year – Head Office Presentation

From left to right: Guy Alberga, Senior Vice-President (presenter), Dorothy Parsons, 2003 Michael O’Gallagher Employee of the Year – Head Office recipient and Eva Pardalis, Senior Corporate Accountant (presenter)

2003 Downright Neighbourly Award Presentation

From left to right: Bill Melvin from Parkway Forest (recipient), Lucy Tao, VP-Finance (presenter), Anne Brudea from Parkway Forest (recipient), Brent Merrill, President (presenter), Marcel Oltean from IT Systems/Head Office (recipient) and Maria Guerra from Villa Marconi (recipient). Missing in action was Duska Zivkovic from Pacific Way who was also a recipient.



The 2003 Rick Winchell Home of the Year Award

Presented to Labdara Lithuanian Nursing Home. Accepting the award on behalf of the home was (from left to right) Joan Ciupak, Administrator, Beata Brun, Director of Care and Ljiliana Gavrilovic, Life Enrichment Manager. In the background is Christian Fisker, Director of Marketing and Claire Annis, VP-Resident Services, who presented the award.



The 2003 Building of the Year Award

Presented to Olympic Village. In this photo there is (from left to right) Linda Perreault, Comptroller, Angela Vani, Residential Property Manager, Kim Reid, Manager of Customer Service and Training (presenter), Cosimo Marini, VP-Operations (presenter), Kevork Meterissian, Administrative Director, Richard Plouffe, Technical and Security Dept. Supervisor and Danielle Tremblay, Leasing Agent.



2003 MetCap Living Service Awards

From left to right: Alanne O’Gallagher (presenter), Michelle Forrester, Legal and Collections Assistant, Jeff King, Property Accountant, Kim Reid, Manager of Customer Service and Training, and Kevork Meterissian, Administrative Director-OV (presenter).



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Next up was the Downright Neighbourly Awards where employees were asked to nominate people who exhibit an extraordinary level of customer service. In all an impressive 47 nominations were received. It was a difficult choice for the selection committee to bring this list down to 5 names. The 5 individuals who were presented with Downright Neighbourly Awards were Bill Melvin from Parkway Forest, Anne Brudea from Parkway Forest, Marcel Oltean from IT Systems at Head Office, Maria Guerra from Villa Marconi in Ottawa and, Duska Zivkovic from Pacific Way in Mississauga.



Brent Merrill, President, telling it like it is.

Nominations for the Rick Winchell Home of the Year included Rideau Place-on-the-River in Ottawa, Picton Manor in Prince Edward County and Labdara Lithuanian Nursing Home in Etobicoke. Rideau Place is an elegant retirement residence located on the bank of the Rideau River. Picton Manor is a 78 resident long-term care facility that is well known as the ‘home with heart’ for the staff’s passion for resident care. Labdara Lithuanian Nursing Home is a 90 resident long-term care facility that caters to the Lithuanian community. In the end it was Labdara who received this year’s award.

The Building of the Year has a long standing history and competitive spirit. This year’s nominees were Winoak Apartments (450 Winona Drive), Victoria Terrace (1150 Kingston Road), The Pine Grove (110 Parkway Forest Drive), Wellesley Square (155 Wellesley Street East), The Princeton (40 Fountainhead Road) and Olympic Village in Montreal. After much debate and deliberation by the awards committee, the award was presented to Olympic Village.

Also as part of the ceremonies, Alanne O’Gallagher and Kevork Meterissian presented five year Service Awards to Doina Hordila, Property Accountant, Jeff King, Property Accountant, Kim Reid, Manager of Customer Service and Training and Michelle Forrester, Legal and Collections Assistant.



MetCaptivating Event at a Glance



The Complete Run-Down

MetCap Living congratulates all who were nominated for awards!

Michael O’Gallagher Employee of the Year – Multi-Family Nominees

Ahmed Hossein from 125 Parkway Forest Drive
 Angela Vani from Olympic Village
 Danielle Tremblay from Olympic Village
 Duska Zivkovic from 3315 Fieldgate in Mississauga
 Ed Keats from 120 George Henry Boulevard
 George Zajkowski from 65 Forest Manor Road
 John Caron from 75 Broadway
 Kristijan Dimov from 321/392 Sherbourne Street
 Linda Perrault from Olympic Village
 Randa Khbeis Senior Leasing Agent
 Richard Plouffe from Olympic Village
 Rose Haslam from 75 Broadway
 Sabrina Khbeis Property Manager at Parkway Forest
 Sergey Bolshakov from 155 Wellesley Street
 Shaw Alam from Parkway Forest
 Stanislaw Stasiak from 80 Forest Manor Road
 Tamara Bilcentko from 6030 Bathurst Street, and,
 Tracy Haslam from 75 Broadway

Michael O’Gallagher Employee of the Year – Senior Living Nominees

Brian Kimberley Lifestyles Manager, Rideau Place-on-the-River
 Christian Fisker Director of Marketing and Communications
 Claire Annis VP of Resident Services
 Debbie March Cook, West Shore Village
 Dorothy Parsons Customer Service Representative and Administrator
 Linda Hussey Recreation Manager, Parkview Nursing Centre
 Norma Bongard Administrator, Picton Manor
 Patricia Courtney Assistant General Manager, Rideau Place-on-the-River
 Phil Rossy General Manager, Rideau Place-on-the-River
 Robert Berg, VP of Finance

Michael O’Gallagher Employee of the Year – Head Office Nominees

Alex Kuzmanovic IT Systems Administrator
 Bill Kavouris Property Manager, Downtown and Mississauga

Bill Melvin Property Manager, Parkway Forest Community
 Dorothy Parsons Customer Service Representative and Administrator
 John Tsangaris Director, Physical Plant
 Kim Reid, Manager Training and Customer Service
 Marcel Oltean IT Systems Administrator
 Michael Capone Property Manager – North/Central/West Regions
 Roxane Swain Manager, Leasing
 Suzanne de Breyne Executive Assistant and Office Manager
 Yvette Robertson Accounts Payable Administrator

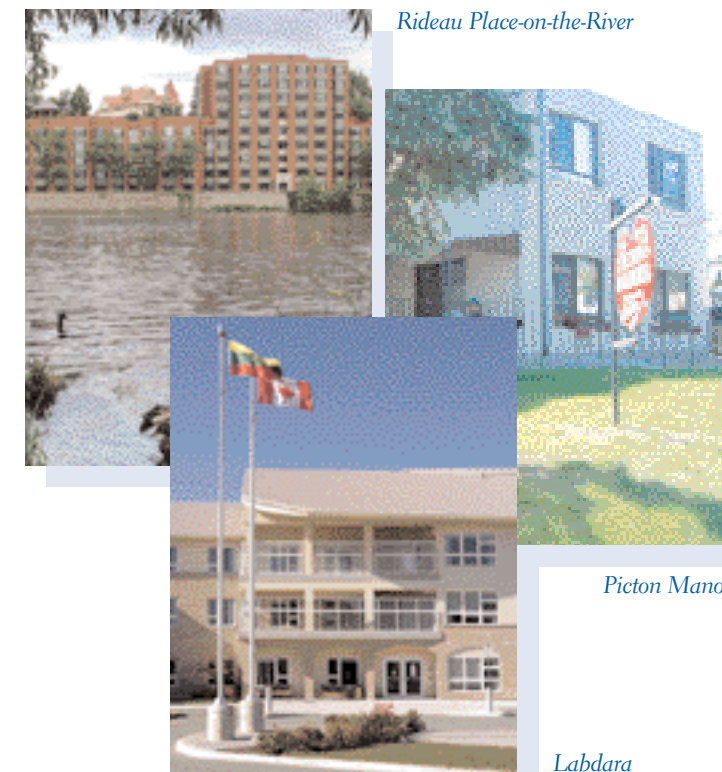
Downright Neighbourly Award Nominees

Ahmed Hossein Building Manager, 125 Parkway Forest
 Alice Paskos Leasing Agent, Maple Grove
 Anna Forieri Villa Marconi
 Anne Brudea Leasing Agent, 80 Forest Manor
 Bill Melvin Property Manager, Parkway Forest
 Carol Baptiste Nursing Service, Villa Marconi
 Christine Clare Office Manager, Rideau Place-on-the-River
 Claire Annis VP of Resident Services
 Danielle Tremblay Leasing Agent, Olympic Village
 Duska Zivkovic Building Manager, 3315 Fieldgate Drive
 Elzbieta Kocan Building Manager, 130 George Henry Blvd.
 Francine Rivest Assistant to Property Accountant, Olympic Village
 George Zajkowski Building Manager, 65 Forest Manor
 Grace Zajkowski Building Manager, 65 Forest Manor
 Irina Gontcharova Building Manager, 4190 Bathurst
 James O’Gallagher Property Manager, East
 Jeff King Property Accountant
 Jennifer McNeely Villa Marconi
 John Caron Building Manager, 75 Broadway
 Linda Bright Health Care Aide, West Shore Village
 Marcel Oltean IT Systems Administrator
 Marg Jarvis Director of Care, Picton Manor
 Margaret Stasiak Building Manager, 80 Forest Manor
 Maria Guerra Housekeeping, Villa Marconi
 Mario Rosso Villa Marconi
 Mary Eccles Receptionist, Parkview Nursing Centre
 Michael Capone Property Manager, North, Central, West Regions
 Monica Kecskemeti Property Administrator, Parkway Forest

Nadine Brown Villa Marconi
 Nancy Langiatu Villa Marconi
 Palmira Dellavalle Villa Marconi
 Pina Dimichele Laundry, Dietary and Housekeeping Assistant, Villa Marconi
 Rose Haslam Building Manager, 75 Broadway
 Roxanne Gilherst Complex Care, Villa Marconi
 Ryan Hagan Villa Marconi
 Sabrina Khbeis Property Administrator, Parkway Forest
 Sandra Burrafato Junior Administrative Assistant
 Sean Cassidy Building Manager, 15 Dundonald
 Shah Alam Maintenance Technician
 Stan Stasiak Building Manager, 80 Forest Manor
 Tania Paolini Registered Practical Nurse, Villa Marconi
 Theresa Giminska Health Care Aide, Labdara Lithuanian Nursing Home
 Tracey Haslam Superintendent, 75 Broadway
 Victor Pascual Revenue Accountant, Head Office
 Victoria Cain Director of Resident Services
 Yolanda Baffone Villa Marconi
 Family Council Parkview Nursing Centre

Rick Winchell Home of the Year Nominees

Rideau Place-on-the-River in Ottawa
 Picton Manor in Picton
 Labdara Lithuanian Nursing Home in Etobicoke (this year’s recipient)



Building of the Year Nominees

Winoak Apartments 450 Winona Drive
 Victoria Terrace 1150 Kingston Road
 The Pine Grove 110 Parkway Forest Drive
 Wellesley Square 155 Wellesley Street East
 The Princeton 40 Fountainhead Road
 Olympic Village Montreal (this year’s recipient)

