

# Neighbours

FALL 2020

## ENTER CONTEST TO WIN!

*see below for details*

### *A Season like No Other*



It's safe to say 2020 has been one for the history books. As the world grapples with COVID-19, staying informed is critical for keeping you and those around you safe. In this issue we cover key topics related to these unprecedented times.

### *Office Closures*

Please note that MetCap offices will be closed on Monday, October 12 for Thanksgiving.

### *Important Numbers:*

Fire and Medical Emergencies: 911  
Resident Helpline: 1-877-638-2271  
After Hours Emergencies: 416-340-0536 (GTA only)  
or 1-866-511-0536  
Office numbers (These are building specific. Please check with your management office for more information)

### *Here We Grow Again*

Join us in welcoming the following buildings to the MetCap family:

#### **Ontario**

- 18 Steeles Ave East, Thornhill
- 10 Yorkwoods Gate, North York
- 7170 Darcel Ave, Mississauga
- 7230 Darcel Ave, Mississauga
- 7280 Darcel Ave, Mississauga
- 1915 Martin Grove Rd, Toronto
- 70 Rexdale Blvd, Toronto
- 2500 Brant St., Burlington
- 64-68 Harris Park Dr. Toronto
- 19- 23 Engelhart Cres., Toronto

#### **British Columbia**

- 7360 Halifax St, Burnaby
- 7376 Halifax St, Burnaby
- 720 Queens Ave, New Westminster
- 155 E. 19th St, North Vancouver

### *We're Here for You*

We are all in this together. Please do not hesitate to reach out to your Resident Manager if you have any concerns we can address during these challenging times. If you are in arrears of rent due to Covid-19 and need assistance with a payment plan call or email Customer Service Department 1.877.638.2271 or [paymentplans@metcap.com](mailto:paymentplans@metcap.com) email. They will be happy to help you transition to the new "normal".



260 Richmond Street East,  
Suite 300  
Toronto, Ontario  
M5A 1P4  
Tel.: 416-340-1600  
Fax: 416-340-1593

## *Fall 2020 Contest*

Share your top tips for keeping your home tidy for a chance to win a \$250 Visa gift card!

Send us your entries along with your name, address and phone number via email to [contest@metcap.com](mailto:contest@metcap.com) or via mail to Attention Contest, 260 Richmond St. East, Suite 300, Toronto, Ontario M5A 1P4.



COVID-19 Update

We want to ensure all of our Residents and staff stay safe. Below is more information from the Government of Canada about COVID-19.

What is COVID-19?

COVID-19 is an illness caused by a coronavirus, which are common and typically associated with mild illnesses, similar to the common cold. However, COVID-19 can seriously impact the elderly or those with compromised immune systems.

Preventing the spread of COVID-19

Help prevent the spread of COVID-19 by:

- Washing your hands often with soap and water for 20 seconds or more
- Practicing social distancing
- Wearing a face covering when mandatory or when social distancing isn't possible
- Refraining from touching your face
- Coughing or sneezing into your elbow or a tissue which is discarded right away
- Disinfecting frequently touched surfaces or objects
- Staying home if you're sick

Please visit your local health authority's website for more area-specific information. We're keep residents updated by posting timely information on message boards located in your building's lobby and laundry room.

Do Your Part—Wear a Mask

Many municipalities have made it mandatory to wear a mask indoors. We ask all residents to wear a face covering when in common areas such as lobbies, elevators, laundry rooms and parking garages. We also ask all residents to practice social distancing, which includes leaving adequate space between each other when in common areas and limiting the number of people in elevators. More information is available via your building's message boards.

The Importance of Social Distancing

Social distancing is vital to help stop the spread of COVID-19. This means staying two meters apart from anyone who doesn't live with you, avoiding crowds and creating a safe social circle of no more than 10 people including those in your household.

Try using non-physical means to connect with others such as via email, text, phone or video calling. Wear a mask when social distancing isn't possible or when mandatory.

Your local health authority will have more information on how to effectively socially distance.

Preparing for Fall

Fall always has an air of new beginnings as the school year begins and people return to work after taking some time off during the summer. Though this Fall will be different depending on each family's unique circumstances, it doesn't mean you can't give your living space a little spruce up. It may be the breath of fresh air everyone needs!

Get ready for Fall by:

- Giving your balcony a good scrub while being mindful of your neighbours
- Decluttering your storage spaces
- Upcycling or recycling things that are in good condition

Fire Safety is Everyone's Responsibility

We ask all Residents to always be mindful of fire safety by:

- Ensuring all smoke detectors are working
- Smoking outdoors
- Unplugging curling irons, hair straighteners and other small appliances after use
- Being very careful when using candles by keeping lit candle away from flammable materials and always extinguishing candles before leaving a room
- Discarding electronics with frayed or broken cords
- Making sure the stove is off when not in use
- Ensuring cigarettes and other smoking-related items are disposed of properly

As always, we encourage you to contact your Resident Manager if you have any concerns or issues that need to be addressed.



This Is Your Newsletter...

This newsletter is for MetCap residents, and we want it to be helpful to you. Please let us know what you'd like us to provide in the newsletter. We're open to suggestions! Send your ideas to [customerservice@metcap.com](mailto:customerservice@metcap.com) or to Dellah Neequaye at MetCap Living Management Inc., 260 Richmond Street East, Suite 300, Toronto, ON M5A 1P4.



Contest Entry Form

Name	<input type="text"/>		
Building	<input type="text"/>	Suite #	<input type="text"/>
Phone Number	<input type="text"/>		

Please provide your responses, in one of two ways: Either complete the form above and fax it to 416-340-1593, or send an email to [contest@metcap.com](mailto:contest@metcap.com), making sure that your answers are numbered to correspond with the questions.