



260 Richmond Street East
Suite 300
Toronto, Ontario M5A 1P4

Dear Residents

Re: In-Suite Maintenance Requests & Work Orders

As you may be aware, on March 11, 2020, the World Health Organization (WHO) classified the COVID-19 virus (Novel Coronavirus) as a pandemic.

The health and safety of our residents and team members is very important to Metcap. Under the direction of the Public Health Agency of Canada (PHAC), and our other government health agencies, we all must work together to reduce the risk of transmission of the COVID-19 virus in Canada.

In light of the COVID-19 virus, until further notice, please be advised that only essential in-suite work orders will be completed at this time. All elective or cosmetic in-suite work orders will be placed on a temporary hold. Essential work orders are those which could affect the health and safety of our residents and staff. Examples include:

- Plumbing & electrical
- Broken windows & broken entrance doors/locks
- Non-working appliances
- Fire and safety items

Elective or cosmetic items, such as painting, plastering and sanding & refinishing floors will be completed at a later date.

Please also be advised that, until further notice, the laundry room(s) will be available for use 24 hours per day, 7 days per week. This will assist our residents in maintaining a safe social distance during this period of uncertainty.

In the interest of the health and safety of all residents and staff, if you or someone you have close contact with has been diagnosed with COVID-19, please contact MetCap's Customer Service line 1-877-638-2271.

Sincerely,

Metcap Living Management Inc.

Suggested Links

World Health Organization (WHO)	https://www.who.int
Centers for Disease Control & Prevention (CDC)	https://www.cdc.gov/coronavirus/2019-nCoV/index.html
Public Health Agency of Canada (PHAC)	https://www.phac.info.aspc@canada.ca
Government of Canada's Travel Advice and Advisories	https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html
Ontario Ministry of Health	www.ontario.ca/coronavirus
Toronto Public Health	www.toronto.ca/coronavirus
British Columbia Ministry of Health	https://news.gov.bc.ca/ministries/health
Government of Nova Scotia	https://novascotia.ca/coronavirus
Government of New Brunswick, Department of Health	https://www2.gnb.ca/content/gnb/en/departments/health.html
Government of Quebec	https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/

Tel: 416-340-1600
Fax: 416-340-1593
www.metcap.com