

CATCHING UP WITH CONCERT®

Spring 2020

How Concert is keeping you safe during COVID - 19

- We have added extra cleaning staff and hours with an extra focus cleaning high traffic and high touch zones (elevators, door handles, entrances and exits).
- While the Residential Services Office is closed to in-person visits, we are working behind those closed doors to help you in any way that we can! We are available by phone and email from **9am to 5pm Monday to Saturday**, and phone appointments can also be made. Call us at **604.222.2234** or email anytime at Axis@ConcertProperties.com. As always, should you have any maintenance emergencies during this time, please reach out to the Residential Services Office, or our after hours emergency on-call service at **604.891.9934**, and we will be happy to take care of it.
- We are making sure those of you who use our Debit option to make payments are safe during those transactions. We have implemented new policies including regular cleaning of all touch surfaces, wearing of masks and gloves as well as frequent hand washing by staff, and adequate signage to remind everyone about maintaining social distance with 'Stand Here' indicators while in queue.
- We continue to keep you informed through signage around the building regarding what we're doing in the building, and how to maintain social distancing.
- Our Neighbours Helping Neighbours initiative has been a success! We continue to offer Residents an opportunity to leave food or other essential supplies for those in our buildings who need a little help. Please visit [the laundry room](#) to contribute if you can or take what you need.
- We're keeping you connected! Concert has launched our "Virtual Villages" via Facebook to help you get to know your neighbours during these difficult times. It's a great place to share ideas, create conversation about what's happening around us, offer assistance or ask for help!

We're all in this together!

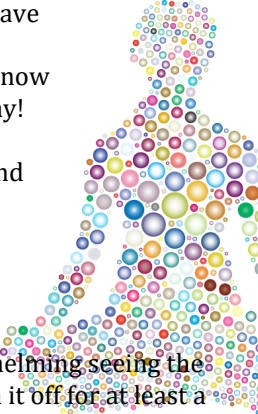
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Protecting your Mental Health during COVID19

The daily grind can get the better of us on a normal day. Social isolation, financial stress, or worry of the unknown can make life hard to handle. You are not alone. Here are some tips to protect your mental health during this time.

- 1) Create a daily routine and stick to it! Get up, get dressed, have breakfast. Getting dressed (hair, make up, the 'works') and a routine gives our days a sense of purpose, and it's important now more than ever. Feeling good about yourself can go a long way!
 - 2) Take care of your body. Eat healthy, get plenty of sleep. And exercise daily.
 - 3) Stay connected! Try out apps like HouseParty or Skype to catch up with family and friends.
 - 4) Limit your news and social media intake. It can be overwhelming seeing the same news story over and over. Stay informed, but then turn it off for at least a little while each day.
 - 5) Fight boredom with new activities or hobbies.
 - 6) Help others! Call someone you know is alone, or offer to pick up groceries for those who can't make the trek themselves. Contact the Resident Services Office for more details on how you can help!
 - 7) Know that you are not alone. If you need help, or it all gets to be a little too much, reach out for help. The Canadian Mental Health Association helpline is for those struggling with mental health, concerns. They can be reached at 310-6789.
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Resident Survey Results

At Concert, we value the opinions of each resident. We recently conducted an online survey where you have spoken and we continue to listen. We value all the responses and look forward to continuing to make improvements. Based on your responses, we will be starting further staff education to improve our skills to serve you better.



Congratulations to the winner of our prize draw!

Many of you responded to our 2020 survey. The draw was conducted and we are pleased to present the award to **Kate Hanson**, whose name was randomly drawn out of all the participants who responded and completed the survey in full.

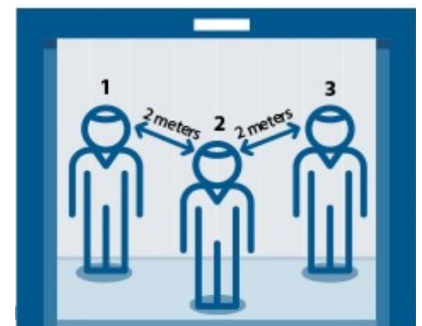
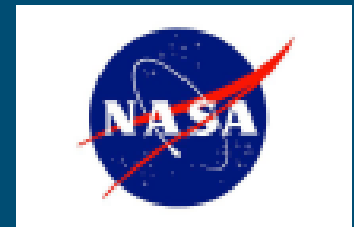
We thank everyone who participated in the contest. See you next year!

Things to “SEE” from your couch

The Vancouver Aquarium, Science World, the Canadian Museum of History, The Canadian War Museum, The Ripley's Aquarium, and the Toronto Zoo all have virtual tours, or online options to see what's happening! It's a great time to learn and explore!

We know that you can't travel to see the world's attractions, but Arts & Culture Google has 50 different museums and galleries to explore online; such as the Louvre in Paris!

Is planet Earth too close to home? Explore NASA! They have online resources to explore for all ages.



Physical Distancing on Elevators

- Keep 2 metres apart from others
- There should not be more than 3 people on the elevator

We've launched our Virtual Village on Facebook!

Connect with your neighbours,
ask for help, or lend a (virtual)
hand to those right here
at Axis!



Ask us how to join!

Spring Reminders

While you are doing your spring cleaning, please remember to empty your dryer lint vents and ducts. Building up of laundry lint will limit your dryers ability to dry, but worse, it can also be a fire hazard if not cleaned regularly.



Friendly reminder that BBQs are strictly prohibited on our balconies at all times. This includes any small camping BBQs and grills, and their propane/ gas tanks. These are major fire hazards and cannot be used or stored in your suite at any time.

We would like to remind all Residents that smoking is not permitted in suites, on balconies, or in any common areas of the property.



How to make the most out of your day at home

It's easy to become bored at home during our self quarantine new norms, but why not take this time to try something new or do something you've been meaning to get around to?!

Here are 5 fun things to do at home to keep yourself busy!

1. Now is the perfect time for Spring Cleaning! Do you have a closet you hate going into because you can't find anything? Do you have the dreaded "Tupperware Cupboard"? Get your inner Marie Kondo going, and get cleaning!
2. Try relaxing with a home spa day! Try out a face mask, paint your nails, or if you're really brave, try your own at home salon and cut those quarantine locks (*Reader discretion is advised. Concert not responsible for any results of these experiments).
3. Get fit and try out a new work out online! There are many currently available for free online, from yoga to weightlifting, using what you have around you. Get your sweat on!
4. Get into baking with The Great Canadian Baking Show for inspiration, but your challenge is baking something with the ingredients you have on hand! Just don't forget to set your timer!
5. Up your skills by taking an online course! Whether learning a new language or starting an online drawing class, the world is yours!
6. Start a Journal or Blog! You can document your time in quarantine, or start a whole new style and talk about your passions you're ready to let the world know about!

Educational Resources

<https://www.openschool.bc.ca/keeplearning/>
has some great resources for all ages for
learning at home.

[Code.org/learn](https://code.org/learn) is an amazing site that teaches
coding to all ages and abilities

Learn a new language through apps like
Duplingo!



Help Flatten the Curve!

1) Maintain your social distancing measures at all times when outside of your suite. Whether that's outside while on the way to the grocery store, or simply in the garbage room. Respect others by keeping at least 2 metres (6 feet) between yourself and anyone who doesn't live with you.

2) Wash your hands frequently! Remember to wash for at least 20 seconds, and use soap and warm water. If you are out and do not have access to soap and water, use hand sanitizer. We have hand sanitizer at various locations around the building for your hand hygiene needs.

3) Cough or sneeze into your elbow or shoulder.

4) Limit going out for essential needs to one designated shopper in your home. Try and go out as little as possible, preferably once per week.

5) If you are sick, with any symptoms, stay home!

6) If you have recently returned from outside of the county, you MUST self-isolate for a full 14 day. This is a Federal Mandate and must be followed. You cannot leave for groceries, take a walk outside, or do any activities outside your suite. If you need assistance getting essential goods, please reach out to friends, family, or our Virtual Village now on Facebook.

7) Volunteer for those who cannot go out! There are some Residents who are more vulnerable and may need your help. If you are interested in volunteering for your neighbours, contact the Resident Services Office for more details!



Health Contact Information

Health-Link BC
8-1-1

Kid's Help Phone
1-800-668-6868

Mental Health Crisis Line
310-6789

Dial 2-1-1 for referrals for community, government, social, or health services

Online Medical Assistance

For the Covid-19 Self-Assessment Tool, visit <https://bc.thrive.health/covid19/en>

For digital healthcare visit <https://medimap.ca/VirtualCare>

For virtual mental health help visit <https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/virtual-supports-covid-19>

Grocery Delivery Options

Save On Foods - UBC

Currently accepting online orders for delivery. Call ahead to confirm. Open daily 8:00 a.m. - 10:00 p.m. Special opening time between 7:00 - 8:00 a.m. for seniors and most vulnerable.

5945 Berton Avenue, Vancouver, B.C. 604.221.5999

Annual Waste Audit

In order to achieve the most impact, Concert has in place a comprehensive recycling program across both our residential and commercial portfolios.

To track progress and/or to ascertain areas we can improve on, we conduct annual Waste Audits which are done by Urban Impact. This involves taking a sample of garbage from a 24 hour period and identifying any recyclable materials within. This year, at Axis the following were found in the sample:

Paper: 6%; Mixed Containers: 10%; Compost: 47%; Soiled Paper: 10%; Coffee Cups: 1%; Soft Plastic: 0%; Special Waste: 0%; Liquid: 1%

Of the total sample that was taken, 25% was true garbage, meaning there is no recycling stream to place it in. This leaves room for a 75% improvement.

We ask our Residents to continue being diligent in cleaning and sorting your recycling in order to help us achieve the best results we can for our planet and the future generations.

If you have any questions or concerns regarding recycling, do not hesitate to contact your site office.

Concert's Recycling Program

Concert is proud to offer many options in each of our buildings for garbage, recycling, and organics. We encourage all of our residents to do their part in making an impact when it comes to recycling and using their organic bins as much as they can.

Please ensure that you follow proper recycling, organic, and garbage disposal guidelines.

If you have questions regarding what goes where, just ask!

There are infographics posted in our recycling rooms for you, or you can email your Resident Services Office and they can email you your own copy! The City of Vancouver also has a wonderful resource called the Waste Wizard if you have questions on what can go in each program. Download the app to make it easy should you have questions!



Recycling/Waste Collection during COVID-19

To help prevent spread and to protect waste and recycling collection staff;

- Dispose of all the following in the garbage in plastic garbage bags
 - Personal hygiene products
 - Used tissues
 - Cleaning cloths
 - Face masks
 - Gloves
 - Sanitary wipes, even those listed as flushable or compostable
 - All similar items
- Securely tie garbage bags shut and set out in your bin in your regular collection area

If you're sick or caring for someone who is sick:

- Double bag all personal waste in plastic garbage bags. Securely tie all bags shut and dispose of as regular residential garbage.

How to talk to your kids about COVID-19

As we navigate this new normal, our children are often left with many questions, anxieties, and fears of what is ever changing around them.

They may not understand what the virus is, why they can't see their friends, why the parks are off limits, or why they can't visit their Grandparents anymore. It's a lot for them to take in, and there are resources for parents to help guide you through this time.

The Centre for Addiction and Mental Health (CAMH) has some amazing resources to help parents answer all the difficult questions.

Visit [CAMH.ca/Covid19](https://www.camh.ca/Covid19) for more information.

Keeping your kids occupied at home

For younger children:

- Make a painter's tape maze on the carpet, for use with toy cars and trucks.
- Fill plastic bins with seasonal/themed sensory items to explore.
- Make homemade crafting dough or slime.
- Using a whiteboard or pad of paper, let your child teach you; this is a great way for them to practice their own skills and retain knowledge.

For older children:

- Bake cookies and other treats
- Assign older kids the task of cooking dinner one night each week.
- Create a journal during this extended period at home for a keepsake that will prove to be very special later.
- Use YouTube to learn skills such as origami, music lessons, dance tutorials, and much more.

Financial Support Information

Service Canada has created a dedicated line for EI services for COVID related claims. Call 1-833-381-2725 for more details.

If you have stopped working because of COVID-19, the Canada Emergency Response Benefit (CERB) may provide you with temporary income support. The CERB provides \$500 a week for up to 16 weeks. To apply for the CERB program or to get more details on if you are eligible, please visit www.canada.ca/en/services/benefits/ei/cerb-application to start the process. To note: this program must be re-applied to each month for the duration of the assistance. They have also limited log in days based on your birth month.

The Canadian Revenue Agency (CRA) has made changes to this years tax deadlines. For individuals (other than trusts), the return filing due date will be deferred until June 1, 2020.

If you have experienced financial loss during this time, and will have difficulty making your May 1st rent payment, please contact your Resident Services Office, and set up a phone appointment to discuss your options.

Canada 

Online Rental Payments **COMING SOON!**

Beginning in May 2020, Concert Residents will be able to pay their rent using online banking.

This option is an addition to the current payment options of Pre-Authorized Debit (PAD), Debit and Cheque.

The online banking option will be available from the following financial institutions:

Scotiabank - April 30, 2020

TD Bank - April 30, 2020

Royal Bank - April 30, 2020

Bank of Montreal - May 5, 2020

CIBC - May 5, 2020

Credit Unions - Mid-May, 2020

How do I pay?

Add Concert as a Payee using your bank's online banking application to begin paying your rental charges the same way you pay your credit cards, cable, and utility bills.

Please note that Concert will not be listed as a payee until the dates listed for your financial institution.

What information do I need to add Concert as a payee?

Before you can pay your rental charges to Concert using online banking, you will need to add Concert as a payee in your bank's online banking application. To add Concert as an online banking payee you will need two pieces of information:

Payee Name: Search for Concert Realty Services Tenant ID: 8 digit ID number

Please contact your Resident Services Office for your ID number. They can be reached at [604.222.2234](tel:604.222.2234) or Axis@ConcertProperties.com.

Enter our Spring Photo Contest!

Spring is in full swing here in British Columbia. Show us how Spring looks around you by entering our Spring Photo Contest. You have a chance to win one of 3 prizes by submitting your picture to our Virtual Village on Facebook!

For more details visit the Facebook Village. Visit www.ConcertProperties.com/virtualvillages and find your rental building on the list.

