

MCRS HIGHLIGHTS

2020 - A year of change...

2020 has been quite the year, to say the very least. Rising COVID-19 pandemic restrictions led to the shutdown of the MCRS office on Friday March 13th (hello Friday the 13th!?) and our staff scrambling to set up home offices - like many other businesses across the globe. For 11 weeks our team worked remotely, and the office remained formally closed until Monday June 1st at which point our staff returned with new routines (which included new sanitizing protocols).

Since that time, the office has been open to visitors by appointment only and our team has diligently endeavored to minimize potential spread of the COVID-19 virus where best possible. Client meetings are mostly held via teleconference or Zoom, we have minimized entries into homes, and we have found safe yet creative new ways to connect with our clients in a world of social distancing. Despite the changes due to the pandemic, 2020 still saw great evolution for MCRS. We completed a transition to ShiftSuite, an innovative property management software system designed to streamline operations. And in July we assumed management of a volume of accounts in the Lagoon City area and welcomed Pat Para, a CMRAO Limited Licensee, to our team.

2021 will undoubtedly bring with it many new challenges for the MCRS team and the rest of the world as the pandemic continues, but with kindness in our hearts we will get through whatever comes next with grace and a smile. Thank you all for your continued support. Extending best wishes to all for a light and hope-filled New Year!

Visit us online: www.mymcrs.com

And follow us on social media:



www.facebook.com/MCRSPropertyManagement

www.instagram.com/muskokapropertymanager



WHAT'S NEW

COLDEST NIGHT OF THE YEAR

CMRAO ADVISORY COMMITTEE

EXTRA! EXTRA! READ ALL ABOUT IT!

CCI HURONIA

MUSKOKA BUILDERS ASSOCIATION

DCDR RESCUE

BEHIND THE MASK

BOUNCEBACK ONTARIO

READERS' CHOICE WINNERS

...WE TREAT YOUR HOME LIKE OUR OWN





Coldest night of the year



MCRS Property Managers Stephanie Piercey and Kirsten Dale have been participating in the Coldest Night of the Year's annual fundraiser for six years straight and 2021 will be no different (this year's walk will be strategically socially distanced). Kirsten was again one of the top fundraisers in 2020 for our area. Way to go, ladies! If you can afford to donate to the fundraising efforts, please visit the team's page to donate online:

<https://secure.e2rm.com/registant/TeamFundraisingPage.aspx?teamID=931136>

Extra! Extra! Read all about it...

Kirsten and Debbie have again this year contributed to a variety of national condominium industry publications, in-person conferences (pre-COVID of course) and webinars. Educating others on all things condo is a passion of theirs and editors have come to frequently seek their input on hot industry topics.



CMRAO Advisory Committee (Condominium Management Regulatory Authority of Ontario)

Debbie is in the final year of a two-year term of service with the CMRAO Advisory Committee. The purpose of the CMRAO Advisory Committee is to provide input on issues of importance to consumers pertaining to the CMRAO's mandate and activities. For more information on the committee's mandate under The Ministry of Government and Consumer Services, visit:

<https://www.cmrao.ca/en-US/about-cmrao/advisory-committee/>



Navigating the unknown in communal living

Defining an emergency in a pandemic is a new scenario for seasoned managers

Wednesday, April 29, 2020

By Kirsten Dale and Debbie Dale

At the start of the pandemic, hurdles instantly arose with a rock-solid hardness that hit condominium managers and their clients like brick walls.

The Annual General Meeting schedules fell apart like shifting sand with no tangible boundaries within which to schedule revised meeting dates. Six months post fiscal year end for the AGM meeting as a hard deadline established by the Condominium Act, 1998, vanished amidst emergency orders and social distancing.



From the Fall 2020 Issue
**Through Another's Eyes:
Helping Diverse
Condominium
Communities Thrive!
Diversity and Its Challenges**
Feature | Kirsten Dale, RCM



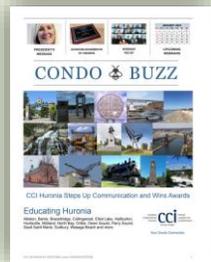
There is only one way to look at things until someone shows us how to look at them with different eyes - Pablo Picasso
Few moments of my career will ever compare to the day I arrived at work to a protest outside of the management office because of Christmas decorations.

CCI Huronia

Debbie Dale was announced as Chapter President again this year for the Huronia Chapter of the Canadian Condominium Institute. Debbie served on the Founding Board of CCI - Huronia in 2001 and rejoined the Board in recent years serving as Vice President and President.

CCI Huronia recently won the Lorne Young National Chapter of the Year award from the Canadian Condominium Institute (CCI), as announced at CCI's National Fall Leaders' Forum. The award goes to the chapter providing the most benefit to its members and exceeding the minimum requirements in all areas of chapter recertification requirements.

The Chapter was also the recipient of the Newsletter of the Year award - the first edition of the new and improved Condo Buzz is out now!



www.ccihuronia.com

You can read the Winter 2020 edition of CCI Huronia's Condo Buzz online by following the link below:

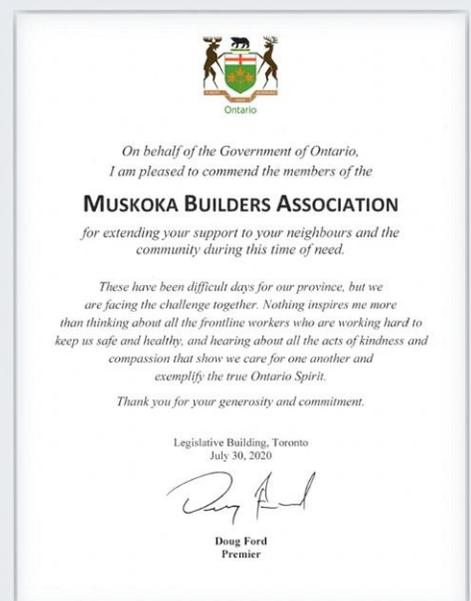


www.ccihuronia.com/sites/default/uploads/files/ccih_winter_Dec_2020_newsletter_k15.pdf

Muskoka Builders' Association

Letter of Appreciation from Premier Doug Ford

Kirsten Dale has remained with the Board of Directors for the Muskoka Builders' Association again for 2020-2021. In response to financial hardship caused by the pandemic earlier this year, the Muskoka Builders' Association kickstarted a Muskoka & Parry Sound COVID-19 Relief Fund uniting Contractors, Subtrades and Suppliers in our area to support our local Food Banks, Shelters, and Hospitals Foundations. Kirsten administers the social media for the Association and with the support of the construction industry almost \$150,000 was raised and donated to: Manna Food Bank, Table Soup Kitchen Foundation, West Muskoka Food Bank, Muskoka Women's Advocacy Group, South Muskoka Hospital Foundation, Huntsville Hospital Foundation, West Parry Sound Health Centre Foundation, the Gravenhurst Salvation Army and more. Premier Ford sent a lovely letter of thanks to the Association for its efforts to aid the community during its time of need.



Put a little love in your heart... The DCDR initiative

Earlier this year MCRS Property Manager Kirsten made an addition to her household: a 6-month-old rescue dog from the Dominican Republic named Comet. Comet landed at Pearson airport just one week before the borders closed in March and soon joined the other four-legged members of the management team that can be found at the office most days - Spike (Debbie's 15-year-old rescue Shorkie) and Cheddar (Kirsten's 3-year-old Corgi). Comet came to Canada through a rescue called Dogs and Cats of the Dominican Republic and it was not long before Kirsten became further involved with the charity helping to coordinate humanitarian aid efforts from Canada. In November Kirsten and several other rescue volunteers helped to coordinate and execute the arrival of 78 dogs and cats from the DR to Canada via private charter plane. The operation, dubbed "Hounds for Homes", was a complete success. For more information on Dogs and Cats of the Dominican Republic, visit online: www.dcdr.org



Behind the mask



In February of this year (pre-pandemic), MCRS was one of the lead sponsors of a live music and masquerade fundraiser in support of community-based mental health in Muskoka and Parry Sound which took place at Deerhurst Resort. Our team joined together for an evening of fun in support of a great cause.

Reader's choice 2020

MCRS was once again the recipient of our local Reader's Choice award for Favourite Property Management Company. Thank you to all of our wonderful clients for your continued vote of confidence year after year!



Bounceback Ontario

bounceback@ontario.cmha.ca

Toll-Free: 1-866-345-0224

www.bouncebackontario.ca

2020 has been a challenge for many of us. For those that may not be aware of its existence, BounceBack is a free skill-building program managed by the Canadian Mental Health Association (CMHA) designed to help adults and youth 15+ manage low mood, mild to moderate depression and anxiety, stress and worry. Delivered over the phone with a coach and through online videos, you can get access to tools that will support you on your path to mental wellness.