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AVOIDING SLIPS AND FALLS

Winter can be unpredictable. Snow, sleet and icy roads and walkways can make getting around not only inconvenient, but dangerous. Use these simple precautions to decrease your risk of falling:

Take it slow. Allow extra time to get places in the winter. If you don't feel safe, ask for help.

When conditions are icy, walk with buddy or carry a cell phone to call for help, if needed.

Watch for slippery surfaces ahead of you. Keep your

head up and use your eyes to look down. Assume that surfaces that look slippery are, and find another way.

Keep rock salt (a chemical de-icing compound), sand and a shovel available near entrances. Consider keeping a small bag of sand or rock salt in your coat pocket.

Don't try to walk in more than an inch of snow. Deeper accumulations can cause you to trip.

Bundle up to stay warm, but make sure you can see in all directions and move

freely. Wear mittens or gloves to keep your hands out of your pockets and free to help with balance.

Wear appropriate footwear. Winter boots that fit well provide more traction than tennis or dress shoes.

Check that the rubber tips on canes and walkers are in good repair. Replace, if necessary.

Don't let the cooler weather and shorter days limit your activity. Ask your doctor or physical therapist about indoor exercises.

PROTECT AGAINST THE FLU

To avoid getting sick, the flu shot is the best defence to protect yourself, your family and those you care for.

Wash your hands often with soap and water at least 15 seconds helps prevent the spread of virus, which can live on your hands for up to 3 hours. If soap and water are not available, use a hand sanitizer (gel or wipes) with at least 60% alcohol.

Cover your mouth, nose with a tissue when you cough or sneeze. Cough into your sleeve if you don't have a tissue. Throw the tissue out rather than putting it in your pocket, on a desk or table.

Try not to touch your face the flu virus spreads when people with the flu cough, sneeze or talk and droplets enter your body through your eyes, nose or mouth.

Stay at home when you're sick, virus spread more easily in group settings, like businesses, schools & nursing homes.

Clean (and disinfect) common surfaces and items. Viruses live on hard surfaces like countertops, door handles, computer keyboards and phones for up to 8 hours.

Get the flu shot early & every year.

TENANT SHOULD TALK TO BUILDING MANAGER TO HELP ADDRESS SNOW REMOVAL ISSUES

QUESTION:

I am very unhappy with the snow removal service provided by my landlord. I live in a new mid-rise apartment building, which has both outdoor and indoor parking. Each time it has snowed, the snow removal contractor has come by at 6 a.m. or 7 a.m., but he doesn't do a good job. He plows the snow off the access to the underground garage and down the middle of the outdoor parking lot, but all that does is to pile the snow behind our cars. Then, in digging out their cars, tenants throw much of the snow back to where we all need to drive. Then, at 9 p.m., all tenants with cars are asked to move them so that the parking stalls can be plowed, when I've already shovelled mine out. What can I do to get better service?

ANSWER:

The snow removal service you have described sounds pretty standard for Ottawa. The contractors cannot clear all the snow at once. As a result, their standard snow removal contracts call for them to make a pass between 4 a.m. and 7 a.m. to clear the snow from the driving lanes. Then they come back later, when most people have

driven their cars off-site to get to work, so that they can clear out the parking stalls. Depending on the amount of snow, they sometimes come back in the evening.

So far this winter, Ottawa has seen several significant snow falls. In heavy snow storms, residents must expect that there will be delays in snow clearing both on city side streets and in private parking lots. You need to plan accordingly.

To properly clear parking stalls, snow removal contractors need occupants to move their cars. If the timing of that is not convenient to you, perhaps you could make arrangements for a neighbour to move your car.

If this does not work for you, you could consider asking for an indoor parking spot. Partly because of the inconvenience of parking outside during Ottawa winters, indoor parking spots tend to be more expensive than outdoor spots. Some landlords will agree to move tenants from outdoor to indoor parking for an increased parking fee. However, if you move to an indoor parking spot for the winter, you cannot assume that you can return to an outdoor spot in the spring.

A few issues you mention do sound like they may need some attention. Tenants should not be shovelling the snow from behind their cars (or beside their cars) into the driving lanes. Your building manager may be well advised to remind everyone not to shovel snow into the driving lanes.

Some snow behind the cars is inevitable, but perhaps your building manager can talk to the contractor about whether that situation can be improved. It may just require the driver to make two or three passes from opposite directions, or arrange an additional space to push the snow into.

You can speak with your building manager about whether he or she can address those issues with the contractor and with tenants. Often it is only after the first two or three snow storms that snow removal contractors can determine the optimal way to remove the snow in the most convenient way possible, especially if the building is new or the contractor or driver is new to the building.

SOURCE: BY DICKIE & LYMAN LLP WHO PRACTICE LANDLORD/ TENANT LAW AND OTHER AREAS OF LAW

EXPLAINING DRAINING

Toilet: Toilet paper is the only foreign matter that should be flushed. Throw dental floss, Q-tips, baby wipes, sanitary products and other paper products in the garbage - if flushed down the toilet they can plug the flow or cling to roots in the sewer to cause a clog. With toys being a common toilet-

clogging culprit, you'll want to make sure small children learn and respect the power of the flush early on too.

Bathroom sink and shower/tub: Place mesh screens over all your drains to catch hair, bits of soap, toothpaste and other gunk. If resident

builds up inside the pipes, it can quickly escalate to create a slow-running, then clogged drain. Also keep an eye on small toys that can be thrown out with the bath water, and potentially choke the drain.

(continued on page 3)

WHY YOUR SMOKE ALARM OR CARBON MONOXIDE ALARM IS CHIRPING

QUESTION: Why is my smoke alarm or carbon monoxide alarm chirping?

The fire department comes along and installs a new smoke alarm in the hallway - or maybe it's a carbon monoxide. Either way, the thing starts chirping a few months later. What's up?

ANSWER: Usually, when a smoke alarm or carbon monoxide alarm is chirping (one quick little beep every 2 minutes or so), it means the battery is dying.

Even if your smoke alarm is attached to your electrical system, it should have a battery backup. When that battery is getting low, the alarm chirps to let you know.

It's important not to ignore the chirping, that's why it's so annoying. If you ignore it long enough, it will stop, be-

cause the battery is dead and you're no longer protected!

So when the chirping starts, pick up a battery at the store and swap it out. If you're not sure how to do it, contact (Gignul's Maintenance Supervisor) for advise to show you how to do it.

Do not call 911 because your battery is low.

Carbon monoxide alarms are a little different than smoke alarms. When a smoke alarm starts beeping, you can usually see the smoke that's causing it. When a carbon monoxide alarm starts beeping, there's nothing to see. So it's important to call 911 for a beeping carbon monoxide alarm - just not a chirping one.

If either kind of alarm starts beeping continuously, it's time to get out of the

house.

So, to sum up:

)) Get out of the house and call 911 if either the smoke alarm or the carbon monoxide alarm starts beeping loudly.

)) Change the battery if either alarm chirps one quick little beep every few minutes.

)) If you need more advice, call the nonemergency phone number for your fire department.

To avoid this problem entirely, change your alarm batteries twice a year. The fire service recommends you change batteries when you change your clocks. Keeping fresh batteries in your smoke alarms and carbon monoxide alarms promotes peace and mind, not to mention avoiding that annoying chirping sound.

CARBON MONOXIDE MAY BE RELEASED IN A HOUSE FIRE OR FROM ANOTHER IN-HOME HEATING DEVICE

Carbon monoxide detectors are just as important as smoke alarms in a home to detect serious dangers as early as possible. Though it may be tempting to install a carbon monoxide detector instead of a smoke alarm, or vice-versa, it's important to have both. CO alarms and smoke alarms each have a unique purpose. Both detectors work hand-in-hand to protect a

family from invisible dangers in seconds.

SMOKE AND CARBON MONOXIDE ALARMS

These alarms are essential for your family's safety. Smoke and carbon monoxide alarms electrically connected to your home's power supply will not work when the electricity is off,

unless they have battery back-ups.

Test your smoke alarms to find out if they work.

Make sure your home has a battery-operated carbon monoxide alarm. You are responsible for notifying your landlord that the dwelling is without electricity.

EXPLAINING DRAINING

Kitchen sink: Never pour oil, fats or grease down the sink. Maintain a clear drain by, at the end of every day, running the water at the hottest

possible temperature for a few minutes. You can even throw in a handful of baking soda and follow it with hot water to freshen up your drains. If t

his seems like a waste of hot water, consider the alternative - the potential cost and inconvenience of dealing with a clogged drain.

RECIPE OF THE MONTH

CHILI-MAC SOUP

Ingredients

1 lb lean ground beef
1 medium onion, chopped (1/2 cup)
1/4 cup chopped green bell pepper
5 cups hot water
1 box Hamburger Helper (chili macaroni)
1 tsp chili powder
1/2 tsp garlic salt

2 cups diced tomatoes (from 28 oz can)
1 can (11 oz) whole kernel corn with red and green peppers, undrained
2 tbsp sliced pitted olives

Directions

In 4-quart Dutch oven, cook beef, onion and bell pepper over medium-high heat 5 to 7 minutes, stirring occasionally, until beef is thoroughly cooked;

drain.

Stir in hot water, sauce mix (from Hamburger Helper box), chili powder, garlic salt and tomatoes. Heat to boiling, stirring occasionally.

Reduce heat, cover and simmer 5 minutes, stirring occasionally. Stir in uncooked pasta (from Hamburger Helper box), corn and olives. Cover; cook 10 minutes longer.

WINTERLUDE 2017

February 3-20, 2017

Come celebrate winter in Canada's Capital during three fun-filled weekends in February, which is known as the Winterlude festival! There are so many things to see and do that celebrate Ottawa's enchanting snow-covered season.

FAST FACTS

Winterlude takes place along the world's largest skating rink, the

Rideau Canal Skateway, and sites across the Capital.

Close to 6,000,000 people take part in Winterlude activities - most of which are free each year.

Fantastic ice carvings by artists from around the world fill Confederation Park in downtown Ottawa.

The world's biggest snow playground, the Snowflake Kingdom welcomes kids of all ages to Jacques Cartier Park in downtown Gatineau.

The Winterlude mascots, the Ice Hogs family are reputed to live under the ice of the frozen Rideau Canal Skateway.

Winterlude has been celebrated in Ottawa and Gatineau for over three decades.

New This Year: Don't miss the Ice Dragon Boat Festival on **February 17-18, 2017**. For the first time in North America, dragon boats will race down the frozen Rideau Canal Skateway. Be there to cheer them on!!

IN THE EVENT OF A FIRE, FAMILY MEMBERS SHOULD BE TAUGHT TO

Crawl low and under any smoke to predetermined exits.

Start to exit immediately as soon as smoke alarms sound.

If a primary room exit is blocked by smoke or fire, use the secondary room exit.

If escaping through smoke is the only option, stay low and move fast since smoke is toxic.

Feel doorknobs before opening doors; if a doorknob is hot, use a

secondary exit out of a room.

Open doors slowly; shut a door immediately if a room is filled with smoke or fire.

Call 911 right away if you can't reach another family member in the house.

If you are trapped in a room, close the door and cover vents or cracks with cloth or tape to shut smoke out. Call 911 and signal for help at a window with a light-coloured cloth or flashlight.

Stop, drop, and roll immediately if

clothes or hair catch on fire.

Any family members who are elderly or have special needs should take special precautions when creating a fire escape plan.

Wheelchair ramp access should be available in and out of major rooms in a house leading to exits. It is recommended that elderly people live on the ground floor in a multi-storey home or apartment building for a easier exit in an emergency.

Use flashlights or chemical light sticks instead of candles or lanterns to reduce fire risk.