



*Per il benessere dei nostri anziani
e della comunità*

VILLA MARCONI LONG TERM CARE CENTRE
ADMINISTRATOR NEWSLETTER

April 24, 2017

Dear residents, family members and friends,

I hope this letter finds you in excellent health. Please note that we were able to find a new service provider for delivering the cable television into the residents' rooms. The former service provider was requesting an increase of 10% this year and 5% for the following years. We could not agree to this. The new company is called Shaw Satellite. Their prices are more competitive. During the week of April 24, the Roger's digital boxes will be removed and new Shaw Satellite digital boxes will be provided for those who pay cable. We hope that this transition will be as smooth as possible. For those who pay cable they will have access to over 200 tv stations which will include one Italian station. If you were paying Rogers for extra channels, you need to cancel your contract with them. If you have any question, please do not hesitate to contact us.

You will find included in this mailing a family survey. Your opinion is important to us. This is why we are providing this survey form to you. Please complete the survey and return it before May 15. You can mail the survey and drop it at the reception. We hope that all surveys will be completed and returned to us. Thank you in advance for taking the time to complete the survey.

Villa Marconi believes in the importance of employee recognition. For this reason, we invite all residents and family members to complete an Employee Recognition form and give it directly to the employee or to her or his supervisor. Family members play a major role in the Employee Recognition program. Forms will be available in each home area. We also invite you to recognise the nursing staff during the International Nurses week between May 6 and May 10. Please take this opportunity to thank our dear co-workers for their expertise, compassion and dedication.

As a friendly reminder, please note that all family members and residents are welcome to take advantage of the visit of the Handi-House and Carda Creation. These two companies will be visiting Villa Marconi on May 11 from 10:00 am to 2:00 pm. Representatives of these specialized companies will be happy to show you their products in the main floor Piazza.

In closing, we hope to see you soon in the main Garden enjoying the beautiful weather.

Yours truly,
Gaetan Grondin, Administrator

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