



*Per il benessere dei nostri anziani
e della comunità*

ADMINISTRATOR NEWSLETTER

October 25, 2017

Dear residents, family members and friends,

I hope this letter finds you in excellent health. We are happy to report that on October 13, our residents enjoyed a bus ride to the colorful Gatineau Park. Also on October 20, nearly 50 residents and six family members enjoyed a delicious AAA grilled steak. From the comments received by the residents and the family members it was an excellent gastronomic experience. We want to take this opportunity to thank the recreation and dietary staff members and volunteers who contributed to this successful event.

We also want to thank the Italian community for supporting us on October 24 for Raising-The-Roof event. More than 320 people attended this major fundraising event. We want to thank the Organization Committee members, the Marconi Centre staff members and everyone who attended this wonderful evening.

On a different note, we would like to inform you in advance that you will probably see staff members wearing a costume on Halloween day. All residents and family members are also encouraged to wear a costume on this day. The purpose of this activity is to bring laughter and joy in the lives of our dear residents. Thank you in advance for your participation.

Earlier this year, we promised you that we would survey the opinion of the family members a second time before the end of 2017. Therefore, we are inviting you to complete a second satisfaction survey this year. You will find it included in this mailing. Please complete the survey and return it before November 15. You can mail the survey or drop it off at the reception in a secure box. We hope that all surveys will be completed and returned to us. Thank you in advance for taking the time to complete the survey. Please note that the Family Survey is only for relatives of the residents living at Villa Marconi.

In closing, we invite you to contact us directly if you need more information or any assistance. It will be a pleasure to serve you.

Yours truly,

Gaetan Grondin, Administrator

Villa Marconi Long Term Care Centre 1026 Baseline Road, Ottawa, Ontario K2C 0A6
Main Switchboard: (613) 727-6201 Fax: (613) 727-9352