



*Per il benessere dei nostri anziani
e della comunità*

ADMINISTRATOR NEWSLETTER

November 25, 2017

Dear residents, family members and friends,

We are pleased to report that on November 7, the Government of Ontario announced that they will add 30,000 new long term care beds in the next 10 years in addition to the 30,000 beds already being redeveloped. The Government will also add 15 million more care hours per year. This represents the best news for the people living in a long-term care home like Villa Marconi.

On a different note, we want to thank you for completing the Family Satisfaction survey which was mailed to you on October 25. We just received the results which showed that 86% of the family members were overall satisfied with the care and services. This represents an increase of 3 % compared to May. We also had a 5% increase in family participation. For a complete review of the Family Survey report, please consult the bulletin board in the *l'Etá D'Oro* piazza on main floor.

Since Christmas is just a month away from now, we are taking this opportunity to give you the dates of the annual Residents' Christmas Luncheons. Once again this year, the Dietary and Recreation departments worked together to offer two Residents' Christmas Luncheons where the family members and friends can join their loved ones. The admission is free for the residents and for two family members. Additional visitors will be charged \$25 each. For residents on Third Floor and Gentle Care home areas, the lunch will take place on Wednesday December 13. For residents on Second Floor & Complex Care home areas, the lunch will be held on Wednesday December 20. Both events will be held in the Marconi Centre at noon. If you wish to join our residents, you have to reserve your seat by contacting the recreation staff at extension 5090 or 5002 as soon as possible.

The Family Council wishes to inform you that on December 10, they will host "*Celebriamo Natale*" (Celebrating Christmas). Please join them for Christmas music and traditional panettone from 2:00 pm to 3:30 pm on second floor. Also, Family Council will raffle 2 beautiful baskets. Tickets (\$2 each or 3 for \$5) will be available from November 13 to December 20. They thank you for supporting them.

In closing, we wish you a wonderful time with your loved ones during the next holiday season. It is an honour and a privilege to serve you and your family member. Thank you for choosing Villa Marconi.

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