



*Per il benessere dei nostri anziani  
e della comunità*

ADMINISTRATOR NEWSLETTER

February 25, 2018

Dear residents, family members and friends,

Villa Marconi Long-Term care has been successful at implementing a *Quality Improvement Initiative* that will provide more support to the residents, the family and staff members. Since February 20th, Mrs. Julie Veillette is now the Director of Residents Services. Her main focus is the nursing care and services provided to the residents living on the 2<sup>nd</sup> floor and on Complex Care. Mario Jacques's new focus is the nursing care and services provided to the residents living on Gentle Care and 3<sup>rd</sup> floor. Both Mario and Julie will be supporting each other for the day-to-day operations of the nursing department.

If you need to contact someone at Villa Marconi, you need to dial 613-727-6201 which is the only valid phone number. With our recent telephone system update, please note that you need to dial 9 when you want to reach someone outside of Villa Marconi. Thank you for your attention.

We recently found a lot of resident mail left at the reception. Please note that it is the responsibility of the family members to pick-up the mail at the reception on a regular basis

In a few weeks, we will start the replacement of the floor covering in the Gentle care home area. For safety purposes, please note that only the family members of the residents living in Gentle will be allowed to enter this home area during the renovation project. Thank you for your understanding.

We are inviting you to attend a *Family Consultation and Information* evening which will be held on Thursday, March 15th. The session will start at 7:00 pm with a consultation on the annual Quality improvement plan. At 7:30 pm, we have the honor to have a guest speaker from the Dementia Society of Ottawa and Renfrew County. This person will give an in service on the overview of dementia until 8:30 pm. Please join us for this important evening. We will meet in the Library on main floor.

Because your opinion is important to us, we are inviting you to complete a family satisfaction survey. You will find it included with this mailing. Please complete the survey and return it to us before March 15. You can mail the survey or drop it off at the reception in the 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.

Yours truly,

Gaetan Grondin, Administrator

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