



*Per il benessere dei nostri anziani
e della comunità*

ADMINISTRATOR NEWSLETTER

June 25, 2019

Dear residents, family members and friends,

We are pleased to inform you that Villa Marconi Long Term Care has been issued CARF accreditation based on its recent survey. CARF is an independent, non-profit accreditor of health and human services, enhancing the lives of persons served worldwide. Villa Marconi received a three year accreditation which is the highest level an organization could receive. We want to thank all staff members and volunteers for their dedication and commitment at continuously improving the quality of lives of our dear residents. In the report, CARF wrote: "Your organization should take pride in achieving this high level of accreditation." "Villa Marconi provides a highly important contribution to the regional community in its role as a designated charitable Italian cultural home". "There is a strong and effective marriage of operational planning and performance with genuine enthusiasm for its mission for the residents, their families, and the overall population served". "Villa Marconi also demonstrated exemplary conformance to the standards. Villa Marconi has a "Virtual Voyage room" where the use of technologies to visually and audibly connect the residents to familiar places, such as their hometown, a trip to the beach..." This room was planned and set-up by our Recreation and Volunteer Coordinator.

We happy to inform you, that on June 25, Villa Marconi will recognize its volunteers for their contribution to the well-being of our residents. This recognition will be provided on behalf of all residents and family members. The quality of the services provided to the residents is directly related to the dedication of the volunteers and the staff members. If you are interested in becoming a registered volunteer, please contact Nadia at extension 5091. Everyone is welcome.

We recently received more questions about who can go and order food in the servery door in the dining room. For safety reasons, please note that only staff members can go the servery door in the dining rooms. For this reason, the Dietary staff will only give food and beverages to the nursing staff members. If you have a special request for your loved one, please ask a nursing staff and who will be happy to assist you. We thank you in advance for your cooperation.

Please note that for privacy reasons, a family member can not take picture or a video of another resident, staff member or volunteer without their written consent. Thank you for your cooperation.

Now that summer has finally arrived after a very long winter and a cold and wet spring, we wish everyone a beautiful summer season filled with several family and friend reunions.

Sincerely yours,

Gaetan Grondin, Administrator

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