



*Per il benessere dei nostri anziani
e della comunità*

ADMINISTRATOR NEWSLETTER

September 25, 2019

Dear residents, family members and friends,

We hope that you are doing well and that you are enjoying the beginning of the new season. First, we are very glad to inform you that we were successful at obtaining a special funding from the Eldercare Foundation of Ottawa. Recently, we sent them an application for improving the environment in Casa dell'Amore. On September 20, the Eldercare Foundation of Ottawa presented a cheque of \$10,000 which will be used to buy new furniture and paint some of the corridor walls in Casa dell'Amore. We are very thankful for the generosity of the Eldercare Foundation of Ottawa.

Our Activity and Dietary departments are always looking at developing new social and culinary events where residents and family members can enjoy a wonderful time together. For example, all residents and family members are invited to attend the first ever *Thanksgiving lunch* which will be held at noon on Wednesday October 9 in the Marconi Centre. Menu includes butternut squash soup, roast beef, mashed potatoes, fall medley vegetables and pumpkin pie with ice cream. The meal is free for the residents and \$15 per visitor. If you are interested, you need to purchase your ticket by October 7. For more information, please contact the activity staff at extension 5091.

On a regular basis, we want to obtain your opinion about your satisfaction level for the different services you or your loved one is receiving at Villa Marconi. For this reason, we have included in this mailing a family satisfaction survey. Because your opinion is important to us, could you please take a few minutes to complete the survey and return it to us before October 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 family members of the residents living at Villa Marconi.

In closing, we hope we can meet or exceed your expectations during your visit or stay. If you have any suggestions or comments, you are more than welcome to contact your home area nurse, your charge nurse or a member of the management team. To serve you and your loved one is a privilege and an honour.

Sincerely yours,

Gaetan Grondin, Administrator

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