



*Per il benessere dei nostri anziani
e della comunità*

ADMINISTRATOR NEWSLETTER

Dear residents, family members and friends,

We thank you for your patience during the upgrade of the phase 1, elevator number 2. Our elevator contractor just reported to us that the project is going well and should be completed before the holidays. We are sorry for the delay caused by this quality improvement initiative.

Yes Christmas is less than a month away. 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 are working together to offer two Residents' Christmas Luncheons where family members and friends can join their loved ones. The admission is free for each resident and for one family member. Additional visitors can join by purchasing a meal ticket of a cost of \$25 each. For the residents living on Casa dell'Amore and Casa della Vita, the event will be held on December 10. For the residents living in Casa Degli Amici and Casa della Luce, the event will be held on December 17. Both events will be held in the Marconi Centre at noon. If you wish to join your loved one, you have to reserve your seat in advance by contacting the recreation staff at extension 5090 no later than December 6. To ensure that we have the right amount of food, you must book your tickets before the deadline. We hope you will be able to join us for the great traditional event.

The success of a long-term Home is dependent on the involvement and dedication of the volunteers. We take this opportunity to thank each one of them. We are also reaching out to you, your family and friends for becoming a registered volunteer. There is nothing more rewarding than helping other people. Please join our team of volunteers. For registration, please contact Ms. Potoczny at extension 5091.

Please note that for privacy reasons, no one can take a picture or a video of another resident, staff member or volunteer without their written consent. In addition no one can hold a cellular phone in their hands in case it is used as a recording device. We thank you in advance for being kind and respectful towards the residents, visitors and staff members. Please note that our Home will not tolerate any form of harassment, intimidation, retaliation, bullying or violence in the workplace.

In closing, we hope we can meet or exceed your expectations during your visit or stay. If you have any suggestions or comments, please 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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