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Dear Residents and Families,

We hope this message finds you well. We are reaching out to inform you about an upcoming change that will take effect on January 1st, 2025, regarding a new monthly fee for the maintenance and cleaning of resident-specific equipment, devices, and mobility aids.

To ensure that we continue to provide high-quality support and maintenance for resident devices, we will be introducing a new **\$25.00/ month** fee dedicated specifically to the maintenance, cleaning, and repair of:

- Wheelchair/ Geri-chairs
- Walkers
- Cushions
- Bed Cradles
- Beds
- Lap trays
- Slings
- Chair alarms
- Bed alarms
- Commodes
- Raised toilet seats
- Fall Mat
- Anti-slip mats
- Booties

This flat-rate fee will cover any or all of the devices your loved one uses and will help cover the rising costs of parts and labor, ensuring that all resident equipment, devices, and aids are serviced promptly and effectively.

We understand that changes like this can be concerning, and we want to assure you that this decision was made after careful consideration. Our priority remains the well-being and comfort of our residents, and this fee will enable us to maintain the standards of care that you expect and deserve.

Thank you for your understanding and support as we work to enhance the services we provide at Venta Care Centre.

Peter C. Birzgalis
Administrator Venta Care Centre

