



Dear Residents and Families,

As we welcome the New Year, we want to take a moment to express our heartfelt gratitude for the trust and confidence you have placed in us to care for your loved ones. We are deeply thankful for the opportunity to be a part of you and your loved ones lives. The care we provide is not just about physical well-being, but also about emotional support, comfort, and connection. It is our privilege to be there for your family, and we are committed to making the year ahead one filled with compassion, respect, and dignity.

We would also like to remind you of the upcoming maintenance fee adjustment, which was communicated to all families in a letter sent out in October 2024 and will come into effect January of 2025. As previously stated, this \$25.00 a month flat-rate fee will cover the costs associated with the cleaning, upkeep, repair and replacement of any resident equipment / devices your loved one uses, including:

- 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

In part this fee will help cover the rising costs of parts and labor, ensuring that all resident equipment, devices, and aids are serviced promptly and effectively. It will also allow us to implement more frequent and thorough cleaning of these items, which is essential for infection control and the overall well-being of our residents.

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.

If you have any questions or would like further details about the new fee, please do not hesitate to contact the Director of Nursing, Helen Doan at 780-377-2326. We are more than happy to provide additional information and discuss any concerns you may have.

Wishing you and your family health, happiness, and peace in the year ahead. Thank you for your continued support and trust.

Warm regards,

Peter C. Birzgalis  
Administrator