



July 29, 2026

UPDATE TO ALL FAMILY AND FRIENDS

Hello,

Outbreak Status

We are currently outbreak free!

Resident Room Extensions

Resident extension numbers always start with an 8, followed by the room number and then the number which indicates either a private or basic room. Private rooms are indicated by the number 0, while a basic room is indicated by the number 1 or 2 depending on the bed assignment.

EXAMPLES:

If your family member is in a private room #123, the extension is 81230

If your family member is in a basic room #124, bed A, the extension is 81241

If your family member is in a basic room # 124, bed B, the extension is 81242

Families and friends are encouraged to call the direct line for residents which is 613-731-0094

Lost and Found Policy and Process

The Leadership Team is in the process of implementing a newly developed Lost and Found Policy. Related to this is a new process related to unlabeled clothing and other items that are found. This new process is still in development, but the plan is to have several opportunities in August where unlabeled articles and other found items will be displayed in the front lobby under supervision of a volunteer. This will provide residents and families an opportunity to search for and claim any missing items. We will share a schedule of these Lost and Found displays next week.

Kind Regards,
Monique Patterson,
President and CEO