



November 15, 2023

## **UPDATE TO ALL FAMILY AND FRIENDS**

Hello, we remain outbreak free at St. Pat's. Thank you to everyone for following the infection prevention and control protocols and ensuring that if you are not feeling well that you do not visit.

### **TV Services**

We have been working through a number of technical challenges with our TV services over the past few months. The review of the service identified that in order to correct the technical issues with Shaw (now owned by Rogers), we would need to upgrade the system with new equipment, which would result in an increased rate of an additional \$15-\$20 per month for each resident with cable services.

We requested alternative proposals from Bell for the same service. After careful evaluation of the options we have decided to move our TV service to Bell. By moving to Bell we are able to keep the cost the same for the same channels in the standard package.

If someone does want channels in addition to the general package there would be a requirement to rent a receiver from Bell. The cost of the receiver is \$9.00 per month as well as a fee for additional channels. Unfortunately, even with Shaw this would have been an additional cost.

The change of service provider will occur on Thursday November. 23<sup>rd</sup> starting at 9am. There will be 10 Bell Technicians on site that day, and they will be going to every resident room who currently has cable TV. They will be setting up the new service on each individual TV and troubleshooting if there is any challenge. This process may take a few hours, so residents may not have TV during the day. Bell has committed to having every TV working on the 23<sup>rd</sup>.

Today, we will be delivering a letter to each resident's room outlining the changes coming, as well as the new channel list. Please contact [Cyntiairving@stpats.ca](mailto:Cyntiairving@stpats.ca) if you have any questions.

### **Research Project**

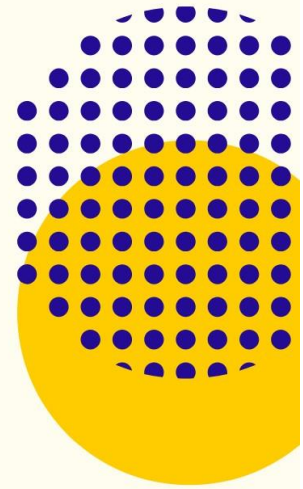
St. Pat's is partnering with a research team from the Ottawa Hospital on a project whose aim is support long-term care residents as they transition between LTC and acute care hospitalization. With assistance from residents, family members and friends, the research team intends to create, evaluate, and implement decision support tools that can make transitions in care more person-centered for LTC residents. The information poster regarding this research project is attached for your information.

Stay safe and take care,

***Janet Morris***

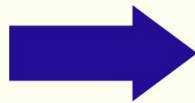
President and CEO

# Research Participants Needed



## Do you qualify?

- Are you a current long-term care (LTC) **resident, caregiver or staff member**?
- Have you or the resident(s) you care for previously been **transferred from LTC to the hospital**?
- If you answered **YES** to these questions please consider participating in our study.
- Participation is voluntary and will not impact your care in any way.



## Who are we?

We are a research team interested in developing decision-making tools to support transitions between long-term care and acute care hospitalization

## Contact:

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