



October 31, 2024

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

Hello,

### **Resident Billing Update**

We wanted to inform you that due to a technical issue, we are unable to process the resident accommodation invoices for November until Monday. This will result in the EFT charges being withdrawn from the bank accounts early next week, instead of this week. If you are not the billing contact for your loved one, can you please inform them of this delay in the processing of the upcoming payment.

Be well and stay safe,  
***Monique Patterson***  
Interim President and CEO