



# Wynn Park Villa

## Caring and Communicating

*Staying in touch because your loved one matters*

*Working with you to make sure you know right away about the things happening at the facility that affect your loved one.*

*Receiving the information you need by email, by text or by phone.*

*Giving you the ability to know what is happening at Wynn Park Villa no matter where you are.*

*Knowing immediately about everything from flu alerts to facility evacuations.*

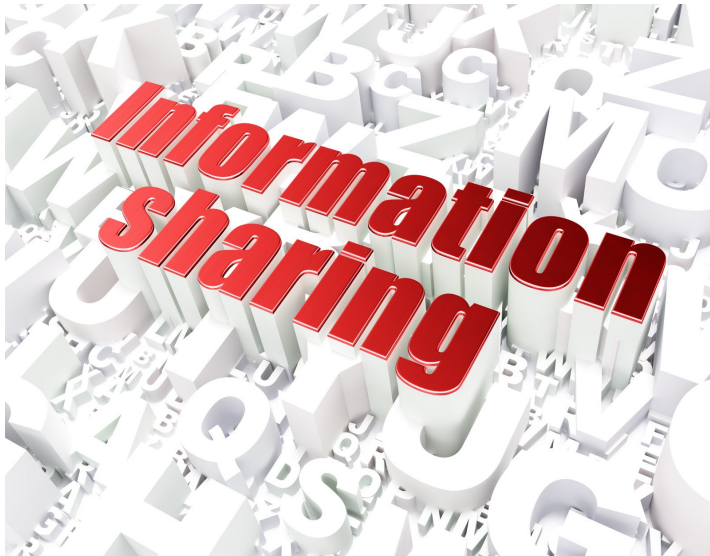
***Wynn Park Villa is introducing a new communication program designed to keep you informed immediately about the things that affect your loved one.***

As your partner in caring for your family member, we recognize the importance of keeping you informed about things that are happening where your loved one lives. It is important to us that you know and that you know as quickly and as efficiently as possible. We also recognize in this digital age people also have preferred methods of communication, whether it be by phone, by email or by text.

To assist us with ensuring that you have the information you need about things happening at our facility and that you receive it in the way you prefer, we would like to invite you to participate in a new communication initiative we are launching.

The CAREQ Emergency Notification System is an emergency communication system comprised of voice, text and email technologies. It will allow us to communicate with you via text, phone, email or all three—depending on which mode of communications are most convenient for you. Through CAREQ, we can send you information about any facility emergencies that could affect your loved one. The program is strictly voluntary and offered at no charge to you.

We have included some information here about how the program works and what is required if you would like to participate. Of course, we would also be pleased to answer any additional questions you may have.



Wynn Park Villa is one of the most advanced homes of its kind in Atlantic Canada; and, as more of us live longer and hopefully better, we are dedicated to creating an environment of safety, security and comfort.



THERE IS **COMFORT** IN KNOWING.

THERE IS **SECURITY** IN BEING PREPARED.

*In an emergency, seconds count and communication is critical. Wynn Park Villa and CAREQ want to make sure you know when something happens that affect your loved one.*

Emergency preparedness information how you want it - text, phone or email

Speed

Safety

Security

Privacy

Effectiveness

Versatility

Comfort

Convenience

#### WHAT IT IS

With CAREQ, Wynn Park Villa can send you information by text, by phone, by email or by all three. You choose the methods of communication best suit your lifestyle. They can easily be changed and amended whenever you choose. With multiple methods of communication, you can be assured that you will receive the information no matter where you are.

#### WHAT WE NEED FROM YOU

If you would like to take part in the CAREQ communication program, we need minimal information only. You simply provide your mobile phone number, your email and/or your home phone—depending on the form of communication you prefer. Participation is strictly volunteer and there is no cost to you. A form to fill out has been attached to this flyer and should be dropped off at the front desk at Wynn Park Villa.

#### WHY IT IS IMPORTANT

All the residents at Wynn Park Villa and their families are important. Keeping everyone informed and up-to-date quickly and efficiently allows you to make the best choices possible for those you love the most. Facility emergencies happen and your friends at Wynn Park Villa know you want to be prepared.



#### PRIVATE & SECURE

Your privacy is important to CAREQ and to Wynn Park Villa. The information you share as part of the CAREQ communication system is stored on servers protected by the highest levels of security. We request only minimal information, your name and direct contact information only. It will be used only for the purposes of contacting you in the event of an emergency.

#### ADDITIONAL QUESTIONS

If you have any additional questions, please don't hesitate to contact us. We would be pleased to provide any additional information you may require.

