



Tuesday, April 14, 2026

Re: Management of Villa Colombo Toronto by UniversalCare Canada Inc.

Dear Residents, Families, Care Givers, Staff, Resident Council, President Council, Family Council, Physicians and Volunteers:

We are writing to share an update and inform you that the Board has selected a new management company to assist us with the long-term care services and programs at Villa Colombo Toronto. As the contract with our current management company was approaching renewal in May 2026, a customary review of the service provider was undertaken. We are pleased to inform you that after a fair and competitive process, the Board of Directors selected UniversalCare Canada Inc. We expect that the transition will take effect in July 2026.

UniversalCare Canada Inc. has many years of experience in managing long-term cares homes, including Villa Colombo Vaughan. This arrangement supports the continued delivery of high-quality care and services to residents while strengthening operational support for the home. We are excited that UniversalCare will be able to support Villa Colombo Toronto, and the community it serves.

UniversalCare Canada Inc. has built a reputation for advancing excellence, integrity, and innovation in senior care. Our organization works alongside homes across Ontario to support strong clinical standards, staff development, operational efficiency, and a culture focused on resident well-being.

The UniversalCare team will work closely with the leadership team at Villa Colombo Toronto to support staff, strengthen systems, and build on the strong foundation that already exists within the home.

Together, we recognize the dedication of the Residents, Families, Care Givers, Staff, Resident Council, President Council, Family Council, Physicians, Volunteers and community partners who contribute daily to the well-being of residents. UniversalCare looks forward to supporting this work and helping ensure the continued success of Villa Colombo Toronto.

UniversalCare also places strong importance on community engagement. Like us, they believe each home plays an important role in the life of its surrounding community. Together, our organizations will support local initiatives and partnerships that improve the quality of life for seniors and their families, on and off the campus.



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Below are several questions that we believe may be of interest to you. If you have additional questions, please contact the Executive Director, and the appropriate team member will respond promptly.

Thank you for welcoming UniversalCare and its team. We look forward to working together to support the residents and families of Villa Colombo Toronto.

Respectfully,

A handwritten signature in black ink that reads "Angela Gauthier". The signature is written in a cursive style.

Angela Gauthier
Board Chair
Villa Colombo Toronto

A handwritten signature in black ink that reads "Joseph Gulizia". The signature is written in a cursive style.

Joseph Gulizia
President/CEO
UniversalCare Canada Inc.
jgulizia@universalcareinc.ca





Q and A April 2026

Home Operations

Q: Will the home continue operating as Villa Colombo Toronto?

A: Yes. Villa Colombo Toronto will continue operating and serving residents and families. UniversalCare supports the existing mission, values, and community role of the home.

Q: Will residents experience changes in care or services?

A: Residents will continue receiving the same care and services from the dedicated staff team. UniversalCare works with the home's leadership to strengthen systems, resources, and quality initiatives that support staff and residents.

Resident Information

Q: Will resident health records change under the new management arrangement?

A: No. Resident health records remain secure within the home's electronic systems. UniversalCare supports the continued use and improvement of electronic health records and quality systems.

Q: Will resident fees change?

A: Resident accommodation rates remain set by the Ministry of Long-Term Care. Any changes occur through provincial policy, not through the management arrangement.

Staffing

Q: Will staff remain the same?

A: Yes. Staff continue serving residents in their current roles. UniversalCare supports the existing leadership and staff teams while providing additional corporate resources, training, and operational support.

Q: Will staff workloads change?

A: UniversalCare reviews care levels and funding structures to ensure the home receives the appropriate resources available through the Ministry of





Long-Term Care. The goal involves supporting staff and maintaining high standards of resident care.

Q: How will staff be supported under UniversalCare management?

A: Staff receive support through training programs, clinical resources, operational systems, and leadership development initiatives that strengthen care delivery and workplace culture.

UniversalCare

Q: Does UniversalCare support other long-term care homes?

A: Yes. UniversalCare supports multiple long-term care and senior living communities across Ontario.

Q: Will the contact information for management change?

A: Phone numbers for the home remain the same. Some email addresses may change. Staff or families who require updated contact details may speak with the Administrator.

Q: Will the contact information change for the managers?

A: No

Q: Who may be contacted at UniversalCare?

A: You may contact:

Lyana Nava

Vice President of Clinical Compliance

lnava@universalcareinc.ca

Michael Griffin

Vice President, Operations

mgriffin@universalcareinc.ca

Joseph Gulizia

President and Chief Executive Officer

jgulizia@universalcareinc.ca



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Transition Planning

Q: Will the resident charts be transferred over to the new manager?

A: There will be no change.

Q: Will our monthly fees increase?

A: The rates are set by the MoLTC, and the traditional annual July 1 increases may take place if the government chooses to increase the rate. Generally speaking, the rates increase at the rate of inflation.

Staffing

Q: Will the managers be the same?

A: UniversalCare is excited and looks forward to working with the current managers.

Q: Will the staff workload be the same?

A: UniversalCare will be assessing the level of care provided and will maximize the financial resources provided by the MoLTC. We will also ensure that the home receives the highest level of funding possible.

Q: What impact will the transition have on the staff?

A: Staff are expected to continue to provide exceptional care and services to the residents. All parties have started to transition and have provided 100% cooperation, ensuring that the transition is seamless. There will be a period of adjustment as we implement changes.

