

October 2, 2020

Dear Family Members,

As we look back at 2020, we realize this has been a unique and challenging year that has brought about a lot of change and uncertainty. While we continue to learn more about COVID-19 and its behavior, we are applying what we know today to better protect the people we are entrusted to care for.

We thank you for choosing Villa Colombo Toronto as the home for your loved one. Quality continues to be at the forefront of our organization, and we believe one of the best ways to improve is to gather feedback from our residents, family, and friends. As such, we will be launching the **Family Satisfaction Survey on September 28, 2020**.

The health and safety of our residents and their families is our priority. To minimize possible modes of transmission of COVID-19, we will not be using paper surveys and will only use an online survey this year. The survey can be accessed through the following link:

<https://ca.surveymoz.com/s3/50082611/Extendicare-Family-Satisfaction-Survey-2020>

If you have an iPhone, iPad or a newer Android phone, you can also access the survey through a QR code (image below). Open your camera app and put the QR code below in front of the camera. Your phone will ask if you would like to go to the website to complete the survey.

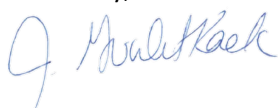


QR Code for Family Satisfaction Survey 2020

We appreciate you taking the time to complete the survey. Your comments and feedback are important to us as they give us an opportunity to hear from you and learn how we can be better. All survey responses will be kept confidential and the survey is available in English, French and Chinese. You can select the language by clicking the icon at the top right of the first page of the survey.

We ask that you **complete your survey by October 31, 2020**. Thank you in advance for your valuable feedback.

Sincerely,



Josee Goulet-Kack
Interim Executive Director