



Shepherd's Care Kensington Village
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Shepherd's Care Kensington Village
Recreation Therapy Department

Dear Families/Guardians,

The Recreation Therapy Department of Kensington Village would like to make it easier for you to send information or get in contact with your family members or friends. We realize that it is not always possible to make it into the centre to visit with a family member due to distance, work or simply a hectic schedule, so we would like to make it easy to contact them. Some residents may have difficulties reading conventional letters and others may have a hard time hearing conversations over the phone. We would like to introduce a few more ways that you could get in touch with your loved ones.

#1. E-mails

We have set up an e-mail address for you, the family member, to send messages or letters to your loved ones here at Kensington Village. We will deliver or read the message if required to your loved one.

When you send an e-mail:

- A. The e-mail address is scfkresident@shepherdscore.org
- B. Please make sure to add the resident's name in the subject line along with the room Number. Example – **Subject For Mrs. Smith room 53**
- C. You can simply type out your e-mail or make it an attachment. Please do not write anything in your e-mail that you would not want recreation staff to read.
- D. Should you like to send a picture, please limit it to only 1-2 pictures.
- E. We will endeavor to ensure privacy is guarded at all cost during the communication process.

#2. Skyping

Thanks to the assistance from the Ladies Auxiliary and Veterans & Friends we have purchased a computer for the second floor. We will be setting up several ways to communicate over the internet and more specifically introduce residents to Skype.

With Skype's free software you can chat with [free Skype-to-Skype calls](#) and never worry about cost, time or distance. [Share the love](#) and get your friends and family to [download Skype](#) so you can talk, instant message or make video calls for nothing. Even if your family members live in a different city, province or country as long as they have Skype, you can communicate and even see them over the computer. We have purchased a webcam to make this experience even more enjoyable, as you will be able to see your loved one.

January 13, 2011

The first step would be to go to www.skype.com and follow the instructions on how to get started, it is that easy. To connect with our computer, please search for Kensington Resident. Through that contact name, is how you will be able to reach our computer. Recreation will be more than happy to set up a time that is convenient to all and help initiate communication. You will not be able to unless a pre-determined time has been set up with us.

In the event that a resident has the interest in creating their own e-mail account we can also accommodate that request.

We, at Shepherd's Care, believe in making life as comfortable and interesting as possible, in a homelike atmosphere.

If you would like more information or have any questions, please feel free to call me at 732-5650 or email at dbisson@shepherdscares.org.

We encourage family members to visit as often as they are comfortable and join us in our activities with your loved ones. I thank you very much for your support and I look forward to hearing from you in the future.

Sincerely,

Daniel Bisson
Recreation Manager
Shepherd's Care Kensington
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780-732-5650