



Shepherd's Care Foundation

Corporate Office  
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[www.shepherdscore.org](http://www.shepherdscore.org)

Shepherd's Care Foundation-Millwoods  
Electronic Communications

Dear Families/Guardians,

The Recreation Therapy Department of Millwoods Care Centre 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-mail

We have set up an e-mail address for you, the family member, to send messages or letters to your loved ones here at Millwoods Shepherd's Care whether your loved one lives in the Care Centre, Millwoods Manor, Gardens DAL or the Gardens Condos. The email address is a global email where all messages/letters etc. are sent to, and recreation staff will sort and deliver the emails to the appropriate resident.

#### To send an email:

- A. The email address is [scfmwresident@shepherdscore.org](mailto:scfmwresident@shepherdscore.org)
- B. Please make sure to add the resident's name in the subject line along with the facility they are currently living in (Care Centre, Millwoods Manor, Gardens DAL, Gardens Condos)  
Example – **Subject:** John Smith, Millwoods Manor
- 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.

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

### #2. Skype

Thanks to the assistance from the sales of the Tuck Shop Gift Store, we have purchased the hardware and installed the Skype software to offer



Shepherd's Care Millwoods Campus  
6620 - 28 Avenue  
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Shepherd's Care Kensington Campus  
12603 - 135 Avenue  
Edmonton, AB T5L 5B2

Shepherd's Care Greenfield  
3820 - 114 Street  
Edmonton, AB T6J 1M5

Shepherd's Care Southside Manor  
10741 - 29 Avenue  
Edmonton, AB T6J 5H6

Shepherd's Care Barrhead  
5236 - 59 Avenue  
Barrhead, AB T7N 0A3

Skype Service to our residents. With Skype's you can talk face to face through the computer using 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.

**To start Skyping :**

1. First you will to have a computer connected to the internet, a microphone and web camera.
2. Download Skype to your computer. To do this go to [www.skype.com](http://www.skype.com) and follow the instructions on how to get started, it is that easy.
3. Add Millwoods Shepherd's Care to your contacts. Go to contacts at the top of the page, select add a contact, and in the Skype Name type in scf.mw.recreation. Once it finds us, select us to add.
4. On our end we will get the request and confirm you as a contact.
5. Recreation will contact you to set up a time that is convenient to all and help initiate Skype communication.
6. You will not be able access Skype communication unless a pre-determined time has been set up with us.

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, have any questions or require assistance, please feel free to call me at 780-461-3756 or email me at [kinch@shepherdscares.org](mailto:kinch@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,

**Krysta Inch** BA RLS  
Therapeutic Service Manager  
Millwoods Shepherds Care Centre  
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780-461-3756

