

February 22, 2023

Dear Resident / Responsible Party,

The month of February we celebrate Valentine's Day, Susan B. Anthony's Day, President's Day, and for those who wish to receive ashes, they will be available on Ash Wednesday. We wish to express our thanks for the continued efforts of the Activities Department to coordinate programming to celebrate holidays throughout the seasons.

We wish to again, recognize the dedication of our staff and the extraordinary efforts displayed during the winter storms experienced in November and December. Please be reminded that Terrace View Long Term Care Facility is a member of the Western Region Mutual Aid Plan. In the event of an emergency, the plan is utilized to provide support to facilities in distress. The plan is one of four plans that covers the Syracuse Region, the Southern Tier, and the Greater Rochester Region. While these plans are distinctly different territorially, they are designed to work to support each other.

Please be advised that we are in the process of replacing / repairing two of our domestic hot water boiler units. In the interim, we have placed a temporarily redundant hot water boiler outside of the facility to ensure the continuous delivery of hot water throughout the facility. The temporary hot water boiler will remain in place, pending completion of the replacement / repair of the affected units.

Please be reminded that participation in monthly Resident Council meetings is encouraged by all Residents who wish to attend. Should you have immediate questions regarding Resident Council, please contact your neighborhood staff from Activities or Social Work, at your convenience.

I wish to take this opportunity to remind all Residents, that if you wish to receive the COVID-19 vaccination and/or booster vaccination (if eligible), we will be happy to assist you. Please contact your neighborhood Team Leader and we will coordinate the administration of these immunizations in a timely manner.

It is my sincere hope that this letter finds you well and wish you all the best.



Stephen R. Woodruff, MS, OTL, LNHA
Administrator