

## Send an email to a resident at Arbour Heights!

Anyone wishing to send an email message to a resident at Arbour Heights can now do so by sending an email to the following address:

**[residents@arbourheights.ca](mailto:residents@arbourheights.ca)**

Please include the following information with your message:

- Residents' full name
- Residents' room number (if you know it)
- Your full name and your email address



### **Delivery Process**

- Your message will be printed and hand-delivered to your friend or loved one living with us. With this in mind, please treat your email message as if it were a postcard and do not include any information in the message that you would not write on a postcard (such as personal health information).
- Please do not insert pictures or any other attachments to the email as those cannot be delivered and will be deleted.
- We currently do not provide a means for residents' to reply to messages, but we can help residents set up an email address. Please contact recreation!
- We aim to deliver emails to residents within 3 business days of being received, however at times the delivery times could be longer so please do not treat this as an urgent way to contact a resident.