



Church of Christ Care Center

Clinton Township, MI 48035

August 11, 2017

Re: Planned Phone System Outage (RESCHEDULED)

Dear Assisted Living Residents, Families, and Visitors:

In an effort to provide better service, we have opted to update our phone systems on the campus. On Wednesday, August 16, 2017 we will experience a temporary outage across campus as we upgrade our system. This was initially scheduled for July 20th but the telephone company set this new date/time.

Here are some phone facts to get you thru this time:

1. At **11:00am** on **Wednesday, August 16th** there will be cell phone and fax lines available, but there will be no campus-wide phone service or resident room phone service for an undetermined period of time.
2. During this time you can contact the Assisted Living via our nursing cell phone at **586-524-1206**.
3. All residents will have the ability to make phone calls out via an alternative cell phone and by request. (Please ask your nurse or resident assistant for assistance.)
4. Phones will come back on line throughout the day starting with nursing. Resident room phones will be the last to come back online and possibly not until Friday.
 - You can still speak with your loved one at any time or they can call you via the nursing cell phone listed above.
5. There will be no interruption in dedicated fax lines or internet service (email will remain active throughout switch over.)

After the transition is complete, you can expect easier navigation thru the phone system via direct lines to each business unit on the campus. The direct lines are as follows:

Assisted Living: 586-791-2471
Nursing Home: 586-791-2470
Senior Housing: 586-792-6441

Thank you in advance with your patience as we make this upgrade. Please let me know if you have any questions.

Sincerely,

Julie Maher
CEO and Assisted Living Administrator
586-285-6202 / jmaher@cofccc.org

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