



Church of Christ Care Center

Clinton Township, MI 48035

586-791-2470

August 11, 2017

Re: Planned Phone System Outage (RESCHEDULED)

Dear 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 no phone service on the campus for an undetermined period of time except for cell phones and fax lines.
2. During this time you can contact the Nursing Home via our nursing cell phone at **586-524-2091**.
3. All residents will have the ability to make phone calls out via an alternative cell phone and by request. (Please ask your nurse for assistance.)
4. Phones will come back on line through out the day starting with the nursing stations and Concierge. 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 phones as 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:

Nursing Home: 586-791-2470
Assisted Living: 586-791-2471
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,

Amy Shellnut
Nursing Home Administrator
586-285-7136 / ashellnut@cofccc.org

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SENIOR HOUSING
23561 Fifteen Mile Road

ASSISTED LIVING
23621 Fifteen Mile Road

NURSING HOME
23575 Fifteen Mile Road

EOE

Where the special needs of the aging are met with special care.