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August 12, 2016

Dear Client:

For over 40 years, ParaMed Home Health Care has delivered quality health care and support services to clients in Ontario and across Canada. Our cornerstones are quality and outcome based care. Everything we do is to help you, our client, get better - better service, better outcomes, and a better care experience.

It takes a special kind of person to be part of the ParaMed Home Health Care team. We have a meticulous recruiting and selection process in place to ensure that the Personal Support and Homemaking Workers (PSS Workers) who are ultimately chosen to be part of our team meet our high standards in the areas of professionalism, client focus, ethics, skills and competencies. Our employees are critical in helping our client population with complex care needs lead independent and healthy lives.

As you may have heard or read in the media, Ontario is following up with its third year commitment to invest in PSS Workers. Investment in PSS Workers will only strengthen and help seniors and people with the need of care and support in their homes and within the community. The Ontario government has recognized the value of PSS Workers in the home care sector and has directed all organizations to increase the wages for this valued group. This directive only applies to publicly funded services but we feel that all of our team deserves this increase, including those that provide private services.

Unfortunately, in order to implement this wage increase in a sustainable manner we must make a modest increase of \$1.23 per hour to the billing rates. This increase is effective September 12 2016.

Thank you for entrusting us with your care. We look forward in continuing to help you on your journey to get better.

If you have any questions or comments about our services, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink, appearing to read "Steven Brown", written over a faint blue circular stamp.

Steven Brown
District Manager
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