



HCH *Here to Care.*

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**Thursday, August 17, 2023**

## **MEMO:**

**Regarding: CHANGES TO TV BOXES IN FAITH MANOR**  
**Distribution: FAITH MANOR RESIDENTS AND FAMILIES**  
**From: Robert Marcinkiewicz, Director of Facilities**

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**Dear Residents and Families,**

As you may be aware, Rally TV (our service provider) installed new IPTV boxes and remotes in all of the resident rooms in July. These boxes are more stable and will be less likely to crash, therefore providing a better service for residents. Each resident was provided with a guide on how to operate the new box and remote.

With these new boxes, all residents should be able to access Channel 990, as well as the channels they are subscribed to. We have been informed of some instances in which residents have lost access to certain channels due to this change, and we are working to rectify those situations as quickly as possible. And we will ensure residents are not charged for those channels during the time they were not receiving them.

Going forward, if you have any questions regarding the TV service at Faith Manor, please contact the Resident and Tenant Service Desk at [rtservicedesk@hch.ca](mailto:rtservicedesk@hch.ca) or by phone at 905-454-8993 (internally dial ext. 5444). Provide the details of your concern in the email or voice mail with your contact information and the service desk team will get back to you.

Thank you for your cooperation.