Holland Christian Homes

MEMORANDUM

MEMO TO	All Grace Manor Residents and Families
FROM	Grace Manor Administrator
DATE	November 17, 2026
RE	**IMPORTANT OVERNIGHT NETWORK MAINTENANCE**

Thursday, November 19 at 10:00 p.m. until approximately Friday, November 20 at 6:00 a.m.

TCS will be completing a critical upgrade to the Holland Christian Homes network. During the scheduled shutdown, some communication and technology services at Grace Manor will not be available.

The following services will NOT work:

- Landline telephones, including calls to 911
- Internet and IPTV
- Emergency call bell system
- Channel 990

The following services will continue to work:

- Fire Service and Life Safety systems
- Overhead PA system
- Elevator emergency phones
- Rogers cable services
- Essential services such as electricity, heat and water

COMMUNICATION DURING THE OUTAGE

Main Reception emergency cell phone
647-459-9424
Please use this number only for urgent matters during the outage.

Families: Please limit calls during the outage so the emergency cellphone remains available for urgent communication.

HCH WILL CONTACT YOU DIRECTLY IF THERE ARE ANY URGENT ISSUES OR CONCERNS INVOLVING THE RESIDENT.

EMERGENCY PROCEDURES

- Increased resident checks will take place throughout the outage.
- Back-up communication systems have been put into place to ensure continuity of medical care and emergency response.

Thank you for your patience and cooperation during this important network upgrade.