



August 16, 2024

To All Residents and Resident Families

**Update on Resident Billings and Introduction of new Billing Clerk**

As many of you are aware, our billing clerk for the past ten years, Darlene German, retired on May 15<sup>th</sup>. Her replacement left to pursue another opportunity, and we have been actively searching for a replacement for approximately two months. Unfortunately, this situation has resulted in multiple delays in getting billings done and getting invoice copies sent out in a timely manner. I apologize for any inconvenience this may have caused.

I am happy to announce that we have a new billing clerk who will be starting at Grand View Manor on Monday, August 26<sup>th</sup>. Her name is Theresa Thompson and we are confident that she will quickly become a valuable member of our administrative/finance team at GVM.

While we have been without somebody in the billing clerk role, I have implemented a few changes to streamline the billing process. For any residents who have selected email as their preferred method of receiving board and incidental expense invoices, the accounting system is now set to send an email immediately once it has been generated. You will typically receive two emails at the beginning of the month. The first one will be for incidental services and expenses incurred in the previous month (i.e. canteen, beauty shop, cable tv, telephone, etc.) and the second one will be for board for the upcoming month. Payments will be withdrawn on the first business day after the 10th of the month. We will no longer issue separate manually prepared statements for beauty shop, cable tv and telephone, but will identify dates that services were incurred on the incidental expense invoice. Detailed canteen bills will be kept in each resident's finance file and can be requested at any time.

If you are currently set up to receive invoices by mail, we will continue to send them to you this way. If you would prefer to receive invoices by email, please contact Theresa at [Exec.Asst@grandviewmanor.org](mailto:Exec.Asst@grandviewmanor.org). She can also be reached by telephone at (902) 538-3118 Ext 5100 starting August 27<sup>th</sup>. She will be training for the first few weeks, so you please be patient as she gets settled in.

Any questions or concerns, please contact me at 902-538-3118 Ext 5102.

Thank-you

Carol Breckon  
Director of Finance