



413 Linwell Road  
St. Catharines, Ontario  
L2M 7Y2  
Phone: (905) 935-6822  
Fax: (905) 935-6847  
Web: www.niggv.on.ca

# Niagara Ina Grafton Gage Village

## MEMORANDUM

**TO:** All Residents  
**FROM:** Wayne D. Williams, CEO  
**RE:** Motion Specialties Services  
**DATE:** December 7, 2020

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Please note that we have entered in to a new contract with Motion Specialties for repairs to Motion Specialties Equipment as of November 24, 2020. A Motion Specialties representative will be on the premises biweekly on Wednesdays starting on December 9, 2020, from 1 to 3 pm for service and repairs. Requests can be made by calling the Administration Office at 905-935-6822 where an Activity Log will be filled out and placed in a Log Book for the Service Technician.

### **FEES FOR SERVICE ON MOTION SPECIALTIES EQUIPMENT ARE AS FOLLOWS:**

**Services under 15 minutes & minor repairs – No Charge**  
**Parts Quote under \$25 – No Charge**  
**Assessment Charge: \$32.50**  
**Hourly Rate: \$65**

**Assessment and repairs to equipment not belonging to or purchased from Motion Specialties may be subject to different rates.**

It is the sole responsibility of the Resident to provide payment when necessary and to note that it is due on time of assessment. Payments can be made by cash, cheque, or by providing a MasterCard or Visa number to the Motion Specialties Technician.

Due to the current Government mandated restriction, all repairs will be made in the lobbies of each of the individual buildings in the Village. It is the expectation that if you require repairs to any piece of equipment that you bring it to the lobby screening desk between 1 and 3 pm either yourself or through an essential caregiver. It is also the expectation that it is the resident's responsibility or the responsibility of the resident's caregiver to retrieve the equipment after the repairs have been completed and not wait in the lobby.

Thank you for your cooperation in this matter as we continue to navigate the complexities of the current situation, while still trying to make sure that essential services are provided.

Wayne D. Williams,  
Chief Executive Officer