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June 17, 2021

Through Sunbeam's commitment to Continuous Quality Improvement, the Policy & Client Rights Bulletins applicable to Sunbeam's Community Living Services, a recent review of the Policy & Client Rights Bulletins was performed.

As a result, this notice confirms that the Policy & Client Rights Bulletins have been updated and are available on Sunbeam's website at:

www.sunbeamcommunity.ca/policy-bulletins/

By navigating to the webpage stated above, you may access the following documents:

- A copy of this cover letter
- Vision, Mission & Values statement
- Abuse Prevention, Identification & Reporting
- Client Rights; Feedback, Complaints & Review Process; and Respecting the Homes of the People We Serve
- Privacy, Consent, Collection & Disclosure of Personal/Health Information
- Code of Conduct: Persons Served and Family Members

Should you wish to receive a printed copy of these documents, please request this by contacting our Compliance & Quality Assurance Team by one of the methods below:

- By email: CQA@sunbeamcommunity.ca
- By telephone: (519) 893-6200 ext. 251
- By mail to:

Sunbeam Community & Developmental Services
Attention: CQA Team
2749 Kingsway Dr.
Kitchener, ON N2C 1A7

Thank You.