

## Dear Families of Residents at Orchard Villa,

### What's New:

We extend a warm welcome to the new residents who have moved into Orchard Villa over the past several weeks.

#### *Update: Resident Outings in the Community*

The safety of residents, families and staff is at the forefront of our decision-making, particularly during this pandemic.

As Durham Region moves into Phase 3, many families and residents have asked about the possibility of resident outings in the community. We always make every effort to accommodate residents and families' requests as much as possible, considering each resident's physical and mental health well-being. However, to protect the safety of residents, visitors and staff during the global pandemic, Ontario's Public Health guidelines continue to prohibit personal outings and trips for LTC homes and other congregate settings.

If your loved one has a medical appointment, please inform the nursing team so that a safe plan may be developed. We continue to monitor this dynamic situation and we will update you when this changes. We know this is an inconvenient and challenging time for all.

#### *Update on Indoor Family Visits: Dedicate Lounges in Home Areas*

We're happy to see so many families visiting their loved ones and appreciate how important the emotional and spiritual support of families and partners-in-care is for residents. For everyone's safety, indoor visits will continue to be assigned to dedicated lounges within each home area. Outdoor and virtual visits are also still available.

To schedule an in-person, virtual or window visit (for rooms facing the courtyard) please call 905-831-2522, extension 3400. Someone from the home will call you back to arrange your appointment.

#### *Programs Resuming*

We excited to announce the addition of more programs to enhance the resident experience at Orchard Villa. The focus will be on smaller groups and one-on-one programming. Over the past week, we have added *Let's Dance*, *Adult Colouring* and a "*Reminiscing*" program which helps residents remember and speak about their life's experiences.

Throughout September, we will welcome back *Music Therapy*. At this time, we will resume with residents who have previously participated. As we progress with one-on-one sessions and assess past members, we will begin to take referrals for new residents.

### ***Family Council Resuming***

We are thrilled to report that the Family Council will resume on Tuesday, September 8, 2020 via *Zoom*. If family members would like to join the Family Council, please send your email information to:

Orchard Villa Family Council  
[orchardvillafc@outlook.com](mailto:orchardvillafc@outlook.com)

Please put *Zoom Meeting: Att'n Pam Crosby* in the subject line and send your email **by Friday, August 28, 2020**. Your information will be forwarded to Jason Gay, Executive Director, Orchard Villa.

### ***Welcome: Irfan Shallwani, Environmental Services Manager***

A big welcome to Irfan Shallwani, the home's new Environmental Services Manager. Irfan comes to Orchard Villa with over 12 years experience in Facilities & Properties Management. He has held positions locally and in other countries around the world. We are very excited to have Irfan join the Orchard Villa team.

### ***Welcome: Amy Potter, Resident Service Coordinator***

We are pleased to announce that Amy Potter will take on the role of the Resident Service Coordinator. If you have passed through the screening at the main entrance of the home, you might have already met her. She is currently a screener and will transition to her new role at the end of August.

### ***Keeping Families Connected and Informed***

Please do not hesitate to contact our **Patient Experience Specialists** with your questions and concerns. Someone from Orchard Villa will respond promptly. Please call:

**Phone:** 905-576-8711 ext. 32489    **Email:** [OrchardVilla-PatientExp@lh.ca](mailto:OrchardVilla-PatientExp@lh.ca)

Please visit and bookmark the special Orchard Villa COVID-19 Update section on Lakeridge Health's [website](#).