

# COVID-19 Response Update

Thursday, June 11, 2020

Dear Families of Residents at Orchard Villa,

Lakeridge Health is pleased to advise the Durham Region Health Department has declared the COVID-19 outbreak at Orchard Villa long-term care and retirement home over.

Over the last two weeks, there has been no new positive cases confirmed at Orchard Villa. Currently, there are 155 residents with resolved cases. (Residents who are “resolved,” are considered recovered from the virus 14 days after they developed symptoms, or in the cases of asymptomatic individuals, 14 days after the time of the first positive test.)

We know this is a significant day and turning point for many of you. We also want to acknowledge and express our deepest condolences for everyone at the home who has been affected by the loss of a loved one to COVID-19.

The outbreak was reported at Orchard Villa Long-Term Care Home on April 3 and at the Retirement Home on April 9. Since April 21, when Lakeridge Health came into Orchard Villa to help the staff contain the outbreak, there have been significant improvements made in partnership with the Orchard Villa staff and the Canadian Armed Forces. These include strengthening infection control and safety practices, stabilizing staffing levels and education and re-training of staff in areas such as the appropriate use of personal protective equipment (PPE). These measures, along with rigorous cleaning and disinfection of all parts of the facility, prevented further contamination and spread of the virus.

We are confident that these measures will help to better prepare the home to prevent and manage any outbreaks in the future and protect everyone living in, and working, at the home.

Though the COVID-19 outbreak has been declared over, the home will continue to follow provincial guidelines for long-term care homes made under the *Emergency Management and Civil Protection Act* to keep everyone safe.

## ***When will you be able to visit your loved one?***

Earlier this afternoon, the Ontario government announced that family visits in long-term care and retirement homes and other residential care settings will resume starting on **June 18**. Along with universal masking and physical distancing, all visitors will need to follow strict infection and control protocols and safety guidelines including:

- Requiring visitors to pass active screening every time they visit;
- Confirming with staff that they have tested negative for COVID-19 within the previous two weeks.

Following the provincial guidelines, long-term care homes will allow outdoor visits of one person per resident per week. For more information, please visit the [Ontario Newsroom](#).

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We are working to develop a safe plan to enable you to visit your loved ones. We will connect with you once we have this plan.

## *My loved one is currently in hospital, when will they transition back to Orchard Villa?*

For families what have loved ones in hospital, a Lakeridge Health team member will be in touch with you directly on an individualized transition plan.

## **What's New:**

### *Resuming Dining in the Main Dining Room*

In the coming days, your loved ones will also return to eating in the main dining areas throughout the home. There will be appropriate physical distancing and infection control protocols in place.

### *Lakeridge Health Assumes Day-to-Day Operations*

As we told you a few weeks ago, the Ontario government has asked Lakeridge Health to step in to assist in the day-to-day operations of the home.

Leslie Motz, VP Clinical Services & Chief Nursing Executive from Lakeridge Health will continue to oversee onsite operations for the next 90 days. This will include oversight of all staffing and management roles and implementing plans to ensure the home is prepared for future outbreaks to provide safe, quality care for residents in their home.

Work is still ongoing to finalize the management agreement. We will share details with you when they become available.

### *Keeping Families Connected and Informed*

Please do not hesitate to contact our **Patient Experience Specialists** with your questions and concerns at:

**Phone:** 905-576-8711 ext. 32489

**Email:** [OrchardVilla-PatientExp@lh.ca](mailto:OrchardVilla-PatientExp@lh.ca)

**To schedule a virtual visit** please contact Caroline Connelly at [cconnelly@southbridgecare.ca](mailto:cconnelly@southbridgecare.ca) or 905-831-2522 extension 3115 or 3401.

Please visit the **web page on the outbreak response at Orchard Villa** at [www.lakeridgehealth.on.ca](http://www.lakeridgehealth.on.ca). This web page can also be accessed from Orchard Villa's website and Facebook page.