



Dear Families of Residents at Orchard Villa,

What's New:

Lakeridge Health's Role

As you are all aware, on June 12, Lakeridge Health assumed temporary management of Orchard Villa Long-Term Care Home for 90 days. This role builds on the support that Lakeridge Health had provided the home during the COVID-19 outbreak. Under the order from Durham Region Medical Officer of Health, Lakeridge Health was asked to lead the monitoring, investigating and response to the outbreak. Moving forward, Lakeridge Health will work with the leadership of Orchard Villa to ensure that the appropriate policies and procedures are in place to better respond to future outbreaks, enabling the safest care environment for residents and staff.

Leslie Motz, VP Clinical Services & Chief Nursing Executive from Lakeridge Health is leading this work.

Welcome Samantha Shields, New Office Manager

We extend a warm welcome to Samantha Shields, the new business manager for Orchard Villa. In her role, she will manage billing and resident trusts. You can reach her at extension 3108.

Family Visits

On Thursday, June 18, Orchard Villa welcomed the first family members for 30-minute visits with their loved ones. As a quick reminder, **all visits will need to be booked ahead of time. *Please take note of the new extension.**

The following are some frequently asked questions related to visiting your loved ones in the new reality of living with COVID-19.

One of the requirements will be to show proof of a recent (within two weeks of your visit date) negative COVID-19 test. Why do I need to do this?





Though the COVID-19 outbreak has been declared over at Orchard Villa, we all need to be cautious and do what we can to keep ourselves and others safe while the pandemic continues. Last week, the province gave the green light to resume family visits in long-term care and retirement homes with strict health and safety guidelines. These measures, including the requirement of proof that visitors have tested negative for COVID-19 within 14 days of a visit, were put in place to ensure the safety of residents, visitors and staff.

Where can I go to get a COVID-19 test done?

If you are a resident of Durham Region, two COVID-19 Assessment Centres are located at Lakeridge Health. Tests are done by appointment only. To book a test go to covidswab.lh.ca. If you are unable to access the online link, please call Durham Region Health Department at 905-668-2020 or 1-800-841-2729 to arrange for a COVID-19 assessment and test. If you live outside of Durham Region, please visit the Ministry of Health's [website](#) to locate a COVID-19 testing site near you. We are unable to do COVID-19 tests for families at the home.

Am I still permitted to make window visits, outside of the appointed family visit time?

In order to keep residents, families and staff safe, we will need to continue to follow public health guidelines around physical distancing.

If your loved one's window faces the courtyard and you wish to do a window visit, you must do so **outside of the appointment visiting hours**.. **During visiting hours**, please make an appointment to visit your family member.

This will minimize the number of people congregating in the courtyard during visiting time.

Is this home still providing virtual visits?

Other ways to connect with your loved one including virtual visits will continue to be offered.

To schedule a virtual visit please contact Caroline Connelly at cconnelly@southbridgecare.ca or 905-831-2522 extension 3400.

Update on Air Conditioning

If you are interested in having an air conditioning (AC) unit installed in your loved one's room, we are able to assist. In the past, Golden Plug provided and installed the units for a seasonal

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Visiting Hours
Long-term Care Home
9:00 a.m. to 11:00 a.m.
1:00 p.m. to 4:00 p.m.
6:00 p.m. to 7:30 p.m.
Retirement Home
10:00 a.m. to 4:00 p.m.



**Lakeridge
Health**

Saturday, June 20, 2020

fee. However, due to the outbreak, the vendor is providing the units, but not installing them. For more information and to have AC unit installed in your family member's room, please email or call Jason Gay, Executive Director and Interim Environmental Services Manager at jgay@southbridgecare.ca or 905-231-2522, extension 3100.

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

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