

Dear Families of Residents at Orchard Villa,

What's New:

The Next Chapter in the partnership between Orchard Villa and Lakeridge Health Begins

On September 10, we celebrated a milestone in the partnership between Lakeridge Health, Southbridge Care and Orchard Villa Long-Term Care Home.

As you are all aware, on June 12, Lakeridge Health assumed responsibility for the temporary management of Orchard Villa for a 90-day period. This role built on the collaborative efforts began during the COVID-19 outbreak last spring. In partnership with Orchard Villa's leadership and, for a brief time, the Canadian Armed Forces (CAF), the team helped to stabilize the home during the devastating outbreak.

We acknowledge this has been a very challenging time for Orchard Villa residents, families and staff. And we know it will take significant time to heal.

Over the last 90 days, there has been significant effort by both Lakeridge Health and Orchard Villa's staff to refresh, restart and re-introduce best practices and evidence-informed policies and processes related to staffing, infection prevention and control and quality of care. And for the first time in the home's history, an infection prevention and control professional and epidemiologist have been hired.

While the formal agreement for the temporary management of the home by Lakeridge Health ended yesterday, we want to reassure you that collaborative efforts will continue well into 2021. Working in partnership with Orchard Villa's leadership, we have developed a comprehensive plan that is designed to help sustain the gains made since April and continue to lay a stronger foundation of safety and ongoing quality of care at the home.

Though Lakeridge Health will have a reduced presence in the home, the hospital will continue to have a line of sight on key quality of care performance measures, staffing and safety. There will continue to be considerable collaboration between infection prevention and control leads at Lakeridge Health and Orchard Villa. Furthermore, a Lakeridge Health Clinical Practice Leader will continue to be onsite, at the home, for a few days of each week to ensure the quality of care standards are maintained.



Saturday, September 12, 2020

This is a positive step forward in helping to ensure Orchard Villa is able to independently manage any future outbreak at the home. We look forward to this partnership and next chapter in the relationship between the two organizations.

The leaders of Lakeridge Health would like to thank the residents and families for their warm welcome. We would also like to thank the staff of Orchard Villa for their hard work and commitment to fostering a safer environment.

If you have any questions or concerns, please send an email to:

OVCommunications@southbridgecare.com

The resident service coordinator will be monitoring this email. If you have any concerns with the care of your loved one, please continue to speak to the care teams.