

Dear Families of Residents at Orchard Villa,

What's New:

Welcoming Caregivers to Ontario's Long-Term Care Homes

Last week, the Ontario government issued updates on visitor policy in Long Term Care Homes. While the safety of our residents and staff remain the utmost importance at Orchard Villa, we recognize the vital of the role of family. This update provides clarity on caregivers in the home.

<https://news.ontario.ca/en/release/58220/welcoming-caregivers-to-ontarios-long-term-care-homes>

Overview of types of Visits- General vs Essential

Visitor Type	What does that mean?	What do I need to know?
Essential Visitor (Caregiver)	Designated by the resident and/or their substitute decision-maker and visiting to provide direct care to the resident.	<ul style="list-style-type: none"> ✓ Book by calling 905-831-2522 ext. 3400 or email cconnelly@southbridgecare.ca ✓ Need to provide what care is being provided to resident ✓ Each resident can only designate two people and must communicate that to home ✓ Must be 18 years or older ✓ No time limit on visit ✓ Screened at reception for signs and symptoms of COVID-19 ✓ Must attest to a negative COVID-19 test in the past 14 days ✓ Must wear PPE as provided by the home ✓ Must respect physical distancing where possible ✓ Must visit only those residents to whom they are providing care ✓ If in outbreak: may not visit any other long-term care home for 14 days if in outbreak ✓ Only one caregiver can visit at a time if in outbreak
Essential Visitor (Emergency)	Persons identified by the resident/SDM visiting because the resident is dying or very ill.	<ul style="list-style-type: none"> ✓ Screened at reception for signs and symptoms of COVID-19 ✓ Must wear PPE as provided by the home ✓ No limit to how many and who may visit

General Visitor (Virtual Visits)	Not an essential visitor and visiting for non-essential or social reasons and want to connect by virtual visits	<ul style="list-style-type: none"> ✓ Book by calling 905-831-2522 ext. 3400 or email cconnelly@southbridgecare.ca ✓ Every Thurs/Friday.
General Visitor (Window Visit)	Not an essential visitor and visiting for non-essential or social reasons and want to connect by a Window visit.	<ul style="list-style-type: none"> ✓ Book by calling 905-831-2522 ext. 3400 or email cconnelly@southbridgecare.ca ✓ Up to 5 people may attend ✓ Limited to 2x/week for 30mins
General Visitor (Outdoor Visit)	Not an essential visitor and visiting for non-essential or social reasons and want to connect in and Outdoor visit.	<ul style="list-style-type: none"> ✓ Book by calling 905-831-2522 ext. 3400 or email cconnelly@southbridgecare.ca ✓ Up to 2 people may attend ✓ Limited to 2x/week for 30mins ✓ Screened at reception for signs and symptoms of COVID-19 ✓ Must wear a face mask of their own ✓ Staff will bring resident to visit and pick up at end of visit
General Visitor (Indoor Visit)	Not an essential visitor and visiting for non-essential or social reasons and want to connect in an Indoor visit.	<ul style="list-style-type: none"> ✓ Book by calling 905-831-2522 ext. 3400 or emailing cconnelly@southbridgecare.ca ✓ Up to 2 people may attend ✓ Designated lounges for visits ✓ Screened at reception for signs and symptoms of COVID-19 ✓ Must attest to a negative COVID-19 test in the past 14 days ✓ Must wear PPE as provided by the home ✓ Must respect physical distancing where possible ✓ No visits during outbreaks or self-isolation of residents

How to book a visit

Please call appropriate extension as mentioned above or send an email. We are requesting 48 hrs notice for visits to ensure safe coordination.

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