

# COVID-19 Response Update

Wednesday, April 29, 2020

## Dear Families of Residents at Orchard Villa,

There have been many changes over the past few days, and more in the days to come as the teams (of Orchard Villa staff, Lakeridge Health clinical, medical and support teams and Canadian Armed Forces' medical and operational personnel) focus their collective energy on continuing to respond to the COVID-19 outbreak here at Orchard Villa.

### What's New:

#### *Deep Clean Continues*

To provide the safest environment at this time, we have contractors on site to continue with the 'deep clean' that started on Friday April 24. **It is expected to take a few weeks to complete this work throughout the facility.** This will include **every** part of the LTC and Retirement Home – including areas that are commonly used and not used. Cleaning will be done in **all** shared spaces (e.g., dining room where residents congregate) and all rooms. This clean started in the lobby and will roll out systematically over the next week. Your loved one will likely be moved in order to ensure each and every area is thoroughly cleaned. The Patient Experience Team will be able to answer questions you may have about this process. We have also included some FAQs at the end of this letter.

#### *Staffing Supports*

##### **Lakeridge Health, Canadian Armed Forces Boosting staffing levels**

As you may have heard in the news, Lakeridge Health and the Canadian Armed Forces (CAF) are bringing in extra staff to support the Orchard Villa care teams in providing care to your loved one as the outbreak is being resolved. These staff members will provide essential care to residents, as well as support with cleaning, maintenance and other duties to keep Orchard Villa operating smoothly.

Lakeridge Health resources include Registered Nurses, Registered Practical Nurses, Personal Support Workers, Dietary professionals, members of the Infection Prevention and Control team. CAF resources include 20 to 25 personnel in two distinct teams: a medical team and an operations team onsite 24/7. The CAF medical team is composed of two nurses and 12 medical technicians. The CAF's operations team is providing a variety of support including housekeeping, portering, helping residents to connect with loved ones virtually through iPads and other means, restocking PPE and offering care and friendly visiting to residents.

#### *Nutrition support for your loved one*

The team at Orchard Villa understands the importance of nutrition and we want you to know that your loved one has access to good nutrition. There is a Dietary Manager on site as well as increased support, like dietary aides, to help those who need assistance.



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## *Keeping families informed*

By now, family members identified as the key contacts for residents will have received a call from the Lakeridge Health Patient Experience Team. We hope this has been a helpful addition to the other communication strategies already being used. The Patient Experience team is able to provide these family contacts with individualized updates on your loved one's condition, and answer questions about the outbreak response. Calls began on Friday morning and regular touchpoints are planned for the days ahead.

## **Lakeridge Health Patient Experience Contact Information:**

Phone: 905-576-8711 ext. 32489

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

## *New Physician*

On Saturday, Dr. Joel Kennedy, who is stepping in for Dr. Lee Jewers, rounded with all of Dr. Jewers' patients. Dr. Kennedy also took the opportunity to speak with a number of team members and called families. If a resident has a different physician, they will remain with that physician.

## *Keeping you informed*

In addition to the ongoing touchpoints with the Lakeridge Health Patient Experience Team, we will share updates through this newsletter. It will be mailed and emailed to family members identified as the key contacts for each resident. This newsletter will then be posted on Lakeridge Health's and Orchard Villa's websites. Please note that email is the timeliest way to receive these updates. We know this is an incredibly difficult time and our goal is to keep you as up-to-date as possible.



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