

COVID-19 Response Update

Friday, May 29, 2020

Dear Families of Residents at Orchard Villa,

This week, there continued to be substantial progress made to resolve the outbreak at Orchard Villa and to care for and support your loved ones within the long-term care home and retirement home. This newsletter highlights important updates this past week and addresses key questions from family contacts.

What's New:

Given the extensive media coverage on the Canadian Armed Forces' (CAF) report about the five Ontario LTC homes that the CAF supported, families have many questions and concerns about ongoing staffing, support and care at Orchard Villa. We understand that this has been a very difficult week for residents' families and it has been distressing for the team at the home.

Over the last four weeks, frontline staff from Orchard Villa working alongside the clinical and support team from Lakeridge Health and CAF personnel have put tremendous energy into ensuring a safe environment at Orchard Villa.

Following the report, the Ontario Government announced that it is has deployed long-term care inspection teams to conduct comprehensive, detailed inspections at high-risk long-term care homes over the next 21 days.

Furthermore, there is an estimated 90-day period of time for a hospital to oversee the day-to-day running of the long-term care home and assess areas where there may be opportunity for improvement. It is very early in the process, and we will provide more information when we receive it.

As you are aware, Lakeridge Health has been present in Orchard Villa for about four weeks already which has allowed us to identify some areas where we should focus our attention including environmental services, staff and infection prevention practices.

Outbreak Update

This week, the data shows that we are continuing to move in the right direction toward resolving the outbreak at Orchard Villa long-term care and retirement home.

Resolved Cases

Though we continue to wait for the results of this week's test, there are currently **146** residents with **resolved cases** who are considered to have recovered from this illness.

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Residents who are “resolved,” are considered to be recovered from the virus 14 days after they developed symptoms, or in the cases of asymptomatic individuals, 14 days from the time of the first positive test.

We anticipate that the **outbreak will be declared over** in the long-term care and retirement home in the next week or two should we have no more positive new cases.

Number of Hospitalized Residents

Currently, there are 24 residents from the long-term care and retirement home admitted to hospital (Lakeridge Health data). Currently, 12 residents who are hospitalized remain COVID-19 positive.

Lakeridge Health is in the planning stages of transitioning the residents back to Orchard Villa after the outbreak is over. You will be contacted by the hospital when a discharge plan is developed for your family member.

Currently, 78 Orchard Villa long-term care home and retirement home residents have died from COVID-19. We express our sincerest condolences for all families impacted.

Durham Region Health Department COVID-19 Data

The above data about Orchard Villa is primarily from the Durham Region Health Department (DRHD). DRHD reports daily data on the status of COVID-19 in long-term care and retirement homes in Durham Region. Please note that this information is likely to change and we encourage you to visit the **DRHD's COVID-19 website at Durham.ca** and click on the “**Durham Region COVID-19 Data Tracker**” for the most up-to-date publicly reported data about the Orchard Villa outbreak.

Infection Prevention and Control Update

We are pleased to share that all the resident rooms in the long-term care home and retirement home have received deep cleaning and disinfection. We know this was disruptive to your loved ones and thank you for your patience.

In order to complete this deep clean we have had to temporarily move your loved ones within the long-term care home. Also, “co-horting” or moving residents to where other residents have similar situations (for example, residents who test negative are living in the Cedar Home Area) is now completed.

At this time, some residents in the long-term care home have already begun to transition back to their original rooms. Residents in Cedar return to their original rooms around June 20. This is approximately two weeks after the date the outbreak is anticipated to be declared over. Please understand this date may change based on the date the outbreak is called off.

Residents of the retirement home have not been relocated.

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Resumption of Services

As the outbreak continues, we understand how important it is for your loved one to have as much socialization and independence as possible and to participate in activities at the home. However, out of an abundance of caution, we continue to plan how we can safely begin to resume activities including outdoor walks, escorted by staff, and dining, while adhering to physical distancing and other public health requirements.

Starting Monday, June 1, we will be resuming some essential services, such as physiotherapy at the home. We will share more information as services 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

To schedule a virtual visit please contact Caroline Connelly at 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**. This web page can also be accessed from Orchard Villa's website and Facebook page.