

COVID-19 Response Update

Thursday, May 7, 2020

There has been important progress over the last two weeks as the teams (of Orchard Villa staff, Lakeridge Health clinical, medical and support teams and Canadian Armed Forces' - CAF - medical and operational personnel) focus on ensuring the safety and wellbeing of your loved one.

What's New:

Outbreak update

The team's primary focus has been on stopping the spread of the virus in Orchard Villa, through weekly swabbing of residents who are COVID-19 negative as well as re-testing those who initially tested negative, in accordance with direction from Durham Region Health Department (DRHD), and ensuring your loved one receives safe and appropriate care.

According to the Ministry of Health's testing guidelines there is no re-testing of positive cases at this time. However, these provincial guidelines are subject to change. For questions about testing, please contact **Durham Health Connection at 905-668-2020 or 1-800-841-2729.**

DRHD reports **daily data on the status of COVID-19** in long-term care and retirement homes. 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. This information below is from the DRHD.

As of May 6, 2020, 145 residents who tested positive and have been isolated and are receiving care from a team of nurses, PSWs, other health professionals and a physician at the home.

Currently, 16 residents have been admitted to Ajax Pickering Hospital. Please know that if your loved one is in the hospital, they are receiving excellent and compassionate care from Lakeridge Health's experienced team. Additionally, 52 are COVID-19 negative.

As a result of this devastating outbreak, 65 Orchard Villa residents from the long-term care home and retirement home combined have died from COVID-19. We extend our sincere condolences to the families and friends who have lost loved ones. Our team and the staff at Orchard Villa have been deeply affected by the loss of these beloved residents.

Strong measures to control the outbreak and protect residents

The team at Orchard Villa is working tirelessly to eliminate the virus from the residence and is monitoring the situation closely. We will have a further update on the outbreak status next week.

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Under the guidance of infection prevention and control experts, residents with negative tests are being moved to a separate area of the facility, away from those who are isolated for COVID-19. This change is essential to minimize the risk of further transmission.

If your loved one is COVID-19 negative, they may be moved to a different room in the Cedar area which will only house individuals without the virus. Their new room may be slightly different than their current room. However, all efforts are being made to **support residents to settle into their new rooms** and all their belongings will be moved with them to ensure they are as comfortable as possible. In addition, all rooms have windows so your loved one will be able to see outside and enjoy natural light.

If your loved one has COVID-19 they will be moved to a specialized area for COVID-19 residents in the five other areas of the residence.

Residents are considered to be recovered from the virus 14 days after they develop symptoms or, in the case of asymptomatic individuals, 14 days from the time of the first positive test.

However, out of an abundance of caution, we are continuing to separate the COVID-19 positive residents from the COVID-19 negative residents for 30 days from the last positive case.

To further prevent the spread of the virus, the **entire residence is restricted to visitors and only the care and support team** from Orchard Villa, Lakeridge Health and the CAF can come in and out of the building. Everyone wears appropriate personal protective equipment (PPE) at all times on the premises.

Deep cleaning

The contractors continue with the **'deep clean' of every part of the home** that started on Friday April 24. The cleaning is on track to be completed within the next few weeks. The following areas have been completed to date:

- Kitchen and lobby
- Cedar spa and lounge
- Maple lounge
- Most of the rooms in the Birch and Cedar areas

As the cleaning of the facility progresses, **your loved one will be moved in order to ensure each area and room is thoroughly cleaned.** The Patient Experience Team has and will continue to connect with the designated resident contact to advise if their family member is moving to a new temporary room.

Nutrition support for your loved one

There continues to be a Dietary Manager on site as well as increased support, like dietary aides, to help residents who need assistance to eat. While regular dining will not return until after the

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outbreak is declared over, the food services supplier, Compass, has **improved food offerings** including adding different hot food options and soup at lunch.

Supporting residents' comfort and personal needs

It is important for you to know that your loved ones' comfort and personal care needs are being met when you cannot be with them. The Ajax Pickering Hospital Foundation together with the hospital's Auxiliaries have donated a number of **personal care items to residents** including new night clothes, toothpaste, toothbrushes and soap.

Staffing supports

With the combination of Orchard Villa staff and additional resources from Lakeridge Health and the CAF, **staffing compliments have now stabilized** to ensure your loved one receives quality care in adherence to IPAC standards and isolation precautions.

The 20 to 25 members of the CAF are supporting the home 24/7. The CAF's operational team is helping in various ways including with resident moves, screening staff, cleaning high-touch surfaces in the lobby, and managing the PPE supply. The CAF team is also helping to increase virtual visits between residents and families.

To schedule a virtual visit please contact Caroline Connelly at cconnelly@southbridgecare.ca or 905-831-2522 extension 3115 or 3401.

Keeping families connected and informed

Lakeridge Health's Patient Experience Team has connected with all family members identified as the key contact for every resident (e.g., Power of Attorney or Substitute Decision-Maker) to provide individualized updates about their loved one's health and situation. 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

In addition to the ongoing touchpoints with the Patient Experience team, we will share updates through this weekly newsletter. It is mailed and emailed to family members identified as the key contacts for each resident. This newsletter is then posted on Lakeridge Health's website. In addition, 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.

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The safety of everyone both within the residence and on Orchard Villa's property is of utmost importance. We respectfully **remind families to practice social distancing** by staying at least six feet apart from the next person **while visiting residents at the window**.

Attached to this newsletter is a **list of helpful resources** for families and caregivers during COVID-19.

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Helpful Resources for Families and Caregivers during COVID-19

Ministry of Long-Term Care Family Support & Action Line

The Ministry of Long-Term Care has launched a NEW resource for residents' families - the "Family Support and Action Line." This line is available to families, staff, residents and the general public to receive information or raise concerns during COVID-19.

Call 1-866-434-0144

8:30am-7:00pm, 7 days a week

<http://www.health.gov.on.ca/en/>

Ontario Caregiver Organization

Call [1-833-416-2273](tel:1-833-416-2273)

24-hour telephone support

<https://ontariocaregiver.ca/covid-19/>

Family Councils of Ontario

<https://www.fco.ngo/covid-19>

Ontario Caregiver Organization: Peer Support Groups and Link for 1:1 Support

<https://ontariocaregiver.ca/find-support/peer-support/>

South West Self-Management Program: Online Program - Powerful Tools For Caregivers Workshop Series

<https://www.swselfmanagement.ca/ConsumerWorkshops/workshop.aspx?id=1492>