



Lakeridge
Health

Visiting Orchard Villa Long-Term Care Home

Updated July 21, 2020

What's New:

As you are aware, on July 15, the Ministry of Long-Term Care announced updated guidelines for visiting long-term care homes. Below is a summary of the current requirements for indoor and outdoor visits.

Indoor Visits

- **We will provide you with a mask** for your use
- **COVID-19 Test:** Visitors will be asked to acknowledge and sign that they have been tested for COVID-19 and have a negative result within a two-week period, prior to the visitation date.
- **Number of Visitors Allowed:** Up to two visitors at a time
- **Length of Visit:** Up to 60 minutes

Outdoor Visits

- Always wear your own mask or face covering
- **COVID-19 Test:** *No longer required.*
- **Number of Visitors Allowed:** Up to two visitors at a time
- **Length of Visit:** 30 minutes

For more information, please see the [Frequently Asked Questions](#) document.

Masking for visitors at all times.
Always practice proper
hand hygiene during visits.



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Frequently Asked Questions related to visiting Orchard Villa Long-Term Care Home
July 21, 2020

For all of the visits, will residents and visitors be required to practice physical distancing, or simply be masked?

Ensuring the continued safety of the residents, staff and family is one of our top priorities. When you come to visit your loved one, you will need to maintain physical distancing of two metres or six feet, wear a mask and perform regular hand hygiene. Unfortunately, at this time, you will not be permitted to touch, hug or kiss your loved one.

Will residents need to wear a mask when family or loved one visits?

All visitors are required to wear a mask at all times. If physical distancing of two metres or six feet can be maintained, then residents will not need to wear a mask. If a resident wishes to wear a mask based on their personal preference, then we will ensure a mask is available.

Are visitors required to bring their own Personal Protective Equipment (PPE)?

Visitors are responsible for bringing their own non-medical mask (e.g. cloth masks, bandanas or other face coverings) for outside visits. Orchard Villa will provide masks for all indoor visits.

Where will the indoor visits be conducted?

The safety of residents and visitors is our top priority. To ensure physical distancing and adequate cleaning after each family visit, all indoor visits will be conducted in the Care Area lounges or common area.

Will visitors be allowed to bring and consume food and beverage treats with residents during their visit?

To ensure the continued safety of all residents and their families, we are asking both visitors and residents to refrain from eating or drinking during their visits.

If visitors need to go to the washroom during the indoor visit, where can they go?

To prevent cross-contamination and the spread of infection, we ask that all visitors use the washroom located in the Main Lobby. Like all washrooms in the facility, this washroom is disinfected and continuously cleaned throughout the day.



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What if visitors are doing an outdoor visit and need to use the washroom?

Unfortunately, at this time, Orchard Villa does not have washroom facilities for visitors who are conducting outdoor visits with their loved one. Under specific and emergency circumstances, visitors who are doing outdoor visits will be permitted to use the Main Lobby washroom. However, please plan accordingly.

If I visit my loved one indoors, is there an option to take them outside? For example, on a walk on the home's property?

At this time, we encourage indoor visits to remain exclusively indoors. This will ensure everyone is safe. If you wish to take your loved one outside during your visit, please call to schedule an outdoor visit in the courtyard. To schedule any visit, please call 905-831-2522, extension 3400.

What is the screening process for indoor visits?

When visitors arrive at the home, they will be asked to:

1. Perform hand hygiene;
2. Put on a mask (Orchard Villa will provide this to all visitors);
3. Perform hand hygiene after putting on a mask;
4. Have their temperature taken;
5. Answer the questions on the Screening Form. Visitors will be asked questions related to symptoms, recent travel, whether they have been in contact with anyone who is COVID-19 positive.
6. Attest and sign that visitors have been tested for COVID-19 and have a negative result within a two-week period prior to the visitation date.
7. Note the time that visitors have entered the home.
8. Wear a nametag that identifies all visitors, their loved one's room number and time of entry at the home.

Will visitors need to do a COVID-19 test if they are doing an outdoor visit?

As of July 15, visitor testing is no longer required for outdoor visits. Such visits will still follow safety protocols, such as employing physical distancing measures, use of masking and hand hygiene.



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How long do visits last?

For outdoor visits, visitors will have up to 30 minutes; for indoor visits, visitors will have up to 60 minutes to see their loved one.

How many families can visit at one time?

At this time, updated provincial guidelines on visiting long-term care homes allow residents to have up to two visitors at a time for both indoor and outdoor visits.

And how often can a loved one visit a resident at Orchard Villa?

To ensure that all interested family members have an opportunity to visit their loved ones at Orchard Villa and to ensure the safety of everyone, all visits will continue to be scheduled. This includes window visits facing the courtyard. To schedule any visit, please call 905-831-2522 extension 3400.

What happens if a visitor does not comply with infection control practices and with the provincial policy for visiting a long-term care home?

Like all long-term care homes and other health care providers in Ontario, Orchard Villa is required to follow a number of infection control practices and processes to ensure a safe environment during the pandemic. If a visitor is unwilling to comply with these requirements, it will be the basis for the discontinuation of a loved one's visits.

When visiting Orchard Villa, or any long-term care home, we ask all visitors to consider their personal health and susceptibility to COVID-19 when determining whether to visit their loved ones at Orchard Villa. If you are unwell, please stay home.

What times may visitors come to see their loved ones at Orchard Villa?

Visits can take place from 8:00 a.m. to 8:00 p.m. daily, *outside of mealtimes*. Mealtimes are:

Breakfast 8:00 a.m. to 9:00 a.m.;

Lunch 12:00 p.m. to 1:00 p.m.;

Dinner 5:00 p.m. to 6:00 p.m.