

## Dear Families of Residents at Orchard Villa,

### What's New:

#### *Potential Updates to Visiting Long-Term Care Homes*

As you might have heard, there are many reports in the media about updates to visiting in long-term care homes. According to these reports, in response to the decreasing number of new COVID-19 cases, the province has made a decision to **relax visitation for long-term care homes:**

- Starting immediately, up to two people can visit at the same time, outdoors. These visitors no longer need to attest that they have taken a COVID-19 test within the previous two weeks.
- Indoor visits, which are currently limited to essential workers and families of palliative residents, will be permitted as of July 22, with a two-person limit. In these instances, visitors will still need to “verbally attest” they have had a negative result on a COVID-19 test taken within the previous two weeks.

As we wait for the new provincial guidelines that will help fully understand the details and implement the updated guidance at Orchard Villa, we ask for your continued patience. We are also excited to connect many more of your family and friends to your loved ones at the home.

We will share the plans as soon as they are available. Please stay tuned!

To schedule an in-person, virtual or window visit (for rooms facing the courtyard) please call 905-831-2522, extension 3400. Someone from the home will call back to arrange your appointment.

#### *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](mailto:OrchardVilla-PatientExp@lh.ca)

Please visit and bookmark the special Orchard Villa COVID-19 Update section on Lakeridge Health's [website](#).