

Dear Families of Residents at Orchard Villa,

What's New:

Service Update: More Services Continue to Resume at Orchard Villa

We are pleased to announce the resumption of services that will continue to improve the resident experience.

Behavioural Supports

The home's behavioural support specialists have resumed the service for residents in need of a consult. A member of the care team will notify you if your loved one requires a consult.

Consults take place Monday to Friday. If you have questions about this service or would like to learn more, please speak to the care team.

Haircare Services

Angela Coronas, Orchard Villa's hair stylist has resumed hair care services for the home that began on July 30. We wish Paula Robinson, a previous hair stylist for the home, well in her retirement. Paula is transitioning her client list to Angela. The service will work as per usual, Monday to Friday. We will be using the hair salon on Aspen/Cedar Home to ensure robust cleaning is sustained. Families will have enrolled loved ones when they were admitted. If your loved one is not enrolled, but if you wish to have haircare services provided, connect with the team for direction.

Dental Care

Dental care will resume on August 6th. If a dental consult is required, the health care team member will connect with the dental service provider. The provider will contact families regarding a treatment plan. If you have any concerns or questions regarding dental care, please call your loved one's care team.

Welcome: Stephanie England

A big welcome to Stephanie England, the new business manager at Orchard Villa. For any matters related to trust accounts, please contact her at extension 3108.

Ensuring the continued safety of Residents: Staff COVID-19 Testing

To ensure the continued safety of residents, staff wellness and promote the safest environment, Orchard Villa staff are tested for COVID-19 every two weeks. This is in alignment with provincial guidelines.



Friday, July 31, 2020

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

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