

## Dear Families of Residents at Orchard Villa,

### What's New:

We are pleased to report we are making great progress transitioning residents back to their permanent rooms in the long-term care home. By next week, we expect all residents to be moved back to their original rooms prior to the COVID-19 outbreak.

### *More Info: The role of Lakeridge Health at Orchard Villa Long-Term Care Home*

As you are all aware, since the end of April, we have seen many positive improvements in both the long-term care and retirement homes. Together with the Canadian Armed Forces and Orchard Villa staff, the team has helped to strengthen current infection control and education, provided training and re-education in areas such as the use of appropriate personal protective equipment (PPE).

Thank you for your patience during this time. Today, Orchard Villa is better positioned to protect against any future communicable disease outbreaks and to keep residents and staff safe. We are confident that the infection prevention and control protocols and processes put in place at the home will be sustained moving forward.

To help ensure that these positive changes last, Lakeridge Health and Southbridge Care (the organization that oversees Orchard Villa Home) agreed that the hospital would temporarily manage the day-to-day operations of the long-term care home for 90 days. This agreement was facilitated and finalized by the Ministry of Long-Term Care on June 12.

As you know, in Ontario long-term care homes are retirement homes are regulated and funded separately. (For more information on how retirement homes are regulated, please visit the [Retirement Homes Regulatory Authority](#); for more information about how long-term care homes, please visit the [Ontario Long-Term Care Association](#). Lakeridge Health's temporary mandate is to manage the **day-to-day operations of the long-term care home, which is regulated by the Ministry of Long-Term Care. Southbridge Care will continue to manage the retirement home at Orchard Villa.**

**Jason Gay** will remain Executive Director of the Long-Term Care Home.

**Jaituni Desai** will remain General Manager of the Retirement Home.

Moving forward, families from the retirement home will receive updates from the Retirement Management Team. Families should contact Jaituni and her team at the retirement home

### *Family Visits*

Since we restarted visits last week, we have welcomed people to see their loved ones. There were 39 visits in the long-term care home and nine visits in the retirement home. Visits are by appointment. To book one, please contact 905-831-2522.



**For the Long-Term Care home, please dial extension 3400 and for the Retirement Home, please dial extension 4304.**

Other ways to connect with your loved one including **virtual visits** will continue to be offered. To schedule a virtual visit please contact Caroline Connelly at [cconnelly@southbridgecare.ca](mailto:cconnelly@southbridgecare.ca) or 905-831-2522 extension 3400.

### *Update on Hair Care Services at the Home*

This past week, the Government of Ontario extended the State of Emergency to July 10. This means that all non-essential visitors and businesses are unable to visit the home at this time. As a result, the home's hair salon is not yet open for business. We will let you know as soon as it opens.

### *Happy Canada Day!*

Happy Canada Day to all residents and families. Please take a moment to watch the special flag-raising ceremony capture on June 15. Watch [here](#).

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

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