



**July 23, 2020**

Dear Families and Friends,

Last week it was announced that a large part of the province of Ontario will enter into Stage 3 of the province's gradual reopening plan as of July 17, and begin to allow indoor visits with your loved ones. We are relying on all Ontarians to practice safe physical distancing and limit their social circles as directed by the province. We continue to operate under strict guidelines and measures to keep your loved ones safe and healthy.

We continue to follow hot weather protocols during the summer months, such as keeping the curtains and windows closed, providing additional fluids and popsicles, and encouraging loose clothing for optimal comfort. We know how important it is to manage the extreme heat conditions, and want to reassure you that it is top of mind as we work to keep your loved ones happy and safe.

We hope you find this newsletter a useful form of communication to keep you updated, informed and well versed in the exciting things happening around Victoria Manor!

The team here will also continue to reach out regularly to provide updates and hear your feedback. For more information, you may want to check <https://www.kawarthalakes.ca/en/living-here/daily-activities.aspx> for general updates.

### **Message from our Executive Director**

We are so pleased to be welcoming so many family members back into the home. Residents are very excited as we take further steps and measure to expand our visiting protocols to indoors.

As you are aware, Victoria Manor resumed outdoor family visits on Thursday June 18<sup>th</sup>. As of Wednesday July 22<sup>nd</sup>, 30 minute indoor visits between the hours of 9:30 am to 4:30 pm will commence in designated visiting areas within the home. Residents are now able to visit with up to 2 visitors during each scheduled time.

Visits will take place at the back of the building and inside of the home and will be facilitated by one of our team members to ensure visits follow safe social distancing and infection control practices. Each day there will be a maximum number of visits that can take place with physical distancing requirements in place.

#### **What you need to know:**

- For indoor visits:
  - Family members and visitors are required to attest to a negative COVID-19 test result within 14 days prior to the scheduled visit.
  - Visitors will be required to wear a procedural/surgical mask throughout the visit. Visitors will be provided a mask upon arrival at the care community.

- For outdoor visits:
  - Family members and visitors no longer require to attest to a negative COVID-19 test result within 14 days.
  - For outdoor visits, visitors will be expected to bring their own face covering. In the event that it is needed, personal protective equipment (PPE – e.g. masks) will be provided and required, along with hand hygiene.
  - Visits are currently accommodated in the outdoor space where weather permits.

If you are interested in visiting, please call reception at 705-324-3558 extension 1400 to learn more about booking a time slot.



Pamela Kulas, Executive Director

**Victoria Manor is currently Out of Outbreak**  
As of July 23, 2020

**NOTE:** COVID-19 outbreak status is determined by Public Health alone, not by the residence.

### Health and wellbeing

The team continues to do an incredible job under challenging circumstances and is working closely with Public Health to ensure all proper precautions and directives are in place. Here are a few highlights.

- Team members were screened for COVID-19 on July 17. We are screening for COVID-19 every two weeks with the next screening scheduled for July 31, 2020.
- All team members are wearing surgical face masks and are having their temperatures taken twice per shift.

### Memorable moments

- Theme days such as Tacky Wednesday and Pink and Yellow day have been held.
- A resident's 90<sup>th</sup> birthday was celebrated by coordinating a drive by celebration.
- Residents continue to be engaged with families through face time, visiting and telephone calling.



Thank you for your support as we work together to navigate the situation. Your gratitude and acts of kindness go a long way to keeping spirits up at this difficult time.

If you have suggestions about how we can improve, please feel free to email them to: [vmcovid19questions@kawarthalakes.ca](mailto:vmcovid19questions@kawarthalakes.ca). Remember, you can also check the helpful resources on our website at <https://www.kawarthalakes.ca/en/living-here/daily-activities.aspx>

**Your Team at Victoria Manor**