

July 9, 2020

Dear Families and Friends,

We hope you are finding this newsletter useful for keeping you informed of improvements and changes in the status at Victoria Manor.

The health and wellbeing of residents and team members continues to be our top priority. We understand it is challenging to not be able to visit your loved ones, but we want to assure you we are doing everything we can to keep residents engaged. We look forward to welcoming you back to Victoria Manor for outdoor visits as soon as we can safely do so.

Our team will continue to reach out regularly to provide individual updates and listen to any of your feedback. For more information, you may also want to check www.siennaliving.ca for general updates.

Message from our Executive Director

We are thrilled to see so many family members scheduling outdoor visits with their loved ones. Resident feedback has been extremely positive! Team members were tested for COVID-19 on June 30, 2020 with no confirmed cases.



Pamela Kulas, Executive Director

Victoria Manor is currently Out of Outbreak			
NOTE: COVID Outbreak status is determined by Public Health alone, not by the home.			
Group	Current Positive Cases*	Total Resolved Cases	Deceased
Residents	0	0	0
Team members	0	1	0
TOTAL	0	1	0

NOTE: COVID case information accurate as of July 7, 2020.

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.

Visits will take place between 10:00 am and 4:30 pm at the back of the building and will be facilitated by one of our team members to ensure visits follow safe physical distancing and infection control practices. Each day there will be a maximum number of visits that can take place with physical distancing requirements.

What you need to know:

- Family members are required to have a negative COVID-19 test result within 14 days prior to the scheduled visit. Family members must attest to the test result at the scheduled visit. Please be prepared to show results (hard copy, photo, etc.).
- **Visits will be pre-scheduled:** call **705-324-3558 extension 1400** to learn more about booking a timeslot.
- We will do our best to accommodate requests, however we also need to ensure every family has an opportunity to visit. Frequency of visits will be based on equitable access.
- One family member at a time/visit. POA/SDM will determine who visits.
- Visitors must be 18 years or older to ensure precautions are followed.
- All visitors will be actively screened, including temperature checks.
- **For everyone's safety, anyone who is on self-isolation, being tested, or has tested positive for COVID-19 must not visit.**
- Personal protective equipment (PPE – e.g. masks) will be provided and required, and we ask that you practice hand hygiene.
- With the exception of service dogs, animals should not accompany visitors.
- **Visits are currently accommodated in the outdoor space when weather permits.**
- Please note, if the outdoor visiting guidelines are not followed, and the resident develops COVID-19 related signs/symptoms, they will require testing and be placed in self-isolation for up to 14 days.
- Any non-compliance of the visit protocols will result in a discontinuation of visits for the non-compliant visitor.

During the visit:

- Please wear the PPE provided by the team and keep your mask on at all times.
- Follow hand hygiene (handwashing or use of hand sanitizer) procedures. Complete when entering/leaving the designated visiting location.
- The team is available to escort you to the designated visiting location, if required.
- Please do not pass along anything, such as food or letters, to your loved one or team members.
- Always keep minimum distance of six feet from others, including your loved one.
- Please ensure your visit ends on time to allow the next scheduled visit to begin on time.

Visitors can only visit with one resident at a time. Each resident will have a separate visit booked for his or her visitors. The POA/SDM will coordinate with others who wish to visit.

Memorable moments

Residents and team members have participated in several fun events including crazy hat day and July 1 Canada Day celebrations.

We are committed to keeping you informed and will provide updates as things evolve. We will do everything possible to help you connect with your loved one.

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. Remember, you can also check the helpful resources on our website at www.siennaliving.ca.

Your Team at Victoria Manor