



# Victoria Manor Connection

Issued August 20, 2020

## A Message from our Executive Director

Dear Families and Friends,

For the last several months, team members have worked very hard to manage under challenging pandemic conditions, to stop the spread of COVID-19. Now, as regions continue to open more businesses and activities, and widen the circles in which people can socialize, we are asking our team to be extra vigilant about their personal social activities. As frontline workers, our team members have a duty to maintain a safe and healthy environment in our home, and we are asking them to be just as diligent in their day-to-day activities outside of work as well. We have shared with our team 10 ways to safely socialize, and will continue to reinforce this messaging over the weeks and months to come.

We are committed to keeping you informed about important updates, new programs and activities within our home. In addition to this newsletter we are beginning to hold virtual town hall meetings with families.

If you need further information about our upcoming virtual town hall meeting on August 26, 2020 at 6:30 pm, please reach out to us at 705-324-3558 extension 1400 or [vmcovid19questions@kawarthalakes.ca](mailto:vmcovid19questions@kawarthalakes.ca). We look forward to connecting with you soon!

For more information, you may want to check our [website](#) for general updates.

Pamela Kulas  
Executive Director

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## Health and wellbeing

The team continues to do an incredible job to ensure all proper precautions and directives are in place.

### What you need to know:

- Outdoor and indoor visits will be permitted only when the care community is not in an outbreak, where the resident is asymptomatic and not self-isolating.
- Outdoor and indoor visits will be pre-scheduled 30 minutes during the hours of 9:30am and 4:30pm and take place at the back of the building for outdoor visits, or in The Gathering Place of the care community for indoor visits.
- Visits outdoors will be accommodated as weather permits.
- Indoor visits will be accommodated in designated areas within the care community.
- To ensure that every family has an opportunity to visit their loved one, frequency of visits will be based on equitable availability to accommodate one visit per week.

- Only two visitors are permitted to visit with a resident during any scheduled visit. The Resident/Power of Attorney/Substitute Decision Maker will determine who may visit.
- For all indoor visits, visitors must attest to (confirm) having a negative COVID-19 test result that is dated within 14 days of the visit taking place. For outdoor visits, visitors do not need to attest to having a negative COVID-19 test result.
- All visitors must be 18 years or older to ensure precautions are followed.
- All visitors will receive education on the care community's infection prevention and control measures, including hand hygiene and use of personal protective equipment (PPE).
- PPE (mask) must worn appropriately during the scheduled visit. PPE should not be removed at any time during the visit. For outdoor visits, visitors are encouraged to bring their own masks. Masks will be provided in the event visitors do not have their own. For indoor visits, surgical/procedure masks must be worn throughout the visits. Visitors will be provided with a mask when entering the care community.
- All visitors must comply with the care community's infection prevention and control measures and will be actively screened, including temperature checks.
- For the safety of our residents and team members, any visitor who is on self-isolation, awaiting COVID-19 test results, or is positive for COVID-19 will not be permitted to visit.
- With the exception of service dogs, animals should not accompany visitors during scheduled visits.
- Visitors must adhere to the outdoor/indoor visiting guidelines for the safety of our residents. Should any resident develop COVID-19 symptoms, they will be tested for the virus and placed in isolation pending test results.
- A team member will be available to escort you to the designated visiting location.
- It is requested that no items be shared with your loved one during the visit (food, letters, cards, etc.).
- Visitors must adhere to a safe physical distance of six feet from the resident and team members during the scheduled visit.

Click [here](#) for more information on outdoor and indoor visiting guidelines, which are posted on the Victoria Manor website.

Thank you for your support as we work together to navigate the situation.

If you have suggestions about how we can improve, please feel free to email them to: [vmcovid19questions@kawarthalakes.ca](mailto:vmcovid19questions@kawarthalakes.ca).

**Your Team at Victoria Manor**