



Victoria Manor Connection

Issued November 12, 2020

Dear Residents, Families and Friends,

As the Ontario Government works to manage the second wave of COVID-19, we must keep in mind the impact that social gatherings are having on the spread of the virus. It is more important than ever to follow public health guidelines, including limiting our social interactions and outings. While it can be difficult not seeing our family and friends, this is a key step in reducing the spread of COVID-19. We encourage you to stay informed about the Provincial Government's [COVID-19 Response Framework](#), which will help you make responsible choices and better understand the health measures put in place in your Public Health Region.

At Victoria Manor, we remain diligent with our infection prevention and control practices and as cases rise, we are committed to keeping you informed. Some of you may already be familiar with our automated phone calls that provide updates regarding your loved ones' care community. While we use this method for various types of announcements, it has become a great tool during this pandemic. By using automated phone calls we can quickly and efficiently communicate with residents' families about a COVID-19 outbreak and it allows our team to focus their efforts on keeping residents safe.

We have recently refreshed our <https://www.kawarthalakes.ca/en/living-here/daily-activities.aspx> webpage to make it easier to navigate to the information that is important to you. Sienna also has some dedicated family resources you may find helpful, including a [Family Wellness Webinar Series](#), offered in partnership with Morneau Shepell. With the added stress of COVID-19, taking care of yourself while you are caring for others is essential.

As always, we are here to help support you through these extraordinary times.

Victoria Manor is currently NOT in Outbreak
Information accurate as of November 9, 2020

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

Health and wellbeing

As a reminder, we have implemented provincial directives along with extra precautions to provide the best possible protection for residents, team members and families. These important measures have been informed by our medical experts and are part of our commitment to reducing unnecessary risk. The following protocols are currently in place as it relates to visitation and resident outings:

- **Visitors** – No general visitors are permitted at this time. Only one designated essential caregiver per resident will be permitted at a time, with a maximum of 2 designated essential caregivers.
- **Absences/Outings** – Only absences for medical or compassionate reasons will be allowed. If a resident does choose to leave, upon their return the team may implement any precautions that would be necessary to protect everyone at that residence, including a 14-day isolation.

Resident & Family Satisfaction Survey

We are excited to invite you to complete our upcoming annual survey about your experience and level of satisfaction with our care and services. Each year, we engage a third party consulting firm to manage this process, ensuring you have the freedom to comment openly and anonymously.

Look for your survey to arrive in the mail by **November 25** and be sure to submit your response by **December 9**. You will have the option to complete the survey online or fill out a paper copy and drop it in the mail – it takes just 10-15 minutes to complete.

Your input really matters – please let us know how we're doing by completing the survey next month.

How to stay safe

In the Provincial Government's [COVID-19 Response Framework](#), they have identified several risk factors that help drive the transmission of COVID-19. Close contact is identified as the highest risk, along with other factors such as: closed spaces, crowded places, prolonged exposure and forceful exhalation. Limiting these risks is critical to keeping Ontario open and safe.

It is important to make the right decisions about the activities you choose to undertake, especially if you continue to visit your loved one as an essential caregiver. The activity outside of the care community may put you, your loved ones and team members at risk.

Check out the simple guideline to some everyday activities and the level of risk they may pose at the *end of this newsletter*.

Memorable moments

Residents throughout the home are enjoying our recently purchased dry erase colouring boards. Colouring has therapeutic potential to reduce anxiety, create focus and bring about mindfulness. Like meditation, colouring allows the brain to switch off other thoughts and focus on the task at hand.



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.

Sincerely,

Pamela Kulas, Executive Director

How to stay safe during COVID-19

Please note that these activities are ranked based on participants following currently recommended safety protocols when possible.

Check this list to ensure you are not participating in high risk activities in your community. Stay safe and help us keep COVID-19 out of our communities.

Sienna
SENIOR LIVING





Please join us for a

Victoria Manor **Family Member Virtual Town Hall**

Wednesday November 25th
6:30 pm to 7:15 pm

We will provide you with updates regarding clinical and operational processes, and also invite you to ask questions.

INSTRUCTIONS FOR ATTENDING THE TOWN HALL

Access from a Computer (Recommended)

1. Click the box below

[Join Virtual Town Hall](#)

Access from a Phone

1. Call: 16475580588
2. Insert Meeting ID: 923 2172 1449#
3. Passcode: 320413

INSTRUCTIONS FOR ASKING QUESTIONS

Ask Question in Advance:

To ask a question, please click [HERE](#).

Resident-Specific Questions:

To maintain resident confidentiality/privacy, we will not be able to answer resident-specific questions during the Town Hall. Please direct all resident-specific questions to one of our registered team members at 705-324-3558 and follow the telephone prompts.