



Victoria Manor Connection

Issued November 26, 2020

Dear Residents, Families and Friends,

November is coming to an end and although we typically look forward to the festivities that take place in the month of December, we know that the holidays will be quite a bit different this year. While planning holiday celebrations, it is important to keep things in perspective. Scaling back gatherings to include only those from your immediate household and hosting virtual dinner parties are just a couple of ways we can do our part in limiting the spread of COVID-19. The more we do now to protect ourselves and each other from the virus, the sooner we can get back to spending time in the company of close friends and family.

The second wave of the pandemic is impacting communities across Ontario with varying levels of severity. In response to the rapid increase in COVID-19 cases, the Provincial Government is updating the [COVID-19 Response Framework](#), by lowering the threshold for each level in the framework. As we move into the holiday season, we urge you to closely follow the recommendations and guidelines within your Public Health Region to limit COVID-19 transmission.

We understand that physical distancing and the limitations on family visits can be difficult for residents. Our team members are doing their absolute best to bring comfort and compassion to residents to help them cope during this challenging time. We have many programs developed to engage and entertain residents while following safety protocols. Please feel free to ask about specific programs your loved one is participating in.

Victoria Manor is currently NOT in Outbreak
Information accurate as of November 23, 2020

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

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.

Essential Caregivers: we continue to allow only one designated essential caregiver per resident at a time, with a maximum of 2 designated essential caregivers. All essential caregivers must be 18 years of age and need to connect with our team before beginning visits for a comprehensive PPE, hand hygiene, and social distancing training.

For clarity, Essential caregivers are designated by the resident/substitute decision maker to provide caregiver support, such as meal assistance, social support, meaningful connections, rational continuity, and decision-making. We appreciate the help and support you are providing to your loved ones and your ongoing support and adherence to all infection prevention and control practices we have in place.

Resident Christmas Gifts

Thank you to all the family members who have reached out to ask questions regarding bringing in Christmas gifts for your loved ones. We have had an opportunity to discuss and develop a process for accepting gifts into the home.

New Unwrapped Items:

- Please feel free to drop off in any brand new items into the vestibule that are in the original packaging and are able to be wiped down.
- Please ensure to label the item with the name of your loved one, home area and room number.
- The screeners will wipe down the items with disinfectant and deliver to the resident once cleaned.

Items in Christmas Wrapping/Gift Bags:

- Please feel free to drop off any wrapped gifts into the vestibule.
- Please ensure to label the item with the name of your loved one, home area and room number.
- These items will be quarantined for 72 hours and then delivered to the resident.

Please consider dropping Christmas gifts off closer to the date that you would like the resident to receive them.

The last day we will be delivering gifts brought in by family members is December 24th. To ensure that your family member receives their gift before Christmas please drop off items by December 20th.

Note: We are unable to accept packages with food items.

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.

How to stay safe

We all have a role in keeping each other safe. As you know, wearing a mask is one of the best ways to prevent the spread of COVID-19. For a mask to be effective, it must be worn and handled properly. According to Public Health Ontario, here are some guidelines to properly wear a mask:

- Before putting on your mask, wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer.
- Secure the elastic loops of the mask around your ears. If your mask has strings, tie them securely behind your head.
- Cover your mouth and nose with the mask and make sure there are no gaps between your face and the mask.
- Do not touch the front of the mask while you wear it. Wash your hands with soap and water for at least 15 seconds or use alcohol-based hand sanitizer if you accidentally touch your mask.

And here are some DON'Ts of how to wear a mask:



Memorable moments

Resident elves in Victoria House are hard at work preparing their home area for Christmas!



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