



Victoria Manor Holiday Connection

Issued December 10, 2020

Dear Residents, Families and Friends,

December is officially here! With the winter season ahead, sometimes we find ourselves focused on the cold weather and long nights, however, winter is truly a beautiful time of year. We hope that you find ways to enjoy the season as Ontario transforms into a winter wonderland. With the holidays inching closer, it is hard to believe how much has happened over the last year. Canadians have pulled together in remarkable ways and we continue to learn as we manage the second wave of COVID-19.

This month, whether you are enjoying the snow, getting festive for the holidays or cozying up to the fireplace, we need to remain vigilant in our efforts to limit the spread of COVID-19. We will need to adjust our traditions, celebrate only with our households, and take advantage of the many virtual ways to connect with each other. Scaling back our gatherings and continuing to practice frequent hand hygiene, physical distancing, as well as wearing a mask, are some of the many ways we can keep each other safe this season.

In this special holiday edition of our Connections Newsletter, you will find some more helpful information and tips for celebrating the holidays safely this year. The Connections newsletter will resume the biweekly cadence in January 2021.

As a reminder, please see our [Victoria Manor webpage](#) where you can find information and tools to support you and your loved ones through COVID-19.

I want to thank everyone from our team at Victoria Manor, our residents and families, Public Health and hospital partners, for the hard work, dedication, support and understanding throughout this challenging year. Despite its challenges, our organization has grown from this experience and we continue to learn and focus on how we can improve. COVID-19 has changed a lot about the way we do things, but it does not change our commitment to you and your loved ones. As we enter into a new year, we will continue to apply everything we have learned to improve the resident and family experience and limit the spread of COVID-19. As we near the end of the year, may you find ways to celebrate safely and experience the joy of the holidays with your household. I hope that everyone enters 2021 happy, healthy and COVID-19 free!

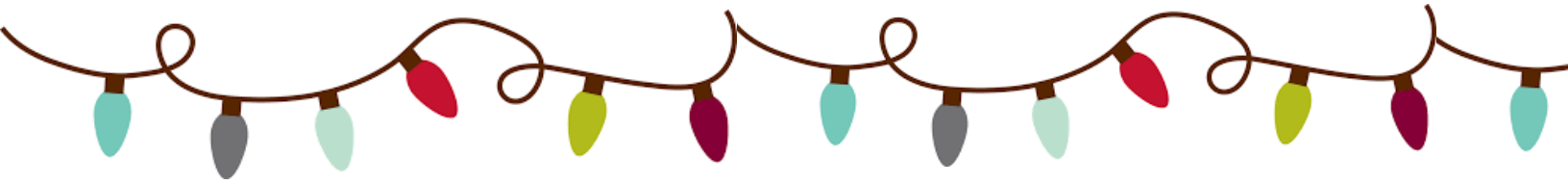
Victoria Manor is currently not in Outbreak
Information accurate as of December 7, 2020

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.

Packages and Gifts: This year, the holidays are going to look a lot different – both inside and outside of our care community. We know how challenging it is not to see your loved one in person and while we



adhere to a limit of just one essential caregiver at a time, please do keep in mind that the provincial government is urging all of us to limit contact to only those in their immediate household.

We will be decorating for the holidays in ways that support infection prevention and control measures. That includes using artificial trees and plants, and other decorations that can be sanitized. We will also ensure that all decorations are placed in areas that do not impede clinical care or our ability to maintain high-touch cleaning.

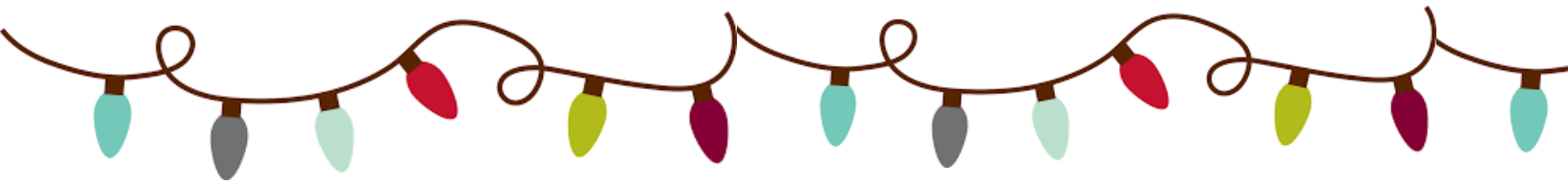
We will also do everything possible to help facilitate the safe delivery of packages, gifts or food to your loved ones over the holidays – and have developed a set of guidelines that has been reviewed by our medical and infection control experts at Sienna. We want to ensure that we are doing everything possible to bring holiday cheer to the residence while maintaining the highest infection control protocols.

Please refer to the following guidelines:

- **Gifts/parcels:**
 - All items must be labeled with the resident's name and room number.
 - We must follow all precautions and recommendations when accepting items. Parcels must be in containers/bags that can be cleaned and disinfected.
- **Food:**
 - Single serving container (example: shortbread cookies must be individually wrapped if intended to be shared, and if not shared, then can be in one container).
 - The container must be cleaned and disinfected on receipt.
 - Take-out food can be ordered and delivered but must be in container that can be cleaned and disinfected.
- **Decorations:**
 - Decorations are to be handled only by team members.
 - Please ensure any decorations follow Fire and Safety recommendations.
 - Low to no-touch decorations are preferred such as wall decorations, wreaths and posters.
 - Decorations will not be placed on high-touch or regularly cleaned surfaces.
 - High touch or tactile decorations should be avoided.
 - Decorations must not interfere with regular clinical or housekeeping duties and are not to obstruct clinical signs or access to personal protective equipment.
 - Any decorations affixed to walls or windows, including wall stickers and "clings," must not damage the paint or other finishes.
 - Outdoor decorations are permitted. Will maintain physical distancing when displaying.

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.





Staying safe this holiday season

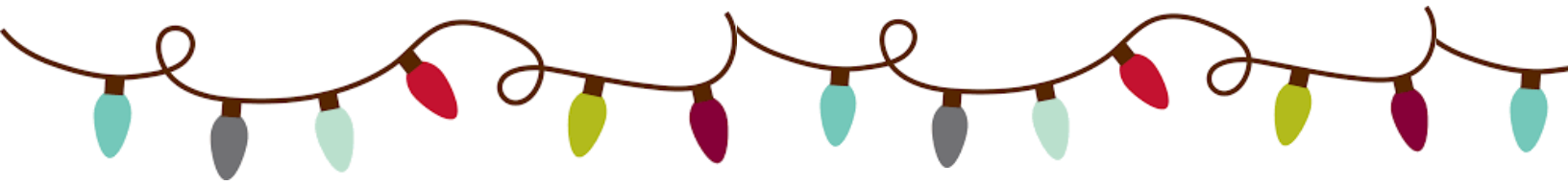
As we welcome December, we recognize the holidays will look a lot different this year. We have your festivities covered and are encouraging you to celebrate safely with the ***Safe Holiday Celebration Tips Poster*** shared at the end of this newsletter.

This month is a great time to pick up old hobbies or discover new ones, like baking a batch of your favourite holiday treats, joining an online book club, or working on a festive puzzle. In addition, don't forget about the power of technology, which can allow us to virtually visit our loved ones no matter how far apart they might be. Please do your part to stop the spread of COVID-19 this holiday season.

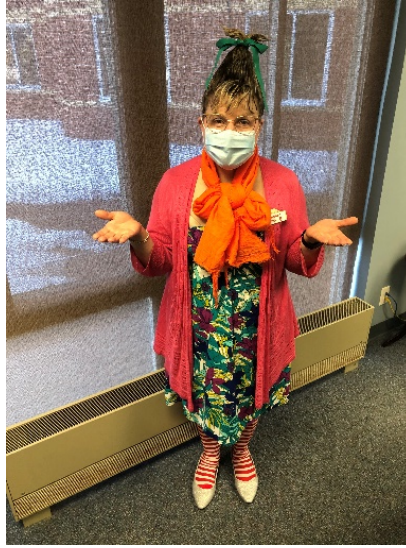
Memorable moments

This month, team members and residents had fun wearing their favourite PJ's and Onesies all day for Pajama day!





Team members
recently had fun
dressing up as family
members from
Whoville!



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





Enjoy the Holiday by Celebrating Safely

The holidays will look a little (a lot) different this year. Not to worry! We have your festivities covered with these Safe Holiday Celebration Tips.

Wear a Festive Mask

Light it up, make it sparkle, or bedazzle your way into the holidays by wearing a 3-layered mask at home when hosting or visiting others. While at work or visiting loved ones in care communities wear a medical mask.

Carpooling

If you must carpool with others outside your household, aim for 1 passenger in the car, keep your masks on at all times, and practice hand hygiene before and after getting into the vehicle.

Drive-by Parade

Go all out and organize a drive-by Holiday parade with homemade signs and streamers for your loved ones.

Joys of Family

Remind reluctant family members that wearing a mask shows care and that it protects them and others from droplets that can transmit COVID-19.

Highlight Hygiene

Frequently wash your hands with soap and water for at least 20 seconds or use an alcohol-based hand rub with at least 70% alcohol when soap and water aren't available.

Feast Smart!

Host virtual gatherings over Zoom with family members and friends. Dropping off plated meals or treats for loved ones is a great alternative to stay connected. Remember to wear a mask when visiting loved ones.

Visiting Family

Before you plan any visits or outside gatherings with family living in a retirement residence or long-term care facility, check-in with team members about visitor guidelines and options.

Deck the Halls

Drive around town to look at holiday decorations. Don't forget the hot chocolate and snacks!

Spread the Holiday Love

Send your holiday card online instead of through the mail, surprise family and friends with an animated video, or a pre-recorded song.

Safely Serve your Guests

With clean hands, pre-plate your lunches, dinners and desserts to ensure people aren't handling serving dishes and cutlery.

Be Grateful!

Share what you're grateful for while everyone eats their holiday dinners virtually or lights the candles on their menorahs.

Holiday Movie

Visit a drive-in movie theatre to screen holiday movies.

Creative Connection

Host a virtual holiday gathering or a trivia game via Zoom, or schedule a short outdoor porch visit, making sure physical distancing is followed. Remember to bring warm blankets and thermoses of hot chocolate.

See Santa!

For those with children who will miss seeing Santa, check out **Virtual Santa** which allows you to schedule a shared virtual call with good old St. Nick.

Baked Holiday Treats

We all love holiday treats! Deliver or bring all baked goods in containers that can be disinfected.

Stay Positive

Stay positive by remembering all the things you can still do and put your energy into them.

Holiday Shopping and Gift Giving

Try online shopping and packaging gifts in bags and boxes that can be disinfected. Also consider donating money to your favourite holiday charity or toy drive.

Sing and Shout!

Sing Christmas carols together on a ZOOM call, and have a singing contest among your group. You never know who could surprise you with their operatic voice.

Go Virtual

Look for online activities you can enjoy virtually with family and friends, like wreath-making, holiday baking, concerts and more.

Sick? Stay home

If you have symptoms or have come into contact with someone who has COVID, stay home and monitor your health. You don't want to take a chance of infecting others, especially over the holidays.





Please join us for a

Victoria Manor **Family Member Virtual Town Hall**

Wednesday December 30th
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.