

As a precautionary measure:

All Villa Wide Events, Community Outings,  
Entertainment, Dine in Dinners, and Large

Group Programs will be cancelled or  
rescheduled until further notice. Alternative  
small group programs will be provided.



We apologize for the inconvenience and  
disappointment.

Therapeutic Recreation Staff



During this time, we recognize the difficulty of being unable to visit loved ones at St. Joseph's Villa. Therapeutic Recreation will be providing Skype calls between residents and their families to keep in touch. Please contact your T.R. for further information.

<b>North Tower</b>	<b>Therapeutic Recreationist</b>	<b>Contact Information</b>
Birch Trail	Amanda Giles & Ashley Morrison Lindley	<b>Email:</b> <a href="mailto:agiles@sjv.on.ca">agiles@sjv.on.ca</a> or <a href="mailto:amorrisson@sjv.on.ca">amorrisson@sjv.on.ca</a> <b>Phone:</b> (289) 339-6238
Orchid, Rose Garden & Heritage Trail	Natalie Mitchell & Casey Danton	<b>Email:</b> <a href="mailto:nmitchell@sjv.on.ca">nmitchell@sjv.on.ca</a> or <a href="mailto:cdanton@sjv.on.ca">cdanton@sjv.on.ca</a> <b>Phone:</b> (289) 339-4856
Lilac Garden, Valley Trail, Tulip Garden & Balsam Trail	Jason Barrows & Amanda Rip	<b>Email:</b> <a href="mailto:jbarros@sjv.on.ca">jbarros@sjv.on.ca</a> or <a href="mailto:arip@sjv.on.ca">arip@sjv.on.ca</a> <b>Phone:</b> (289) 339-4201
<b>South Tower</b>	<b>Therapeutic Recreationist</b>	<b>Contact information</b>
Pine Grove	Amanda Giles & Ashley Morrison Lindley	<b>Email:</b> <a href="mailto:agiles@sjv.on.ca">agiles@sjv.on.ca</a> or <a href="mailto:amorrisson@sjv.on.ca">amorrisson@sjv.on.ca</a> <b>Phone:</b> (289) 339-6238
Willow Grove, Maple Grove & Trillium	Pamela Tasane & Katie Halizak	<b>Email:</b> <a href="mailto:ptasane@sjv.on.ca">ptasane@sjv.on.ca</a> or <a href="mailto:khalizak@sjv.on.ca">khalizak@sjv.on.ca</a> <b>Phone:</b> (289) 775-1639
Cherry Lane, Cedar Grove, Oak Grove & Primrose Lane	Josue Cruz & Adam Buys	<b>Email:</b> <a href="mailto:jcruz@sjv.on.ca">jcruz@sjv.on.ca</a> or <a href="mailto:abuys@sjv.on.ca">abuys@sjv.on.ca</a> <b>Phone:</b> (289) 775-1586

**To:** Residents and Families

**Re:** COVID-19 (Novel Coronavirus) Update

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Thank you so much for your support.

It is times like these we remember how quickly life changes and how precious it is. Since Covid-19 emerged, we've all been challenged to make choices that will affect our family and friends, our neighbours, our community and complete strangers. We are watching as our health care system is tested and we've seen people come together, knowing that we are all connected and we have an important role to play.

Much planning and organizing is being done and as part of our work in health care, the Minister of Long Term Care, Merrilee Fullerton, called us directly last week for a half hour discussion about planning and options.

- The Leadership Team:
  - Review new information as soon as it becomes available and makes urgent changes immediately.
  - Provide frequent feedback to the Region and Province.
  - Every other day we review risks and best practices and any changes are communicated to all staff within 24 hours.
  - Leaders have a high daily presence on resident home areas and other departments to collect feedback and ensure best practices are in place (yes we do maintain social distancing!)
- We have contingency plans for the following scenarios:
  - If we have cases of Covid-19.
  - If a significant number of staff were unwell and in self isolation.
  - Shortages of masks and other supplies.
- We also continue with:
  - Screening at all doors to keep Covid-19 out
  - Public Health testing

- Visiting is restricted. If a resident is dying we will allow visiting with appropriate infection control procedures
- Social distancing and safe hygiene

Families are so important and we need your help.

- Please don't drop-off non-essential items for your loved one. With the current restrictions on visiting, families want to show love and support in other ways. Unfortunately dropping off non-essential items creates a risk. We can provide all necessary toiletries etc.
- We do have some special opportunities to stay in touch including:
  - Let's make a noise. We have invited family members to come and park their cars in our parking lots, and at 11:00 a.m. every Friday through the Pandemic. People will be encouraged to share "Happy Honks To Say Hello" to our Residents. Families will remain in their cars to ensure social distancing.
  - Video chats on home area computers using skype.
  - Window visiting

Please keep supporting us. We are working hard and your support gives us a boost. We are so sorry about the restrictions we have put in place but we know you understand.

Please keep yourselves healthy, call in for updates, and share your ideas and feedback with us.

## Quality Update

### Quality Improvement Plan

The Villa is preparing to submit our annual 2020-21 Quality Improvement Plan at the end of March. It received endorsement by the SJHS Quality Committee of the Joint Board of Governors on March 17, and will go to the Board for final approval on March 26, before submission to Health Quality Ontario on March 31.

The Villa will be focusing on three custom indicators for the coming year in an effort to enhance the quality of care of our residents related to each. They are:

1) Safe Ed Avoidance-we will be putting care pathways in place for UTI and pneumonia. These are some of the common acute conditions that our residents are sent to the ED to receive treatment. Our goal is to provide better tools, based on SJV policy and best practices, for staff to use at the front line to improve care.

2) Reduce Workplace Violence (WPV)- this is the third year the Villa has had WPV on our QIP. The first two years focused on enhancing a Just Culture by educating staff on what WPV is and how to report incidents. During the second year we continued to re-educate our staff, and also implemented a tracking tool to track/analyze data provided through employee incident reports. As such, we have been able to identify that incidents of (resident to staff) WPV happen most frequently to PSWs while they provide care to our residents. This year, our improvement initiatives focus on implementing safety plans for residents at high risk for violence. The individualized safety plans will have mitigation strategies that staff can use while providing care to prevent incidents from taking place.

3) Medication Safety-The Villa has made improvements to our process for completing INRs for residents taking warfarin. Warfarin is an anti-coagulant medication. The International Normalization Ratio (INR) blood test is routine for people who take warfarin, and tells us how quickly blood clots. This information is used by the physician to calculate safe doses of this medication. Because of the potential risk to residents taking warfarin, we have improved the process by completing INRs internally through Coagu-check, rather than use our contracted lab, and completing weekly audits to ensure completion.

## Seal of Approval

The Villa has also been working in partnership with residents and family members to implement a symbol that tells us when an improvement or other initiative has been done "with resident and family involvement". We have drafted a criteria where teams/committees will bring an application to the Resident/Family Councils, then to the Continuous Quality Committee for approval to use the symbol. Attached are examples of what the symbol might look like. Which one do you prefer? Email Linda Dennis at: [ldennis@sjv.on.ca](mailto:ldennis@sjv.on.ca) or Jaimie Williams at: [j\\_williams@sjv.on.ca](mailto:j_williams@sjv.on.ca) to provide feedback!

As always, please contact Jaimie Williams through email, or call x2224 if you have any questions regarding quality, or if you would like to share an idea for improvement.



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Family members want to give loved ones the best, most compassionate care possible. Please consider joining the Family Council to advocate for changes and recommendations that will help better serve you and your family. Members meet monthly to support each other and discuss topics that are important to St. Joseph's Villa residents' quality of life. The next meeting scheduled for

April has been cancelled.



## **A LETTER TO OUR COMMUNITY, Covid-19**

St. Joseph's Villa Foundation applauds the Villa administration and front-line workers as they leap into action to ensure the safety and well-being of our residents. We know that the specialized, compassionate care that they provide is even more critical today. While we make shifts in our own lifestyles and practice precautionary measures, we are proud to continue to support their mission of service.

The Villa has shown tremendous leadership in implementing early screening, pandemic protocols, embracing social distancing and curtailing their large group events and meetings in an effort to be proactive. They're working side-by-side with the St. Joseph's Health System partners and we're confident that they're taking all the measures necessary to serve the most vulnerable in our population - Just as they *always* do.

NOW, more than EVER – YOUR SUPPORT MATTERS. St. Joseph's Villa Foundation has supported the Villa's capital needs for over 40 years. At this time of change, we must ensure that we can continue to support the Villa in meeting the physical, spiritual, and emotional needs of our long-term care residents, future patients and families of Margaret's Place Hospice and the broader community. As their needs change and grow, we need to be ready.

Your care and support of our residents, the most vulnerable at this challenging time, gives us confidence that our community will be stronger by coming together. Now more than ever, we thank you for standing with us.

There will be many celebrations in this year to come and we look forward to sharing them with you. For now, our focus will remain supporting and protecting the Villa, residents, families, staff and donors through this moment in time.

Sincerely,

A handwritten signature in blue ink, appearing to be 'BD'.A handwritten signature in blue ink, appearing to be 'D. Curto'.

Don Davidson

David P. Curto

President & CEO, St. Joseph's Villa Foundation  
Villa Foundation Board of Directors

Chair, St. Joseph's

**Bringing our Opportunities and our Valued Donors Together**

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[www.sjvfoundation.ca](http://www.sjvfoundation.ca)

Charitable Registration No. 11918 4430 RR0001





## MARGARET'S PLACE HOSPICE BENEFIT CONCERT – Postponed

Sunday March 15, 2020  
St. Augustine's Parish at 3pm

To ensure the safety and security of those in the Villa family, concert guests and their families and the community, we made a difficult but necessary choice to postpone the benefit concert for Margaret's Place Hospice. This concert will be rescheduled in the future and all tickets will be honoured. Thank you for your understanding and we look forward to celebrating with you.

**For more information, please contact: 905-518-6078.**

## The Villa Gala ~ Inspire! – Cancelled

Friday, April 24<sup>th</sup>, 2020

Honourary Chairs - Joseph & Enza Mancinelli

Presented by LiUNA!

In light of recent developments and based on the most up-to-date advice of St. Joseph's Health System, St. Joseph's Villa and health officials, we have made the difficult decision to cancel this year's Villa Gala. When we consider the safety and security of the most vulnerable in our community and the residents and families that the Villa serves on a daily basis, we know that you understand that this was not an easy choice, but the right choice.

**Joseph and Enza Mancinelli** have confirmed that they will continue as Honourary Chairs of the Villa's 2021 Gala which will also carry the theme Inspire. **Irene O'Byrne** has also committed as Gala Committee Chair. We are hopeful that sponsors and supporters will continue their support and we will achieve a promising outcome.

