

## **Change to Reception Hours Beginning June 1st, 2020**

Beginning June 1<sup>st</sup>, 2020 Reception coverage hours will be changing. The new Reception hours are as follows:

***Monday to Friday– 8:30 am to 4:30 pm***

***Saturday and Sunday – 10 am to 6 pm***

Phones will be forwarded to the Staffing Office outside of these hours.

We appreciate your understanding and patience with this change.

Sincerely,

St. Joseph's Villa Management Team

**THANK YOU** to all family members who nominated our staff for the **SHOUT OUT AWARDS**.

# SHOUT OUT AWARD

**CONGRATULATIONS!**  
**Birch Trail Team**  
**&**  
**Kim Nichol**

**PROUDLY NOMINATED BY**  
**FAMILIES OF**  
**ST. JOSEPH'S VILLA RESIDENTS**

St. Joseph's  
Villa & Dundas

## **BIRCH TRAIL TEAM**

For your dedication & caring for the residents. Through these challenging days they have kept their residents healthy & **Devy** who always has a smile & patience to update us. Her calmness & dedication to her work gives us reassurance that my mom is safe in her care. You are all greatly appreciated.

~Nominated by: Lynda

## **KIM**

is patient, friendly, persuasive in a thoughtful caring way. She is able to elicit my aunt's cooperation whenever the need arises and leaves her happy. Kim is always ready to communicate with us, a good listener, focused on any concerns we might have and leaves us assured and comfortable that my aunt is getting the very best care. Thank you!

~Nominated by: Karen & Ted

# SHOUT OUT AWARD

CONGRATULATIONS!  
**Amy Livingston  
&  
Bethany Pollard**

PROUDLY NOMINATED BY  
FAMILIES OF  
ST. JOSEPH'S VILLA RESIDENTS

St. Joseph's  
Villa  Dundas

## AMY

goes out of her way to be kind, courteous and professional with residents and family. She has always been frank and honest regarding our mother's care and for this we are truly appreciative.

~Nominated by: Lorraine & Roberta

## BETHANY

somehow always finds the time to anticipate, initiate, and solve problems for all of her residents. A skillful nurse with a BIG heart!

~Nominated by: Elizabeth

# SHOUT OUT AWARD

**CONGRATULATIONS!**  
**Amanda Rip**  
**&**  
**Beverley Yates**

**PROUDLY NOMINATED BY  
FAMILIES OF  
ST. JOSEPH'S VILLA RESIDENTS**

St. Joseph's  
Villa  Dundas

## **AMANDA**

We have often noticed how much you really love your job, how it really makes you happy to make the residents happy.

Amanda, you are a hard worker and go above and beyond, especially right now on the frontlines. My Mom absolutely loves Skyping. She can't believe how she can see us, so we tell her it's magic!! Thank you!

~Nominated by: Loretta

## **BEVERLEY**

The patience and understanding and true caring she showers on my sister deserves 4 gold stars!

~Nominated by: Elizabeth

**To:** Families and Residents

**Re:** COVID-19 Update

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Thank you everyone. This is the phase of pandemic during which we know we must not drop our guard and we rely on you to support our residents and staff.

We now know that people who are infected but have no symptoms can spread Covid-19 (this accounts for about 40% of new cases). This is why it has become so important to wear a homemade mask/scarf in public and to be strict about social distancing.

If you have any questions or concerns, please don't hesitate to reach out to a member of the team. Please keep yourselves healthy and keep communication open with our team.

Unfortunately we remain closed to all visitors at this time.

### **Outbreak Update**

- We have no confirmed cases of COVID-19 in residents or staff

### **Comfort in Community Newsletter Email**

St. Josephs Villa Foundation and Villa team have been sending out weekly update emails with stories from residents and staff, community partnerships, videos and general updates. It's fun and informative. If you want to it, please let Sarena Paton know at [spaton@sjv.on.ca](mailto:spaton@sjv.on.ca)

### **Testing**

- We are following the Public Health guidelines for testing and using a very low threshold for symptoms. Any resident with even one mild new symptom is being tested.
- We are planning to complete a second phase of testing for all staff. Our goal is to ensure that we continue to keep COVID out of the Villa by being proactive.

### **Deliveries**

Many families wish to drop off snacks, clothing and other items to loved ones and we have been working on ways to safely expand the lists of permitted

items e.g. we now keep deliveries quarantined for 72 hours to ensure they are virus free when residents receive them.

This is our new process for deliveries:

1. We ask that all items are dropped off Monday to Friday (not weekends) between the hours of 7:30 am - Noon. We will have staff assigned to gather deliveries at these times.
2. For clothing, please bring these in a clear bag, labelled with the resident's name and home area. These can be dropped off in the clothing bins at the main entrance (between the double doors).
3. For all other items, please label the items (Resident Name, Home Area and Date of Delivery) and drop them off at the **Main Entrance ONLY**. Placing these items in a clear bag would be very helpful. Please see the screener and go through the "active screening process" which includes a temperature check. If you have a temperature of 37.8 or over, we will not be able to accept your delivery.
4. Please note that your loved one will not receive your delivery until all items have been placed in a holding zone for a minimum of 72 hours quarantine.

An updated list of items that are permitted can be found in the chart below.

<b>PERMITTED ITEMS</b>
Mail (through post or reception)
Hearing Aid Batteries
Clothing Items
Special laundry or soap due to Allergies
TV – <i>NEW Admissions only</i>
Specific brief or pull up
Flower Delivery in wipeable container
Non-perishable snacks, pop ( <b><u>please note that homemade baked goods are NOT allowed</u></b> )
Store Deliveries (Shoppers, Walmart, Uber)
Puzzles, Word search/Crossword books
Magazines, Reading books
Knitting Items including yarn
Fans
Polident

FOLLOW THE VILLA ON FACEBOOK, TWITTER, YOUTUBE & INSTAGRAM!



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