

JULY 2020

This is for all of you:

I thought it would take about 3 weeks to realize I am **RETIRED!** That's why it has taken me so long to contact you and say thank you! My last day, May 29 was a whirlwind with so many good wishes extended to me. I don't think I realized I was actually leaving. Actually has anything been the "norm" we were used to?



My first week was spent in awe as I sat out on our deck and relaxed every day, trying to grasp that this was my new life and I was now able to do what I want when I want. I have learned that every day is Saturday and who really cares what time it is?

After 20 years, I feel I made the right decision to retire and am comforted by your well wishes, gifts and notes of gratitude that assured me I had accomplished the job I had set out to do each day. My mission, our mission, the Sister's mission had been met. I never knew a simple smile could mean so much, but I was made aware that even the smallest things are often the most memorable. It was easy to smile, I enjoyed my job and found it very rewarding! The relationships formed will always be with me.

I was honoured to receive the Sister Edna Walter Applause award and the Legacy award. Let me tell you, I accepted these on your behalf! There probably wasn't a department that I did not have contact with. You were all part of my team! Thanks for helping me when I called upon you – it was that team work that helped us deliver good service.

Thank you all, for your laughs, your dedication, your love, care and concern shown to me both professionally and personally throughout my time at the Villa. I have truly been blessed (many times, thank you Fathers)! To residents and families, thank you for your patience and understanding during the visitor closing. It was, and is hard for all of us. Keep up the good work! Your loved one is our loved one and we want the best for them. When I am able, I will be back and can hopefully embrace you all with a proper goodbye. In the meantime stay safe. I miss you all (at least a little bit!)

FAMILY OUTDOOR VISITING

To ensure that we can accommodate visits for each resident, and have adequate staff to care for all residents, we can only provide one outdoor visit, Skype call, window visit or phone call per resident per week. All visits must be pre-booked with the Therapeutic Recreation team. Unscheduled visits are not permitted at this time. It is important that we all know what the guidelines are for outdoor visiting during phase 1. These guidelines are put forth by the Provincial Government for stage 1: outdoor visiting in LTC.

Prior to the Visit:

- Potential visitors will be pre-screened and rules/guidelines will be communicated to them at the time of booking.

Day of Visit:

- Visitors are instructed to arrive 15 minutes early for their scheduled outdoor visit to complete active screening.
- They must pass an active screening questionnaire upon arrival with a temperature check – this will take place outdoors.
- Sign an attestation that they have been swabbed and tested for COVID with a negative result within the past 14 days of the visit (swabbing will not be done at SJV).
- **Only one visitor** allowed during an outdoor visit (if more than one, a window visit may be a better option).
- Must bring a face covering from home and will wear it on SJV property/during the visit.
- Must sanitize hands before and after each visit
- Residents and visitors are not permitted to touch and must maintain a 6-ft distance. If any close contact takes place, the resident will be placed in a 14 day isolation period.
- No exchange of items during the visit.
- No food or drinks allowed.
- No pets allowed.
- Each visit will be a maximum of 30 minutes and the staff will notify you when the visit is near the end.
- Washrooms are unavailable.





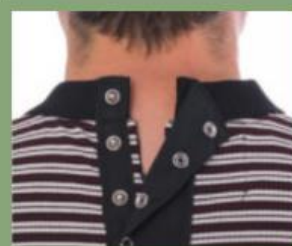
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Letter to LTC Residents in Hamilton

In partnership with the Hamilton area Long Term Care (LTC) Homes, the Nurse Led Outreach Team (NLOT) Nurse Practitioners and Hospitals, the LTC-CARES Hamilton Program has been established to provide residents of LTC homes with access to support from Emergency Room Physicians and other healthcare services for urgent issues, while being able to stay in the comfort of their LTC home environment.

The goal is to provide quality care and enhanced services in your own environment, whenever possible.

Who:

Any LTC team resident who has urgent but non-life threatening changes in their health that needs prompt assessment.

What:

- The LTC team has immediate access to consult an Emergency Physician to review a resident's condition.
- Residents have faster access to specialist consultations, x-rays, ultrasounds, bloodwork and outpatient clinics on an urgent basis.
- If appropriate, the resident can still be transferred to the Emergency Department.

Where:

- Residents receive care in their LTC Home.
- Residents may be able to bypass the Emergency Department to access clinics and specialist consultations.

When:

- 24 hours per day, 7 days per week

Why:

- Quality, timely and enhanced care in the comfort of your own home environment.
- Access to consultations and testing more quickly.
- Potentially decreased transportation arrangements.
- Decreased risks of contacting infections and wounds.
- Decreased risk of delirium from a hospital transfer.

How:

- Using phone and/or video consultation, the LTC nursing and medical team, the Emergency Physician and the resident/family can decide together if there are ways to ensure the resident has what they will medically need in the LTC home, perhaps with added supports from the hospital and community partners.
- Residents and families can ask that LTC-CARES be considered.

Why LTC-CARES?

The LTC team always aims to provide quality care for our residents in the comfort of their own home. We have mobile bloodwork, x-ray and ultrasound, oxygen therapy, and our pharmacies supply us with critical medications on an urgent basis when we need them.

Sometimes a change in condition occurs that might require more rapid attention in an Emergency Department situation. As always, if the resident, team and family feel the best option in that moment is a transfer, 911 will be called and the transfer to a hospital will occur.

This is where LTC-CARES Hamilton fills the gap.

LTC-CARES hopes to capture the circumstances where a transfer to the Emergency Department may not be necessary if a few additional resources can be put in place within the LTC home.

How it works:

If the LTC team thinks the resident might benefit from this type of consultation, they will discuss this option with the resident before it occurs.

The LTC team will consult directly with an Emergency Department Physician by calling a central number that connects the home to this program. These consults can then occur by phone and/or secure video conferencing. Together, they will discuss what is possible. Sometimes the decision might be that the resident does still need to go to the Emergency Department. Other times, a new plan might be put in place to provide quality care with enhanced services in their home.

Some examples of what the LTC-CARES Hamilton program can provide:

- If an x-ray shows a fracture that needs attention in the Fracture Clinic, an appointment can be arranged to transfer directly to the clinic instead of going through Emergency Department first.
- If a resident's medical device such as a feeding tube malfunctions or comes out, help can be arranged through interventional radiology as soon as possible.
- If a resident has a suspected clot or DVT, ultrasound can be arranged urgently, and treatment can be started right away.
- If an IV treatment or antibiotic is required, this could be initiated in the LTC home instead of the Emergency Department.

This collaborative program was accelerated due to COVID-19 pandemic, and it is our hope that this new and robust system will continue to grow and become a permanent fixture available to our LTC residents and families.

To: Families and Residents

Date: Monday June 29, 2020

Re: COVID-19 Update

As we enter our fourth month of the COVID-19 pandemic, we hope that you are all staying safe and healthy. No one could have predicted these unprecedented times – and we are truly thankful for our Villa families, residents and staff. Thank you to the large group of you who joined us for our first Family Council Meeting via Zoom!

CURRENT COVID-19 STATUS IN OUR HOME:

**Number of Sick Residents – ZERO (0) Number Sick Staff – ZERO (0)
HORRAY!!!**

We have arranged to complete staff swabbing every two weeks until the end of August. This is being done as a proactive measure to ensure we have no one on site that may have COVID and have no symptoms. We will communicate swabbing result updates as they are received.

Any resident swabbing at this time is based on Public Health directions.

Safety:

- Staff continues to wear masks at all times, when physical distancing is not possible.
- Additional personal protective equipment is worn when entering any room requiring isolation measures. This may include a gown, gloves or face shield.
- Dining rooms remain **temporarily** re-arranged to keep residents a safe distance apart (6 feet), or with clear plexi barriers on tables.

Recreation Therapy Programs:

- Mass, large group programs are not taking place at this time. We are looking at possible gradual opening of chapel services in July.
- We had our first successful Family Council and Residents' Council through Zoom. A big thank you to those of you who were able to participate!
- Small programs and encouragement of outdoor enjoyment on the home area balconies is occurring through gardening programs.

Hairdresser and Barber:

The beauty salon and barber shop have reopened with strict cleaning, safety measures, co-horting and scheduling in place. There are lots of happy faces who have utilized these services in those few days!

Visiting:

Since March 2020, the Therapeutic Recreation team has facilitated more than 1800 Skype, Window, Phone and now in person visits. Thank you to all families for your patience during these challenging times.

As previously communicated, all visits need to be pre-arranged through Therapeutic Recreation department to ensure safety guidelines are followed.

Reminders:

- Only one visitor will be permitted to visit a Resident during the scheduled time frame.
- All visitors will have a pre-screening complete, as well as complete active screening on arrival including temperature check.
- All visitors will be required to sign an attestation that they have had a COVID-19 test in the two weeks prior to visiting, and received a negative result.
- Anyone exhibiting any signs or symptoms of the virus will be turned away and asked to reschedule their visit.
- All visitors will be required to provide and wear their own face mask or appropriate face covering during their visit which must remain on at all times.
- Visits will be cancelled if the home is in confirmed or suspected COVID-19 outbreak, and may be rescheduled for inclement weather.
- Residents, who are in isolation, are unable to participate in face to face visits.

Physical distancing must be maintained. Failure to maintain this distancing, may require your love one to be placed in isolation for 14 days.

PERMITTED ITEMS:

Please note that we are only allowing minimal items to enter our facility at this time during the following hours:

Monday to Friday from 7:30 am to 12:00 noon ONLY, and Saturday and Sunday from 10:00 am to 6:00 pm

PERMITTED ITEMS
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 with wipeable container

Non-perishable snacks, pop (<u>please note that homemade goods (including baked goods) are NOT allowed</u>)
Store Deliveries (Shoppers, Walmart, Uber)
Puzzles, Word search/Crossword books
Magazines, Reading books
Knitting Items including yarn
Fans
Polident

MANDATORY PROCESS:

1. We kindly ask that all items are dropped off Monday to Friday only between the hours of 7:30 a.m. - 12:00 Noon. We will have staff assigned to gather these items during this time.
2. 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, where you will need to go through the “active screening process” that includes multiple questions including a temperature check. If you have a temperature of 37.8 or over, we will not be able to accept the items that you are dropping off. If your temperature is considered normal, we will be happy to gather the items from you.
3. 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.

DO YOU HAVE CLOTHING ITEMS TO DROP OFF?

If you are dropping off **clothing items**, please bring these in a clear bag, labelled with the resident’s name and home area and drop them in the clothing bins that are located between the double doors at the MAIN ENTRANCE. These boxes are for clothing only as this is processed differently.

Donations: At this time, we are unable to take any donations of clothing or other items.

DID YOU KNOW?

Our website is updated on a regular basis, please check us out at www.sjv.on.ca. On the home page, you will see a section called: Community Update: Covid 19. Please click “more info” and you will be directed to our COVID page that is broken down into three sections:

1. *Safety and Security Measures* – you can read all of the ways that we are keeping your family member safe, including items that are permitted at this time.
2. *Stay Connected* – read about how we are keeping residents connected with their families.
3. *Comfort in Community* – you can read the weekly newsletter that provides an update on how the community has supported us during this pandemic.

If you are interested in receiving updates from us, please send us your email and we can get information to you in a timely manner. Please email Linda Dennis at ldennis@sjv.on.ca to be added to the list. Please provide us with your name, email and the resident that you know.

DO YOU HAVE QUESTIONS ABOUT COVID-19?

Contact Mieke Ewen, Administrator, at 905-627-9011 ext. 2223, or email: mewen@sjv.on.ca.

We are in this together and we'll get through this together!

