



Progress continues to resolve the outbreak and support residents at Orchard Villa

May 5, 2020 – Pickering, Ontario – Lakeridge Health, Southbridge Care Homes, Durham Region Public Health and the Canadian Armed Forces (CAF) continue to make significant strides in their joint effort to protect the safety of residents and staff of Orchard Villa long-term care and retirement residence.

Lead by Leslie Motz, VP Clinical Services and Chief Nursing Executive, the Lakeridge Health team is comprised of nurses, physicians, dietary and other health professionals, and experts in areas including infection prevention and control, patient experience, occupational health and environmental services. The CAF's Joint Task Force Central (JTFC), a 20 to 25-member medical and operational team, is also assisting on site around the clock.

"We have enhanced staffing levels and created a talented team from Lakeridge Health, Orchard Villa, and the Canadian Armed Forces that is singularly dedicated to ensuring the safety and wellbeing of residents," said Susan deRyk, Interim President and CEO, Lakeridge Health. "Further, important strides have been made through reinforcing best practices for infection control, increased testing for COVID-19, and rigorous cleaning and implementation of safety practices to limit the spread of the disease."

"These are all important measures to protect the most vulnerable. All of us must continue to be diligent in our approach and do everything we can to combat this devastating disease," she added.

"I couldn't be prouder of the dedication and collaboration we are seeing to give our residents the care they need and deserve. Our only priority at this difficult time is to keep all of our people at Orchard Villa safe," said Ryan Bell, CEO of Southbridge Care Homes. "We are glad to have as many hands on-deck as our partners at Lakeridge Health and the Canadian Armed Forces can provide. Our staff have been on the front lines of this fight from the very beginning and we are grateful that they answered our call for more support."

Key actions include:

Infection Prevention and Control – Strong actions to manage and control the spread of the virus

There has been 100 per cent participation by direct care staff in education and training in areas including appropriate use of personal protective equipment such as masks and gowns, outbreak practices and cleaning high-touch surfaces.

Proactive testing residents and staff

All residents have been tested for COVID-19 and residents who initially tested negative are being retested. Under the guidance of Lakeridge Health's Infection Prevention and Control (IPAC) experts, residents with negative tests are being moved to a separate area of the facility from those who are being isolated for COVID-19 to minimize the risk of cross contamination and further spread.

FOR IMMEDIATE RELEASE

Residence Deep Cleaning Continues

Every area of the facility is undergoing deep cleaning and inspection to ensure infection control standards are met. Contractors specializing in deep cleaning and disinfection of health care environments have cleaned key areas including the lobby, lounges, and dining room areas while cleaning is well underway in residents' rooms.

Resident/Family Communication and Updates Ongoing

Families are continually kept informed by Lakeridge Health's Patient Experience Team, with hundreds of personal calls with family members completed to date. The team has been in contact with all family members identified as the key contact for every resident (e.g., Power of Attorney or Substitute Decision-Maker) to provide individualized updates about their loved ones. As well, scheduled 'virtual visits' are being offered to ensure families are connected to residents. A regular newsletter is mailed and emailed to these family contacts and made available on Lakeridge Health's website.

Staffing Levels Substantially Increased

Health professional and support staffing compliments now meet current standard ratios for long-term care and have stabilized.

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