

July 10, 2020

Dear Residents & Family Members of Camilla Care Community,

We are pleased to advise that effective July 11, in consultation with Peel Public Health, the Camilla Care Community COVID-19 outbreak has been declared over. It has now been 18 days since the last resident tested positive, and 16 days since the last staff member tested positive. A total of 2 residents and 6 staff tested positive for COVID-19 during the outbreak period.

This is positive progress and with it we will remain vigilant in protecting residents and staff by continuing to follow these precautions to reduce the risk of spreading COVID-19:

- Active screening at the entrance.
- Team members have their temperatures taken twice per day.
- Vigilant health monitoring of all residents including temperatures twice per day.
- Residents are restricted from leaving the home other than for critical treatment.
- Anyone returning from hospital is tested prior to return and is in isolation for 14 days.
- Staff will continue to wear appropriate personal protective equipment.

The outbreak being declared over means residents are no longer required to stay in their rooms and they can go to common rooms or the outdoor garden while keeping a physical distance from other residents. We are working with Peel Public Health to resume activities and expand use of shared spaces and will update families when possible.

For residents who were moved as a result of the outbreak, we are working on a plan to move residents back to their room or to a new permanent room as soon as possible and will keep you updated.

Resuming in-person visits at Camilla

With the outbreak declared over, we are implementing a phased approach to resuming in-person visits. As part of the first phase, families can now schedule ***in-person, outdoor 30 minute visits*** with their loved one. In-person outdoor visits will begin Monday, July 13 in the afternoon. As families, you play a critical role in the health and well-being of residents, but as we begin to open up the home to visitors, we must do so safely. Based on guidelines set out by the Ministry of Long-Term Care, each visitor are asked to do the following:

- a) **Get a COVID-19 test in the last 2 weeks (and not test positive).** You can get your COVID-19 test at a Trillium Health Partners site that can be found [here](#) or search for one closest to you [here](#). *You will not be asked to provide documentation of a test, but when entering the building you will be asked to attest that you have received a negative test in the last 2 weeks.*
- b) Upon arrival to Camilla, you will be asked a series of screening questions by home staff, as well as have your temperature taken.

- c) Comply with long-term care home infection, prevention and control (IPAC) protocols, including proper use of face cover or masks.
- (i) Visitors should use a face covering if the visit is outdoors. The mask or face cover **may not be removed** while visiting residents.
 - (ii) Visitors are responsible for bringing their own face covering for outside visits, however if you do not have one, we will supply you with one.
 - (iii) Any non-adherence to these rules will be the basis for discontinuation of visits.

More information on the Ontario government requirements are on their website [here](#).

Visiting at Camilla Care Community will be implemented as part of a phased in approach with Phase 1 effective July 13. See details below.

Type of Visit:	<p>Camilla has created a dedicated, protected area in the garden where visitors can meet with loved ones, while maintaining physical distance. Staff will support the transfer of residents out of and into the home.</p> <p>Outdoor visiting only as weather permits. In case of heat or inclement weather, we will notify in the morning for visits that day and reschedule.</p>
Number of Visitors* Allowed	<p>One visitor at a time per resident, visitor must be 18 years or older.</p> <ul style="list-style-type: none"> • Visitor is defined as any family member, close friend or neighbour. This is not restricted to Powers of Attorney/Substitute Decision Makers • Residents have the right to decline a visit.
Scheduling of Visits Required	<p>Scheduled visits are required to ensure each resident has the opportunity to see their loved ones, and to allow for appropriate physical distancing and staffing coverage.</p> <p>Time-limited visits allow the staff at the home to accommodate more families/visitors. Please plan to arrive 10 minutes before your scheduled time to allow for COVID-19 screening.</p>
How to Schedule	<p>Call 905-270-0411 ext 242 or Camilla.connects@siennialiving.ca You will be contacted within 48 hours.</p>
Visiting Days and Hours	<p>7 days per week at varying times to accommodate all family schedules, mornings, afternoons and evening spots</p>
Visit Length	<p>30 minutes</p> <p>*Arrive 10 minutes early for scheduled visit to allow for screening.</p>

When you arrive:

- We are reserving parking spots near the front door to accommodate easy access and please enter via the side gate (the Hurontario Street side).
- Please arrive 10 minutes ahead of your visit.
- These 10 minutes will be used to meet with the greeter for screening, education and signing of the Family Visiting Acknowledgement Form attesting the visitor has tested negative for COVID-19 in the last 2 weeks.
- Your loved one will be brought to the designated visiting area to meet you.
- The remaining 30 minutes of your visit will be to reconnect with your loved one.

During the visit:

- Please wear a face covering or mask at all times.
- Follow hand hygiene (handwashing or use of hand sanitizer) procedures. Complete when entering/leaving the designated visiting location.
- Staff will escort you to the designated visiting location if required.
- Please do not share any food or beverages, or share any items direct with your loved ones. If you would like to leave a personal item for a family member, we ask you follow the standard process of giving to the front desk in a Tupperware so that it can be cleaned.
- Always keep minimum distance of six feet from others, including your loved one – we recognize this will be difficult, but it is for the safety of your loved one and other residents.
- Please ensure your visit ends on time to allow for cleaning and the next scheduled visit to begin on time.

Our goal is that every resident who would like to have an in-person visit will be able to do so in the first week. We will constantly re-evaluate how we are supporting residents and families in connecting and will make improvements based on your feedback and public health guidelines.

Virtual visits and window visits will remain available 7 days a week for those who are unable to visit in-person. To schedule a virtual visit, a call or a window visit, contact: Call 905-270-0411 ext 242 or Camilla.connects@siennialiving.ca.

Thank you for your continued support and patience. As always, you can send a message to: CamillaCareSupport@thp.ca with feedback, questions or concerns.

Sincerely,

Stephanie Joyce
Vice President, Patient Care Services
Trillium Health Partners

Tracy Richardson
Acting Executive Director
Camilla Care Community