

t: (416) 243-8879  
f: (416) 243-0435  
2005 Lawrence Avenue West  
Toronto, ON M9N 3V4  
[siennialiving.ca](http://siennialiving.ca)



Dear Families,

At Weston Terrace Care Community, we are experiencing some operational changes and shifts in routine related to the management and/or prevention of the COVID-19 virus. We want to reassure you that we are taking important steps to keep your loved one safe and keep you informed.

We will be circulating and posting residence-specific and provincial updates on a weekly basis. Our team is always available to answer your questions and to ensure you feel supported during this time. Thank you!

**Here is an update on the current status at Weston Terrace Care Community:**

- Number of overall resolved cases: 0 Resolved
- Number of active resident cases: 0 active cases; 0 swabs pending
- Number of team member cases: 0 active; 1 resolved
- Toronto Public Health has declared 2b out of the suspected outbreak. All team members who worked closely with the staff member have tested negative and the residents on 2b have also tested negative. This means that isolation is no longer necessary and resident programming can resume as well as the resumption of private/essential caregivers.
- We continue to actively screen residents 2 times per day and will reswab residents who begin to exhibit any symptoms – which is essential in quickly identifying anyone who becomes COVID-19 positive, despite the fact these residents may have previously tested with negative results.

**This is how we are keeping residents and team members safe:**

- We have physical distancing measures in place at meal times therefore residents are eating in the dining room or one of the activity rooms during all meals.
  - All team members are wearing surgical face masks and are having their temperature taken twice per shift.
  - There is frequent monitoring of all residents' health, including temperatures checks twice daily.
  - There is rigorous frequent cleaning and disinfecting of all surfaces.
  - We are asking families for their assistance in not sending any non-essential items to their loved ones
  - DROP OFF OF ESSENTIAL ITEMS
    - Please ensure what you are dropping off has been approved by either a member of the nursing leadership team or the DRP when you are scheduling your visit. The protocol for drop off is as follows:
      - Please do not come into the building
      - Please label the essential items and place them in a washable container/bag. This will be sanitized when reception picks up
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**W**eston Terrace  
Care Community

- Please call reception from the intercom system to inform them of the items being left in the double set of doors at the front.
- It is not always possible for reception to come to the door immediately, so please leave your item as once they are informed they will ensure it gets brought into the building then sanitized.

### Home Update:

- Resident's Council elections are now complete and we are happy to announce we now have a new president, vice president, treasurer and secretary. Thank you to all the residents that voted and contributed to the elections. Please help us in welcoming Ann Donaldson the new president of Resident's Council. Thank you for your contributions and advocacy for all residents. Please see message from our new Resident's Council president.

*"With gratitude I've accepted the position as President of the Weston Terrace Resident Council. I'm 69 years young, and live in the 2A area. It is my fervent hope that over the coming months (and years) the residents can work hand in hand with the Family Council and the Management Team to move forward during this difficult time. Once settled into office, as it were, I would welcome any ideas, comments or concerns from residents as well as their family members. Thank you for this honor.*

*Ann Donaldson"*

- Hairdressing – Our provider will be confirming the date of return and it will then be communicated to all families once there is a confirmed date.

### Staying connected and engaged:

- We will do everything possible to help you connect with your loved one, including phone call and video call as alternative options.
- If you would like to schedule an outdoor/indoor visit with your loved one, please call Stephanie at extension 20024.
- If you would like to schedule a Short Term or Temporary Leave of Absence please also connect with Stephanie at extension 20024 or Katie at extension 20023
- **UPCOMING VIRTUAL TOWN HALL:**
  - Thank you to the participants of our last town hall on Thursday August 20<sup>th</sup>. Our Next town hall has been scheduled for **Thursday September 17<sup>th</sup> @4:00pm**. Please submit your questions in advance so the leadership team can provide answers for you. You can submit your questions here <https://www.surveymonkey.com/r/3GLLHZY> Also, here is the zoom information for you to join via video or phone call. We look forward to having you join the Leadership team once again

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**Topic: Virtual Town Hall Meeting - Weston Terrace**

**Time: Sep 17, 2020 04:00 PM Eastern Time (US and Canada)**

**Join Zoom Meeting** <https://siennialiving.zoom.us/j/99688876543?pwd=SVZUbGVRaWJXWlInN2pRUFJtemFjdz09>

Meeting ID: 996 8887 6543

Passcode: 504163

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+1 438 809 7799 Canada

+1 587 328 1099 Canada

Meeting ID: 996 8887 6543

Passcode: 504163

Find your local number: <https://siennialiving.zoom.us/u/aOqz2NUYB>

**Do you still have questions about COVID-19?**

- Our communications team is here to answer any questions you may have in regards to current status of the residence including case numbers and can also follow up with the nurse for an update on your loved one. Please speak with reception who can take the message for you and/or email [westonterracecommunications@siennialiving.ca](mailto:westonterracecommunications@siennialiving.ca) and one of our team members will get back to you.
- Weston Terrace's family council is here to assist you. If you would like to be connected with the family council, please email them at [familycouncil.wt@gmail.com](mailto:familycouncil.wt@gmail.com)
- If there are any other questions you may have, please connect with John Seebach our Executive Director at extension 20000 and/or email him at [john.seebach@siennialiving.ca](mailto:john.seebach@siennialiving.ca)

We also have helpful resources on our website [www.siennialiving.ca](http://www.siennialiving.ca).

*We are in this together and we'll get through this together.*