

April 13, 2020

A Message for You

Dear Residents, Families and Staff:

On behalf of all of us at the home, I would like wish everyone una Buona Pasqua.

On Easter Sunday, our staff, residents and families lived Pope Francis' message that we all needed to spread "a different of contagion", one that is transmitted "from heart to heart". At Villa Colombo Vaughan, despite our current challenges we are witnessing such examples of humanity, compassion and sense of family among all of us.

We are grateful to those staff that have risen to the occasion and living their purpose to care for the elderly and the sick. They are working for the common good.

We do not have any concerns with our PPE supplies. On all units, staff are now using face shields, masks, gowns and gloves.

The intent of this email is to communicate to all families that are on our email mailout list, as well as our residents and staff at the home. I have had the pleasure in speaking to some of you and I have found that some of the information that has been shared by outside sources is inaccurate. Know that we will always be 100% transparent with what is transpiring at the home.

What's changed

The information below for Villa Colombo Vaughan is current as of **April 13, 2020 at 4:00 pm.**

- Total number of COVID-19 positive residents for the entire facility: **5**
- Total number of COVID-19 positive staff for the entire facility: **0**

- Number of COVID-19 positive residents in Casa Ciccolini: 5

If a test result is positive for Covid-19, the POA of that resident will be notified.

All families, residents and staff will be notified of the actual unit that the resident resides in.

COVID-19 UPDATE



Resident, Staff and Family support

As a reference please see the following link on “How to wash your hands and use hand sanitizer”

<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet/factsheet-covid-19-hand-hygiene.pdf?la=en>

Frequently Asked Questions

If a resident is returning from hospital during the COVID-19 pandemic, can the home refuse their re-admission?

If an outbreak is declared in the home, new resident admissions and re-admissions are not allowed until the outbreak is over. On all occasion, Villa Colombo Vaughan will work with York Region Public Health and follow their directives.

Positive Affirmations

We continue to receive messages of support and appreciation from families and the community for all of our staff and the work that they do. Here’s a note from a family member expressing gratitude to our team:

Good afternoon Joseph, Christine

Usually you receive messages from me that one thing or another is not working but today as I listen to the news of the deaths in long term care homes, I can't help but feel blessed that our home so far has been spared. It is thanks to you, your hard work and due diligence and the team of professionals working with you. A BIG THANK YOU!!! - LC

For more information

We know that this is a difficult period for all of us. Rest assured that we will continue to follow the three guiding principles in being #1) proactive with the protocols, #2) providing exceptional care to our residents at all times, and being #3) 100% transparent with all residents, families and staff.

We ask that only the POA contact the home for updates. You may also reach out to **Amalia** - AAiello@universalcareinc.ca. For the POA's, please reach out to your siblings and families members and kindly update them as well.

This email will be sent every Monday, Wednesday and Friday after 5:00 pm, so you have the most updated information. There may be occasions when this update is limited. We appreciate everyone’s patience and understanding. We will continue to be informative and transparent with our communication.

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