

April 15, 2020

A Message for You

Dear Residents, Families and Staff:

Yesterday, I had the opportunity to visit the home, meet the staff and talk to the residents. The commitment that I see from all the staff is remarkable and the resilience from the residents is incredible.

To date we have been able to contain the virus to one Casa. Although we only list below the positive cases, there have been 11 residents in Casa Ciccolini alone that have tested negative, which is reassuring.

I am pleased to inform you that we are being proactive in having every resident tested and have arranged with public health to have this completed by tomorrow. This is not being done in all LTC homes. Thank you to the leadership teams at Villa Colombo Vaughan and UniversalCare for seeing this through.

Due to the volume of tests being conducted, it is expected that the results should be made available to us by next week. As they come in, we will inform the individual POA and will update all families through this newsletter.

The safety and well-being of our residents, staff and their families have been our top priority. With the help of countless, dedicated staff we all have been working around the clock. With your prayers and support we will get through this.

Joseph Gulizia, President and CEO UniversalCare

What's changed

The information below for Villa Colombo Vaughan is current as of **April 15, 2020 at 4:00 pm.**

- Total number of COVID-19 positive residents in Casa Ciccolini: **10**
- Total number of COVID-19 positive staff for the entire facility: **5**

We do not have any positive cases in other Resident home areas.

Resident, Staff and Family support

As a reference please see the following link on "Simple ways of finding happiness in challenging times":

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<http://health.sunnybrook.ca/covid-19-coronavirus/finding-happiness-in-challenging-times/>

Frequently Asked Questions

What are atypical Symptoms/Signs of COVID-19

Symptoms: Unexplained fatigue/malaise delirium (acutely altered mental status and inattention), falls, acute functional decline exacerbation of chronic conditions digestive symptoms (including nausea/vomiting, diarrhea, abdominal pain), chills headaches and croup.

Signs: Unexplained tachycardia, including age specific tachycardia for children, decrease in blood pressure, unexplained hypoxia (even if mild i.e. O₂ sat <90%), lethargy, difficulty feeding in infants (if no other diagnosis)

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:

Hello to all staff at Villa Colombo, Vaughan - Our family want to express our most heartfelt thanks for the care you are giving to our mother and other residents of Villa Colombo. We realize that what you do every day, day after day, is a gift that cannot be measured.

Our mother has advanced Alzheimer's and therefore has no understanding of this world crisis. In a way, this gives us a bit of comfort. I speak to her every day and do not sense any stress in her voice. I take this as a sign that her routine is being managed well. Thank you. We look forward to the day when we can thank you in person. You are all superheros. Don't forget to take care of yourselves. - CG

For more information

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

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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