

COVID-19 AT VILLA COLOMBO TORONTO

FREQUENTLY ASKED QUESTIONS

Updated: May 7, 2020 at 9:00 p.m.

- 1. Was there any chance that the “respiratory outbreak” that occurred earlier in January and February could have in fact been related to COVID-19? As this occurred before confirmed COVID-19 cases were documented in Ontario, was there any pathogenic origin for said outbreak?**
 - *The outbreak in January and February 2020 was confirmed as Influenza B. Swabs were obtained on symptomatic residents at that time and confirmed by Toronto Public Health.*
- 2. Is there a possibility that some of the test results are false positive/negative?**
 - *This has not been reported by Toronto Public Health.*
- 3. Have the employees that have tested positive been replaced or are we now short on staff? If they have been replaced is it by existing Villa Colombo Toronto staff?**
 - *All vacant shifts are replaced with both existing staff and agency staff.*
- 4. If a resident is “isolated” due to symptoms, are they isolated by themselves/ with their room mate or put in the COVID-19 containment unit?**
 - *Residents remain in their room with isolation precautions until the results are returned. If positive, then they are relocated to the COVID-19 Unit on the Ground Floor. Now that we have some vacant beds throughout the facility, symptomatic residents may be moved to a private room, if this is possible, while awaiting results.*
- 5. Why do the stats indicate that there are more tests than the number of residents who live on that unit?**
 - *One resident may have been tested more than one time. If a resident tests negative, but later develops COVID-19 like symptoms, they would be retested. Each tests conducted is counted.*
- 6. Are residents isolated in their room? Are meals held in the dining room?**
 - *Congregate dining has been suspended for the duration of the Outbreak as per Toronto Public Health Directive. All meals and nourishments are delivered by tray service directly to the resident rooms. All dining rooms are currently closed.*
- 7. Are there any thoughts about treating with Remdesivir?**
 - *Villa Colombo Toronto has been in discussions with a Geriatrician and University about a study using Remdesivir; however, it cannot be implemented at this time as it has not been approved by Health Canada.*
- 8. What about hospital visits (need for surgery) for other conditions other than COVID-19?**
 - *Residents are not able to return to Villa Colombo Toronto if they leave the facility for any reason for the duration of the Outbreak. Transfers to hospitals should be for Emergencies only.*

9. What is ratio between resident and PSW?

- *The ratio of residents to PSWs remains the same as prior to COVID-19 on most days. Adjustments are made as necessary. Additionally, unit care and service is augmented by the Resident Services Attendants hired to assist throughout the organization for the duration of the COVID-19 pandemic.*

10. If ventilators are required can they be easily acquired?

- *Ventilators are not used at Villa Colombo Toronto. We are only able to provide Oxygen therapy.*

11. We have not been contacted with test results. Can we call and ask for test results?

- *The Main Contact/Power of Attorney for all residents are contacted when the tests results arrive. Whether negative or positive. Please feel free to contact the Director, Nursing Unit of the floor your loved one resides if you think you may have been overlooked. Results will not be released to any family members who are not the Main Contact/Power of Attorney.*

12. Would it be possible to set up a WhatsApp video chat in place of FaceTime?

- *No, we are not able to use WhatsApp because we are using iPad devices, which do not have a designated cellular number connected with them. We are able to offer FaceTime, Zoom, and Skype at this time.*

13. Are some of your staff members demonstrating work refusal?

- *There have been no “work refusals” at Villa Colombo Toronto as allowed by the Occupational Health and Safety Act; however there have been employees who, for medical reasons or child care issues, have not been able to work.*

14. Do you plan to call family member if any changes in typical patient symptoms are identified?

- *Yes, absolutely, the Main Contact/ Power of Attorney will be called when there is a change in condition.*

15. Do you anticipate more positive cases in the near future?

- *We are hopeful that there will not be any additional positive cases; however that is not something we are able to predict. Most of those individuals, residents and staff, who tested positive to date, were asymptomatic which could indicate residents and staff may be positive, but showing no symptoms. All preventative measures and directives remain in place, which reduce the risk.*

16. If the Rec staff on a floor is absent for an extended period of time, is someone sent to replace her?

- *Recreation staff on the units is replaced. Recreation staff who were previously assigned and working in community services are working on the units and augmenting resident programming and/or covering vacancies.*

17. Are staff assigned to only one unit or are they placed where there is need?

- *All staff is co-horted, which means they are assigned to a specific unit. Only in the event of severe staffing issues/shortages, will staff who had worked on other units, will be assigned to another unit. This is a rare occasion and all necessary precautions are used and followed in all circumstances.*

18. Does staff work in other Long Term Facilities? What is your approach to this?

- *Villa Colombo Toronto took action on this well before the government directive mandated that all health care workers select one employer. Effective April 6, 2020 all employees and agency staff working at Villa Colombo Toronto were not able or allowed to work for another company or health care organization.*

19. Can Villa Colombo Toronto hire additional customer service personnel to answer telephone inquiries and ensure that questions answered in a timelier manner?

- *Villa Colombo Toronto is continuously looking at and reviewing staffing and other operational needs. Care is our first priority. Recruitment during a COVID-19 pandemic remains difficult.*

20. Some of the broadcast messages have been cut-off. Is there any way there can be a dedicated line so that one can listen to messages?

- *All messages are also sent to the Main Contact of all residents by email. If you are the Main Contact/POA for your loved one and you wish to have your email address added to the broadcast email list, please email info@villacolombo.on.ca. One family member's email can be added. Additionally all updates/broadcast messages are added to the website at www.villacharities.com.*

21. Are smaller hand hygiene dispensers available for easy access to those in wheelchairs (ones that can be carried with them or at least at on each dresser and night tables).

- *Hand sanitizing dispensers are available on all units in conspicuous locations throughout the unit at heights that are accessible to all residents and staff. Small dispensers are not best practice, hard to monitor and could pose a risk to residents who have dementia.*

22. Are the residents receiving instruction and training for proper simple preventative measures, e.g. using hand sanitizers, not touching their face, etc.? Some residents in wheelchairs continue to grasp the rubber wheel instead of the metal wheel to propel their wheelchairs. This behavior could potentially spread the virus more.

- *Yes, absolutely, we provide one to one instruction and reminders to all residents who are able and can understand. For residents who are not able, staff members assist residents with hand hygiene and in particular before and after meals. There is also enhanced disinfection of high touch surfaces throughout the facility.*

23. Will the roommate of a resident who tested positive, be retested after a period of time? If yes, how long before they are retested?

- *Roommates of residents who tested positive will not be retested at this time, unless they present with symptoms.*

24. Can families pitch in to pay for another round of testing for all residents and PSWs? If so how would we go about doing this?

- *Unfortunately, there are no swabs available for purchase. All swabs are in the custody and purview of the provincial government.*

25. What is the protocol for new residents coming in and testing for COVID-19 prior to being accepted?

- *There are no new admissions currently being allowed at Villa Colombo Toronto due to the Outbreak.*

26. How are you able to re-swab if you have expressed that your facility is short on these?

- *Villa Colombo Toronto has a very limited amount of swabs and is advocating and requesting to receive more. Re-swabbing will be limited to symptomatic residents only. Symptomatic staff will need to visit a designated Assessment Centre.*

27. We know that families are permitted to visit if resident in end of life. How prevalent is this? Are there a large number of family members coming in? If yes, is this not a potential risk to all residents on said floors?

- *There are very few residents receiving visits at this time under compassionate grounds. Additionally, visitors for residents at the end of life are highly monitored, i.e., limited number of visitors, screening including temperatures checks at the start and end of the visit, required to wear full Personal Protective Equipment.*

28. Are resident allowed to go out shopping locally on their own?

- *No, residents are not able to leave the facility at this time. All units are closed.*

29. How many residents have refused to be tested? What floor are they on?

- *We have had one resident refusal to date on the 3rd floor. The resident remains in isolation in their room.*

30. What is Villa Colombo Toronto doing to protect the residents from the workers?

- *Villa Colombo Toronto has implemented all of the Public Health and Ministry directives, including screening at the start and end of the shift, wearing masks at all times, wearing full PPE while providing care, choosing one workplace, work-home isolation, etc.*

31. Where does Villa Colombo Toronto report stats, how often and to whom and why is there a delay in updating the public record?

- *Stats are reported to Toronto Public Health (TPH) daily. Villa Colombo does not have any control over how and when TPH updates their public records/databases.*

32. Who is providing guidance to the additional measures put in place and are they on site?

- *Villa Colombo Toronto follows all Infection Prevention and Control (IPAC) policies from Extendicare Assist (ECI). ECI provides the support of a Regional Director, and a Regional IPAC Practitioner, Nurse Consultant, as well as a National Director. Extendicare employees are not onsite, but are available remotely as needed.*
- *All directives from the Ministry of Health, Ministry of LTC, Ontario Health and Ontario Public Health are followed and implemented.*
- *Humber River Hospital “SWAT” Team for infection control have been on site to review all policies and procedures and actions, they had no additional findings or recommendations and were very pleased with the environment and practices in place.*
- *Tracey Comeau, Executive Director and the leadership team is onsite daily. There is also management coverage on weekends.*
- *There is also an Administrator-on-Call available 24/7.*

33. Are there any discussions as to future plans for re-opening for family visits? Do we have any idea what that will look like-having to wear PPE or limited number of family visits, etc.

- *We have received no information from the Ministry of the Health (MOH) related to lifting visitor restrictions. This will only happen under the direction of the MOH.*

34. We would like to acknowledge the work of the staff on our mothers' units - can you suggest the best way for family members to show their appreciation? Can we donate to a staff social fund so that each floor can best decide what meets their needs? When are good times to drop off or deliver fruit platters or food for staff? Do they have to be delivered by place of business?

- *This is a very thoughtful and greatly appreciated. The best way to donate is to contact Villa Colombo Toronto Auxiliary and specify the donation is for the general Staff Thanks and Recognition Committee (S.T.A.R.) or for a specific floor.*
- *You can contact Francesca Della Savia: francescadellasavia@hotmail.com to make donations to Villa Colombo Toronto. Donations are eligible for a charitable tax receipt.*
- *If you are considering a food donation, please contact Marisa Pronesti, Manager Food Services at pronesti@villacolombo.on.ca*

35. With Mother's Day just over a week away, will we be able to drop off a gift? If so, will there be curb side drop off?

- *Mother's Day will be a very difficult time for families and residents and we would like to help in some way. In an effort to maintain infection control practices and limited exposure, we ask that no flowers be delivered. Please deliver gifts that are sealed and can be easily disinfected by staff before being brought to the unit, i.e., nonperishable foods and packaged sweet treats (chocolates).*
- *Please label all package and parcels clearly with the resident's full name and room number and leave on the table between the doors at the front entrance. Security will bring the item inside and disinfect. It will then be delivered to the room number.*

36. What safeguards will be in place once visitation resumes?

- *This remains unknown at this time. Rest assured, we will follow the public health and provincial directives.*

37. When will I be notified of my mother's swab results? How often will the testing be done going forward? Will all residents and staff be tested regularly?

- *If you have not received results for your family member, it means they have not been obtained from the lab at this time. All identified Power of Attorney for Personal Care, or Main Contact listed will be notified via telephone regardless if the result is positive or negative.*
- *Villa Colombo Toronto would like to retest all staff and residents on a regular basis, at least every 10 days, but the current Ministry of Health provincial testing guidance document does not advise retesting of asymptomatic residents or staff. Villa Colombo Toronto has reached out to Toronto Public Health for additional swabs for testing, but has not been able to obtain enough to retest all residents and staff.*
- *We have put our concerns forward to the Premier's office as well as to the Minister of Health and to the Minister of LTC to express our concerns with not retesting unless the resident has symptoms. It is our shared view that it would be best to identify positive cases that are asymptomatic and isolate those residents.*

38. Why do the results take so long to come in? It has been several days and we have not had our results yet. Is there someone in the government we can appeal to, to have these results for LTC homes come in as soon as possible or be given the priority they are due?

- *Villa Colombo Toronto uses the company LifeLabs to process all swabs. We have followed up with them regarding the delay in receiving results. All swabs are sent with an “outbreak number” that is provided by TPH.*
- *In a response from LifeLabs management, we learned that although they pick up the swabs specimens from Villa Colombo, if the lab is over capacity, they are sent to other labs for processing, this often causes the delays. They also stated they are trying to have a turn around time of 24-72 hours for all COVID-19 test results.*

39. If at any point in time, we wish to bring our mom home to ride out the pandemic, would we lose the bed? What are the procedures around taking someone home for the duration of the pandemic? Are they still able to reach their doctor on the unit, for example?

- *To help you make an informed decision, please read the document “TO STAY OR GO? Moving Family from Institutional Care to your Home During the COVID-19 Pandemic.”*
http://www.nicenet.ca/files/U_of_T_Nice_403053_COVID-19_Family_Care_Tool_Ontario%5b2%5d.pdf.pdf
- *If you choose to take your loved one home:*
 - *Contact Central LHIN, Gail Richardson at 905-948-1872 ext.4280*
 - *Send your request in writing to the Director, Nursing Unit of the floor where your loved ones resides.*
 - *Your loved one would be considered fully discharged from the home and you would be required to take home all personal belongings and all furniture.*
 - *Staff will pack all belongings and make arrangements for pick-up.*
 - *You will be responsible for all medical appointments and prescriptions while the resident is home.*
 - *If the resident requires immediate medical assistance you will need to take them to the hospital.*
 - *The physicians of Villa Colombo Toronto have agreed to provide outpatient medical coverage as their primary care physician if you choose this option. You will need to book appointments with the physicians directly through their clinic/private practice.*
 - *When the outbreak is over and you are ready, if you would like your loved one to return to Villa Colombo Toronto, you will be required to contact Central LHIN and inform them you are ready to return. The resident will be placed on the “readmission list” to return.*
 - *Villa Colombo Toronto is not able to guarantee that your loved one will return to their previously occupied unit or room.*

40. Can the updates be provided daily and not every 3 days? Even if the info does not change, this is reassuring to a family member.

- *Villa Colombo Toronto cannot commit to providing updates for any significant changes daily.*
- *Weekly Town Hall Zoom meetings will continue to take place and additional updates through the broadcast messaging system will be provided as significant changes occur.*

41. What happens if my mother is not able to operate a tablet/iPad for FaceTime calls? Can I arrange for an ongoing call once per week?

- *Please call 416-789-2113 ext. 2279. Leave a message and someone will call you back to make arrangements. Frequent calls cannot be guaranteed. Please understand there is a huge volume of calls that must be returned.*

42. Can the video calls be scheduled on a recurring basis? I call every week as I want to connect with my mom. Can we just schedule weekly calls without calling in each time?

- *The recreation department does attempt to pre-book scheduled calls and will attempt to schedule recurring calls, however given the volume of calls we believe it is only fair that we try to give everyone an opportunity to schedule a call before we are able to commit to recurring calls. Please continue to call (416) 789-2113 ext. 2279 extension or email info@villacolombo.on.ca with your requests.*

43. We understand that the residents that have tested positive are moved into isolation. The residents that have tested positive and show minor symptoms, are they also isolated with the residents that experience serious complications, or is everyone in the same room no matter what type of symptoms they exhibit?

- *All positive residents are located in the designated COVID-19 Unit.*

44. Residents that have major complications, will they go to hospital? What are the criteria for sending a resident to a hospital during this crisis?

- *Residents are sent to hospital based on their signed level of care. The level of care has been chosen by the POA for personal care and an informed decision made in consultation with their physician.*
- *POA's can change their mind at any time, but should do so only after speaking with the primary care physician.*

45. Is extra staff being hired in order not to overload the current staff?

- *Villa Colombo Toronto has entered into an agreement with a nursing agency for additional staff who work only at Villa Colombo Toronto. At the end of March 2020 we entered into discussions with staff to advise they could only work in one job location. At that time we lost approximately 65 staff members, 33 of these were PSW's; primarily casual and part-time employees. Any other casual and part-time staff that chose to stay at Villa Colombo Toronto was put into fulltime lines.*
- *We also created a new contract, non-union job classification, the Resident Support Attendant (RSA) and have hired 35 new employees for this role. They have been deployed to all units on all shifts in a variety of departments. These employees augment care and assist where needed so that nursing staff can focus on providing care.*
- *We have hired (3) RN's through the Registered Nurses Association of Ontario as well as (5) nursing students who are working as PSWs.*
- *Schedules have been adjusted as needed including the creation of 10-12 hour shifts in several departments.*

46. Is allowing the caregivers or a family member visit an option under strict measures, such as making sure they take the COVID-19 test and wearing their own PPE?

- *No, unfortunately this is not possible at this time. We are required to wait for a directive from the Ministry of Health.*

47. Can family drop off materials i.e. clothing, food, books, to their loved ones?

- *This is possible as care packages are comforting to residents, but we do ask that all food be in sealed containers that can be disinfected and many items are limited to essentials that we cannot provide. They can be left on the table between the doors to the front entrance. Security will bring items inside to be disinfected and delivered. Please ensure full name and room number is on the package.*

48. If a resident with a roommate tests positive, what precautions are taken for the other roommate? Is the room cleaned and disinfected immediately?

- *The room is immediately disinfected using appropriate disinfection products, Villa Colombo Toronto uses OXIVIR wipes and liquid. We also use a new Clorox machine for enhanced disinfection. Every item and piece of equipment as well as walls and all touch surfaces are disinfected immediately.*

49. With the warmer weather approaching, is there consideration to the idea of having outdoor visits at a safe distance with residents?

- *No, there will be no outdoor visits or activities at this time as each unit is on isolation precautions. This will be reconsidered once the outbreak is declared over.*

50. What is the latest number of positive cases in Villa Colombo Toronto?

- *There have been a total of 10 positive residents and 11 positive staff. One resident sadly passed away on Saturday, May 2, 2020. There are (9) residents in the COVID-19 Unit. Please check the website for the most recent updates.*

51. Does Villa Colombo Toronto hire agency nurses?

- *Yes, Villa Colombo Toronto uses agency staff for nursing care. Villa Colombo Toronto has a contract with one provider who has guaranteed that all staff sent to work at Villa Colombo Toronto only work at Villa Colombo Toronto. Additionally, Villa Colombo Toronto has offered the agency staff full-time hours so they become very familiar with Villa Colombo Toronto, our processes and their assigned residents.*

52. If you hire more staff, will they be tested before working at Villa Colombo Toronto?

- *Yes, all new hires were tested. Testing for staff has been suspended at this time. All new hires are required to visit an assessment centre for testing following their hire. Additionally, all staff is required to adhere to work-home isolation protocols during the outbreak.*

53. Will there be more testing?

- *Villa Colombo Toronto wants to retest all residents and all staff but is unable to obtain large quantities of swabs from Toronto Public Health. The Guidance Document for testing states we are to swab symptomatic residents and staff only. We do not agree with this and are continuing to lobby for additional test kits to identify any possible positive asymptomatic residents and staff.*

54. Was recreational time for the residents taken away? How do residents get social stimulation?

- *There is a Recreation Aide compliment on each floor has not change. Recreation Aides are providing one to one programming/activities with residents as much as possible and entertainment in the hallways, including hallway bingo and hallway baking, for residents, from their doorway. Some units continue to receive Physiotherapy as well. Additionally residents can listen to music on radios or participate in music therapy with their iPods, etc. Recreation Aides are also busy organizing and facilitating all of the FaceTime calls with families.*

55. Can we bring a TV and activities in for our loved ones?

- *Yes, we would allow for you to bring a TV, but unfortunately you would not be able to get cable at this time.*
- *Games and activities that your loved one would enjoy are ok to drop off. Properly label them so we can ensure they are delivered to the appropriate resident.*

56. Villa Colombo Toronto's future plans incase of a second wave?

- *Villa Colombo Toronto will continue to enforce all infection control measures as well as active screening at the entrance for all staff entering and exiting the building and active screening of all residents, including temperature check twice daily. Ensuring a large quantity of personal protective equipment is essential.*
- *It will be imperative to lobby government for increased funding to maintain a high level of staffing to ensure we do not fall below minimum staffing levels in the event that staff becomes ill.*
- *If we are able to secure a regular supply of swabs, we will continue with regular swabbing to detect and catch any positive asymptomatic residents.*
- *Social distancing will likely remain in effect in common areas with limitations on group activities.*

57. Is it possible to not put a roommate back in my dad's room until this pandemic is over (especially if the previous roommate tested positive for COVID-19)?

- *The Ministry has stopped admissions from the hospital and community at this time. Any resident who is transferred to hospital and admitted will not be able to return to the home until the outbreak is over.*
- *If a resident tested positive (currently in the COVID-19 Unit), is cleared through testing and has had two negative swabs, they will return to their room.*

58. Is there an easier way to get in touch with the staff on the units so it doesn't take so many attempts?

- *Every phone call received at the desk takes the staff away from their duties in providing care. It is especially important that only one family member (the POA/Main Contact) call and speak with the nurses.*
- *We understand how hard it is and that families are scared and want information, but rest assured that you will be notified if there are any changes at all with your loved one.*
- *Please call the 416-789-2113 ext. 2279 to inquire about your loved one or to book appointments for phone calls and video chats.*
- *We commit to doing the very best we can to get back to you in a timely manner.*

59. Some grooming requirements such as hair cuts, foot care, etc., were being provided by family members. Are these services being provided by Villa Colombo Toronto?

- *Nursing staff is providing foot and nail care. The hair dressing services have been suspended. PSWs wash and comb residents' hair. The residents are experiencing what the community is experiencing. As soon as the ban on hair salons is lifted, we will reopen this service.*

60. With additional responsibilities on the staff, have any non-essential tasks been suspended? (Physiotherapy, restorative exercises, morale related activities, etc.)

- *There are two Physiotherapists and three Physiotherapy Assistants currently working at Villa Colombo Toronto. One Physiotherapist is working in the COVID-19 Unit. The others are being co-horted to a unit and cannot go to other units during the outbreak.*
- *Restorative Care and Behavioural Support programs are still provided if staffing allows.*
- *If there is a staffing shortage on a particular unit or shift, tub baths are reduced to 1 bath per week and bed baths are given in between. There are some units with several vacant beds due to discharges, hospital stays, and residents being relocated to the COVID-19 unit, therefore staffing is not below normal staffing levels on most shifts and units.*
- *The Resident Support Attendant assists on the units with work that does not necessarily need to be completed by a PSW or Nurse, i.e., bed making, responding to call bells, companionship, portering, etc.*

61. What percentage of all swabs completed are for residents? What is the breakdown of the positive cases by unit?

- *These statistics are provided weekly during the Zoom Meetings. Please refer to the recording of the Zoom meeting held on May 3, 2020.*

62. Under what circumstances will Villa Colombo Toronto allow face-to-face visits with residents? Residents identified as palliative?

- *Family visitations are allowed for any resident, including the residents living in the COVID-19 unit, who are at the end of life. One family member per resident is allowed at one time. All visitors are screened, required to wear full personal protective equipment (PPE) that is supplied by VILLA COLOMBO TORONTO, and are required to follow strict visitation guidelines.*

63. Under what circumstances will residents be allowed to go to hospital for surgeries and then be allowed back into VC immediately after release from hospital? How are they going to be transported back and forth? If resident goes to hospital, will they be allowed to re-enter VC?

- *Requested or required transfer to hospitals would not be denied. The hospital would make decisions about surgeries. If a resident is transferred to hospital they will not be able to return to Villa Colombo Toronto until the outbreak has ended.*

64. What does a designated COVID-19 care team consist of? Is there one per floor or one for the entire facility?

- *The COVID-19 Unit is located on the Ground Floor of the Fusco Wing.*
- *The designated team of staff is managed by Lorraine Dunn, RN, and Clinical Instructor and consists of RNs, RPNs, PSWs, Physiotherapy and Housekeeping Staff. Tracey Comeau, Executive Director, also assist in the unit as required.*
- *The Attending Physicians of the residents' respective units will remain the primary care physicians of the residents once transferred to the COVID-19 Unit.*
- *If needed, the attending physician can also make a referral to Dr. Goldman from the Temmy Letner Palliative Care Team at Mount Sinai for support and consultation.*
- *Employees working on the COVID-19 unit do not work on any other unit during outbreak and have a designated space for non-work related activities.*

65. If a resident was tested more than one time, would the family of that particular resident be notified?

- *Any resident who presents with symptoms will be retested. The main contact/POA of the resident would be notified of the symptoms and retesting.*

66. Has the Ministry of Health released any guidelines as to what data they will use to lift restrictions of family visiting their loved one?

- *No. No guidelines have been shared with Villa Colombo Toronto at this time.*

67. Does the home have enough trays to feed the residents in their room?

- *Yes, all meals are served on disposable trays and dishes.*

68. My mother's roommate tested positive for the virus and has been quarantined for 2 weeks. After this period will this person return to her room and will there be a more intense monitoring of her and my mom because she tested positive?

- *The guidance documents indicate that any resident or staff who tested positive will be retested 14 days from the initial test. They must have (2) negative results over 48 hours to be declared "recovered." Villa Colombo Toronto wants to retest all staff and residents every two weeks, however, we are not able to obtain enough test kits from public health for repeat testing of asymptomatic residents and staff.*

69. Are the nurses monitoring residents in case there is any concern? Do doctors also monitor on a regular basis if medical attention is required?

- *Nothing has changed in the regular monitoring of all residents. The units all remain staffed with RNs and RPNs who are able to assess residents for any changes. All (5) physicians are available 24 hours/day and continue to do rounds with the nurse and resident in person, virtually or by phone. The physician will come to the unit to assess the resident if medical attention is required. Any resident who needs to be transferred to hospital will still be transferred.*

70. Regarding the advanced directives levels of treatment, will you transfer and inform family members of level 3 and level 4 to transfer them to acute care hospital for treatment as soon as symptoms of COVID-19 appear?

- *This is a discussion that the primary care physician would have with the family. There is no treatment for COVID-19; therefore transferring to hospital would not be beneficial. Villa Colombo Toronto is able to offer oxygen, fluids, and personal care as well as Physiotherapy in COVID-19 Unit. No resident would be denied a transfer to hospital if POA requests a transfer.*

71. Since it has been one month that you have brought in PSW's from agencies, why is it that you are putting more pressure on nurses and overworking them instead of getting more assistance for them as some of your staff refuses to come in and work?

- *Agency staff is used to fill care and assignment gaps. They are not brought in to alleviate the work or workload on any one particular employee. The agency staff, like Colombo Toronto's staff, is given an assignment and assists where and as needed.*

72. Since it was one PSW that tested positive, what measures have you taken to make these staffers accountable that were irresponsible in the spreading COVID-19 in your facility?

- *Villa Colombo Toronto has been very proactive with preventative measures related to COVID-19 from the onset of the crisis.*
- *We do not believe that any one employee willfully intended to bring COVID-19 into Villa Colombo Toronto. Additionally, given the incubation period, the number of cases we have, and that most employees and residents who tested positive are and remain asymptomatic, it is impossible to be certain about how COVID-19 entered Villa Colombo Toronto.*
- *This is an unfortunate and difficult situation for everyone and all directives are taken seriously. This is not about laying blame. If staff is found to be in violation of any directive or policy, they are instructed and sanctioned as necessary.*

73. When will window visit will be available again?

- *Window visits will resume when the outbreak is declared over.*

74. What is the process for declaring that the outbreak is over?

- *Toronto Public health will declare the outbreak over when the last diagnosed positive case tests negative two times. The last positive case will be retested 14 days from the initial positive test, and then must have two additional negative tests within 48 hours.*

75. If a resident is suspected of having the virus, if and how is that resident isolated from the time they are tested and results received?

- *Currently all residents are on isolation precautions. As such the resident remains in their room, wears a mask if able and receives meals and nourishments in their room.*

76. Are you testing delivery personnel or other people that occasionally come in contact with staff from the building?

- *Yes, absolutely. Any essential contractor or service provider who enters Villa Colombo Toronto is fully screened upon arrival and when leaving. They are also required to wear all required Personal Protective Equipment for the duration of their visit using the proper donning and doffing protocols.*

77. What are you requesting of staff to make sure that they don't bring COVID-19 into the building?

- *Employees are constantly reminded of all precautions and ways they can ensure everyone's safety. Employees are asked not to car pool, to change into their uniforms at work, to ensure social distancing at all times, to follow work-home isolation guidelines, to remain home if not well, to be hyper-vigilant with their hand hygiene and in the appropriate use of PPE, to report any concerns or issues right away, etc.*

78. What are you doing to support your care staff to make sure they do not get too tired, over worked or underpaid for the extra work they may be handling to care for our loved ones.

- *Villa Colombo Toronto cares deeply for all its employees' safety and well-being. Villa Colombo Toronto is providing coffee, tea, iced water and an assortment of beverages for all staff, on all shifts every day.*
- *Villa Colombo Toronto has also been providing meals for all staff on all shifts, every day.*
- *Free resources for mental health counseling, child care services, etc., have been provided to staff. Additionally Villa Colombo provides EAP for any employee who may require assistance with any personal matter.*
- *Villa Colombo Toronto's employees are fairly compensated and provided over-time pay, shift and weekend premium pay.*
- *Villa Colombo communicates with its employees often by using a variety of platforms. Managers maintain an open door policy.*
- *Reassurance is given related to the stock of PPE. Pandemic Supply Room tours offered to all staff.*
- *Joint Health and Safety Committee shared a bulletin for methods to relax and ensure self-care.*