

Villa Colombo Toronto Family Newsletter

Organizational Update

Dear Families and Friends,

Welcome to the February/March edition of our newsletter! We've had plenty of snow, but spring is just around the corner. We're looking forward to hearing the birds sing and seeing the beautiful flowers bloom!

Thank you for completing the Family/ Resident Survey. While we've made improvements in some areas, there are still aspects that require our attention.

Managing outbreaks since last May has been challenging. The survey results indicate that while food and menu options have improved, the dining experience has declined. Many residents have not been able to dine in the dining room regularly, participate in our incredible programs, or attend Mass in the chapel. Outbreaks continue to affect homes across the province, and we are actively working to prevent the spread of infections. Our Infection Prevention and Control (IPAC) team has implemented enhanced measures to manage outbreaks and reduce further transmission, including:

- Strict hand hygiene protocols.
- Increased monitoring in dining rooms by managers.
- Disciplinary action for staff who fail to follow IPAC protocols.
- Enhanced cleaning and disinfection of high-touch surfaces.
- Isolation and cohorting of affected residents.
- Active monitoring of respiratory symptoms among residents and staff.
- Mandatory use of personal protective equipment (PPE) by staff.

Our IPAC team is also prioritizing influenza, RSV, and COVID-19 vaccinations for all new admissions and residents in need of updates. This proactive approach will help strengthen immunity within our community and protect our most vulnerable residents.

We continue to urge families not to visit Villa Colombo Toronto if they are experiencing any new respiratory or enteric symptoms. This precaution is crucial in reducing the risk of transmission within the home. Our dedicated staff is working tirelessly to provide compassionate care to all residents during this challenging time. We are closely monitoring the situation and working with Toronto Public Health to ensure we follow all recommended guidelines and best practices for outbreak management. Staff remain committed to the safety and well-being of residents and will provide updates as needed.

New Communications Portal

We hope you are enjoying the new Engage+ communications portal! Most families have now signed up and can access care plans. If you haven't yet registered, we encourage you to do so for the latest updates and information.

New Staff

We are pleased to welcome Elliot Campbell, Resident & Family Relations & Experience Lead to our team. If you have any concerns, Elliot will be reaching out to connect with you. Elliot has a Masters in Social Work and is dedicated to helping resolve issues and enhancing family support.

Best Regards,

Lisa Alcia
Executive Director



Evoked Health's Engage+ Family Portal

We are excited to confirm the official rollout of Evoked Health's "Engage+" family portal, which provides real time access to resident health information and care plans. Loved ones with power of attorney for care were invited by email to enroll on the portal in January, and those who are acting as healthcare substitute decision makers were invited mid-February. We are thrilled to see that loved ones of almost 200 residents have activated their profiles so far, and we encourage anyone who has not taken advantage of their invitation to do so. We hope this new platform will support our over-arching goal to maintain strong, collaborative relationships with the families and care partners of every resident at Villa Colombo. We continue to work with the Evoked team to fully utilize the platform and hope to begin offering decision-makers the option to confirm consent for healthcare decisions through the portal in the near future.

If you have any questions or feedback about Engage+ including questions about who in your family will have access, please contact me, Elliot Campbell, at x2280. Please also be assured that all of our regular telephone communication processes remain in place.

Elliot Campbell
Resident & Family Relations & Experience Lead

Newly Renovated Family Kitchenettes

We are thrilled to announce the newly renovated family kitchenettes on the Fidani Wing, generously sponsored by the Villa Colombo Toronto Auxiliary.

These refreshed spaces provide a warm and welcoming environment where families can gather, heat up food, and enjoy quality time with their loved ones. Designed with comfort and accessibility in mind, the kitchenettes are equipped with microwaves, mini refrigerators, ample counter space, and upgraded cabinetry to enhance convenience and functionality. We extend our deepest gratitude to the Villa Colombo Toronto Auxiliary for their

unwavering support in making this renovation possible, further enriching the experience of our residents and their families.

Daniela Gigliotti Rivas
Assistant Executive Director

Resident & Family Satisfaction Survey Results

The Resident Satisfaction Survey results were reviewed and shared with the Residents' Council on January 30, 2025. The Council has identified key areas for improvement this year, including:

- Enhancing programs and activities.
- Increasing accessibility to health care professionals.
- Improving respect and privacy measures.
- Enhancing laundry services.
- Creating a more pleasurable dining experience.

The Family Satisfaction Survey highlighted the following top concerns:

- Access to health care professionals.
- Addressing odours within the home.
- Improving overall cleanliness.

We are committed to continuously improving and addressing these areas. Thank you for your feedback!

Nikki Mann
Director, Resident Services





WELCOME TO
Spring Pasta Bingo
IN SUPPORT OF THE RESIDENTS AT VILLA COLOMBO TORONTO
\$60 TICKET
THURSDAY APRIL 3, 2025
DOORS OPEN AT 6 PM
***** NEW LOCATION *****
VILLA COLOMBO, 40 PLAYFAIR AVE.
TORONTO - MAIN ENTRANCE
INCLUDES
PIZZA, PASTA & SALAD DINNER | COFFEE, TEA & DESSERT
3 BINGO GAMES + USE OF DABBER | ADDITIONAL 3 GAMES - \$5 DONATION
GRAND PRIZE GAME - \$5 DONATION
TICKET PURCHASE
E-TRANSFER VCLA@VILLACOLOMBO.ON.CA
(USE SPRING2025 AS PASSWORD)
OR CALL 416.789.2113 EXT. 2260

Lost and Found Clinic: A Chance to Reclaim Missing Items!

With 391 residents, managing personal belongings in our busy long-term care environment can be challenging. To assist, we are pleased to announce our upcoming Lost and Found Clinic, where families and residents can reclaim misplaced clothing and other items.

 Sala Caboto

 Saturday, March 29 & Sunday, March 30

 9:30 AM – 3:30 PM (both days)

We invite all families and residents to drop by and check for missing items. Whether it's a favourite sweater, a pair of shoes, or other personal belongings, we hope to reunite these items with their rightful owners.

Thank you for your continued support—we look forward to seeing you at the clinic!

Maria Lourenco

Manager, Housekeeping and Laundry

Upcoming Programs and Events

We are excited to share some of the special events and programs happening at Villa Colombo Toronto!

Resident Artwork for Sale

Families and staff now have the opportunity to

purchase beautiful paintings created by our residents through the art program. These pieces will be available for sale at The Fusco Family Gift Shop, or you can contact Teresa Cribari at (416) 789-2113, ext. 2335 to make a purchase.



On Tuesday, March 4, we celebrated Shrove Tuesday with freshly made pancakes on all units for residents to enjoy. On March 8, we celebrated and acknowledged International Women's Day with a special luncheon event in the Sala Caboto.

On March 15, we will be celebrating our centurions! It will be a joyful gathering with family, staff, and fellow residents in Sala Caboto!

National Dog Day – March 23

Families are encouraged to bring their registered dogs for a visit! Residents always appreciate the comfort and companionship of friendly pets. To register your dogs for visiting, please contact tcribari@villacolombo.on.ca.

Weekly Movie Night Returns!

We're excited to announce the return of Weekly Movie Nights, held every Thursday evening in the Sala Caboto. Residents and families are welcome to join us for a fun evening, some movie snacks and a favourite movie! We look forward to celebrating these special moments with you!

Teresa Cribari

Manager, Programs

Our Mission

We serve our Italian community, residents and elderly clients by providing the care they need to enjoy life to the fullest with dignity and independence in a safe, secure and home like environment.

Villa Colombo Homes for the Aged Inc.
40 Playfair Avenue, Toronto, ON M6B 2P9 416-789-2113
villacolombo.com

Our Vision

Our community's trusted provider of exceptional care.

