



LOCH LOMOND VILLA, INC.

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MEMO TO: To our valued Residents, Family Members and Staff
FROM: Cindy Donovan CEO
DATE: May 28, 2020
RE: Visitor Restrictions

We remain committed to sharing information with you about our evolving response to COVID-19. As you know, we have implemented many precautions designed to protect everyone in our Villa community and we greatly appreciate your support.

Yesterday (May 27th), we received the following Memorandum from the Department of Social Development and we are forwarding this information on to you so that you are aware of the current status of Visitor Restrictions in our provincial Nursing Homes.

“As our province has reached the yellow phase of recover, we understand that many family and friends of nursing home residents are anxiously anticipating the easing of visitor restrictions to spend some much-needed time with their loved ones. We would like to take the opportunity to acknowledge these growing requests. Please know we are working on developing guidance for the introduction of a phased approach for visitations. We must continue to work closely with the Office of the Chief Medical Officer of Health to ensure that resident safety is paramount in our planning, and that we can easily transition to this next phase for nursing home residents. We thank you for your patience and understanding during these challenging times.”

Loch Lomond Villa continues to provide a wide variety of programming for our residents and our staff continue to go above and beyond to make the resident's days as pleasant as possible during this unprecedented time. We continue to accept deliveries at both the Villa and Village Main Entrance for our residents in the nursing home **Monday – Friday between the hours of 9 a.m. – 3 p.m.** Please remember that the residents name, the House where they live and the date you drop off the delivery must be clearly marked on the package. All deliveries must be held for 48 hours after arriving at the home prior to being delivered to the resident. When sending your loved one's favourite treats, we suggest that non-perishable food only be included in your package. Also, we are unable to accept any type of flowers at the direction of the Office of the Chief Medical Officer.

To keep our residents and staff safe, our staff are screened at the beginning of each shift to ensure that they are not experiencing any of the symptoms of COVID-19. In addition, all staff, in all departments are required to wear a mask at all times and are changing their clothes upon arrival for their daily shift and prior to leaving the building at the end of their shift. All of these precautions are in place to keep COVID-19 out of Loch Lomond Villa.

Although this Memorandum from Social Development may not be the information that we all wanted to hear at this time, we must stay the course to ensure that our residents remain healthy while a safe plan is developed and put in place.

We thank you for your continued patience and your support.