



**LOCH LOMOND VILLA, INC.**

185 Loch Lomond Road, Saint John, NB, E2J 3S3

Telephone: 506-643-7175

MEMO TO: To our valued Residents, Family Members and Staff  
FROM: Cindy Donovan CEO  
DATE: May 6, 2020  
RE: Deliveries for residents

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. As the province continues to assess our situation, all our current restrictions remain in place and we MUST stay the course.

We will however begin accepting deliveries at both the Villa and Village Main Entrance for our residents in the nursing home starting **Monday May 11th**. Please keep in mind that during statutory holidays, deliveries will not be collected. Items will be collected and brought into the home **Monday – Friday between the hours of 9 a.m. – 3 p.m.** Staff will not be handling deliveries personally.

- All deliveries from family, friends or staff must be left in either foyer and placed on the table provided; clearly indicate the date, resident's name and house on the outside of the package.
- We ask that you respect physical distancing guidelines when entering the foyer.
- As these foyers are not secure, Loch Lomond Villa can not be responsible for any deliveries left.
- We can not accept any deliveries of any kind during the weekends.
- All deliveries must be held for 48 hours after arriving at the home prior to being delivered to the resident.
- Both our Director of First Impressions (receptionists) will collect the deliveries from Monday to Friday and place them in a designated area for holding.
- Packages will be delivered to our residents the same as mail received.
- Please be mindful if you are dropping off flowers (NO lilies), these too will be held for 48 hours so we can ensure all packaging is properly sanitized. Please make sure the date, name and house of your loved one is clearly stated on the outside packaging of the flowers.
- See below address for deliveries:

Villa: 185 Loch Lomond Road, Saint John, NB E2J 3S3

Village: 164 Loch Lomond Road, Saint John, NB E2J 1Y1

The safety of our residents and staff remain the utmost importance to us. We appreciate your patience and understanding during this trying time.

We do recognize this coming Sunday is Mother's Day and how special our mothers are, thanks to our Recreation Team they have activities planned for all the Mothers. All deliveries are restricted during this coming weekend. We appreciate your understanding and continued cooperation.

Sincerely,  
Cindy Donovan