



**LOCH LOMOND VILLA, INC.**  
185 Loch Lomond Road, Saint John, NB, E2J 3S3  
Tel: 506-643-7175 Fax: 506-643-7198

April 20, 2020

Dear residents, families, and friends of the Loch Lomond Villa nursing homes:

I am reaching out to you as Medical Director at Loch Lomond Villa (LLV) and I hope that you are staying well during this stressful and uncertain time. As the world experiences CoVID-19, we are seeing that those living in long-term care facilities are among the most vulnerable in our communities and thus extra precaution is paramount to their safety. Many of our residents are elderly and may have pre-existing medical conditions putting them at heightened risk of experiencing complications from CoVID-19 exposure. All of us at LLV have been preparing to limit exposure and to act swiftly and with purpose in the event that an outbreak occurs at our facility. I want to reassure you all that as of today, we have not experienced CoVID-19 at LLV.

Visitors and healthcare personnel are the most likely sources of introduction of CoVID-19 into a facility. To protect our vulnerable residents, we have stopped family and visitors in our homes. All visitation has been restricted except for certain compassionate care situations, such as end of life situations. In these situations, visitors will be screened for fever and respiratory symptoms. We know that your presence is important for your loved ones, but this is a necessary action to protect the health of our residents and staff. We have encouraged alternative methods of visitation (such as phone or video calls) so that you can continue to communicate with your loved ones. We are limiting activities within the facility and all community outings. We will be helping residents to practice social distancing, including during meals, and to frequently wash their hands.

Additionally, we are monitoring healthcare personnel for symptoms of respiratory illness. They are screened for fever and symptoms of respiratory infection twice per shift. Ill healthcare personnel will be asked to stay home. You may see healthcare personnel wearing facemasks, eye protection, gown, and gloves in order to prevent germs from spreading and help keep residents safe. Healthcare personnel will clean their hands frequently. Non-essential healthcare personnel and volunteers are now restricted from entering the facility.

We are assessing residents twice daily for fevers and symptoms of respiratory infection in order to quickly identify ill residents and implement additional infection prevention activities. When ill residents are identified, they will be monitored closely, asked to stay in their rooms or wear a mask. When residents meet the criteria for CoVID-19 testing, we will ensure prompt sample collection and identify all staff involved in the care of that resident to be sent home and only to return to the LLV once it has been confirmed negative.

In the event that a resident has been identified to have CoVID-19, they will be transported to a section of LLV that has designated staff and equipment to meet their needs and keep them as comfortable as possible while isolating them from other residents who would otherwise be at risk of becoming infected themselves. There will be dedicated staff for these CoVID-19 units and a medical team will be working closely with them. There are regular meetings to ensure that we meet the demands as this situation unfolds.

As you are aware, CoVID-19 is a viral illness that spreads like the flu and is hard to contain. This infection is especially serious in older people and those who have pre-existing medical conditions. Through the course of this pandemic, we are seeing that for those older, frail people who have CoVID-19, going to the hospital for intensive care offers very little benefit in terms of improving prognosis. Many residents will likely not meet the public health and hospital-based criteria for transfer to the hospital for management in CoVID-19 or intensive care units due to their other health problems or high level of frailty. Additionally, transporting to the hospital may be harmful to the resident; these interventions may be physically and emotionally traumatic, while offering little help to their condition. As always, we keep resident health, safety and comfort our top priority and will continue to provide active treatment to meet their needs in the event that they become infected with CoVID-19.

Thank you for everything you are doing to keep our residents and facility staff safe and healthy. We continue to monitor the situation at LLV and will keep you informed about any new precautions we think are necessary to keep your loved one safe. Please reach out to the us with any additional questions and for a discussion about the goals of care for your loved one.

Sincerely,

Dr. Taryn O'Neill, MD, CCFP