



LOCH LOMOND VILLA, INC.

185 Loch Lomond Road, Saint John, NB, E2J 3S3
Telephone: 506-643-7175 ♦ Fax: 506-653-7198

To Our Residents and Family Members:

We know you are concerned about the spread of COVID-19 (the new coronavirus) and how it may impact us at Loch Lomond Villa. Making sure residents are cared for in a safe and healthy environment is our top priority.

The provincial government has directed that we close our doors to all visitors and volunteers from visiting the facility. This includes family and friends. This restriction is in effect until further notice. We have posted signs in entryways to notify visitors and are actively screening individuals, including staff, who do need to enter the building.

We will only allow visitors for compassionate care reasons, such as end-of-life situations. This will be handled on a case-by-case basis. We will actively screen anyone who must visit for this purpose. Protective measures will be followed during these visits. If visitors have respiratory symptoms such as a fever, they will be restricted from entering the building.

We are unable to accept any items that are dropped off at either the Villa or the Village during this situation due to the spread of the COVID-19 virus. We appreciate your cooperation and understanding on this matter.

We understand connecting with your loved ones is incredibly important. There are a variety of other ways to consider communicating including telephone, email, text, video chat or social media. We are happy to facilitate these methods of communication. **Please contact your House RN if you need assistance in using these alternative communication methods.**

We will stay up to date on the provincial government's recommendations as they may continue to change. Loch Lomond Villa is in close contact with the local public health department and must follow their guidance.

Should you have any questions, please contact April Connor at: 506-634-2560, Extension: 5124 or email aconnor@lochlomondvilla.com

For additional information, please visit the GNB website at www.gnb.ca/coronavirus

Sincerely,

Cindy Donovan
Chief Executive Officer
Loch Lomond Villa

