



LOCH LOMOND VILLA, INC.

185 Loch Lomond Road, Saint John, New Brunswick, E2J 3S3

Telephone: (506) 643-7175 ♦ Fax: (506) 643-7198

www.lochlomondvilla.com

Date: July 30th, 2021
To: Families, Residents and Staff
From: Cindy Donovan, CEO
Re.: COVID-19 Update – **Loch Lomond Villa's Path to Green**

By now all of you have heard that the Province of New Brunswick will be moving to the Green Phase and lifting of the declaration of the state of emergency order Friday, July 30th at 11:59pm.

Loch Lomond Villa will "Go Green" at 12:00 noon on Tuesday August 3rd at which time there will be interim transitional measures in place as outlined below for **all persons entering** Loch Lomond Villa. All practices will be reassessed as we continue to monitor the evolution of COVID-19.

The Department of Social Development has provided Nursing Homes with an outline of measures and best practices with respect to staff, residents, visitors, facility access, cleaning and disinfection, hand hygiene, and outbreak definition and management. Loch Lomond Villa practices will reflect the requirements and best practices outlined in the Social Development document along with any necessary additional measures as needed.

Over the next few days, we will be developing new internal policies that implement person-centered best practices as we learn to live with COVID-19. We thank you in advance for your patience and understanding of our timelines which allows us to put the necessary changes in place and work with our staff as we all adjust to the lifting of many protocols that have been in place since March 2020. It is particularly important to note that these provisions will be implemented in conjunction with other applicable legislation such as the Occupational Health and Safety Act and the Public Health Act.

To support the social and psychological needs of our residents, we are pleased to share that **access to visitation will return to pre-pandemic protocols effective Tuesday August 3rd at 12 noon.** Enhanced cleaning, physical distancing and hand-hygiene practices will continue to be a key requirement for long-term care homes.

Mask use by staff will remain for the next two weeks as this measure will offer additional protection against COVID-19 and other communicable respiratory diseases for both residents and staff while lifting of measures.

BELOW ARE SOME QUESTIONS YOU MAY HAVE AS WE LOOSEN COVID-19 PRACTICES

Will screening be on-going for staff/visitors/families?

For all people, screening will now be passive. You will still be required to take your temperature and complete the screening questionnaire at the main entrances. All family and visitors will also be required to sign in and out when visiting.

Signage on our doors will indicate not to enter if unwell. Visitors will be provided information outlining safe visiting practices, including masking, frequent hand hygiene and respiratory etiquette with each visit and postponing a visit when ill. Swipe cards will be reactivated as soon as possible but we do ask you to be patient and if there is an issue with your access card to please speak with the receptionist.

What will “Going Green” look like for staff on July 30th?

Most of our current practices and protocols will remain for the first 2 weeks after the lifting of the emergency order. Staff practices will be reassessed after these 2 weeks and further relaxations for staff will be communicated.

Staff will no longer need to complete the contact tracing forms outside the resident’s rooms. Resident temperatures will not be required to be taken unless medical condition requires. Point of Care risk assessments will continue to be performed prior to each contact with resident. Entrances and exits will remain the same, along with staff lounges. **Unvaccinated staff are reminded to return their waiver to Bev Wilkins as soon as possible.**

What will masking look like for family and visitors on August 3rd?

Mandatory masking (community or medical mask) is required while travelling through the home and/or visiting in common areas. Vaccinated visitors may remove their mask when visiting with a resident in a private room if the resident agrees and is cognitively able to make that decision. A mask must be always worn if the resident lives in a double room. A mask **MUST** be worn continuously if the resident, or the visitor, is not fully vaccinated. Medical masks will be available at the screening station.

Indoor visiting, how many per resident?

Beginning Tuesday August 3rd at 12 noon, there will be no limits on visitation numbers or hours to visit. There will be no requirement to make an appointment to visit. There are no restrictions or requirements for residents who go offsite. For offsite visits, it is strongly encouraged to limit contacts and public places. Residents are encouraged to wear masks in public places.

Can international visitors come into Loch Lomond Villa?

International (outside of Canada) visitors are subject to federal quarantine rules. It is the responsibility of the visitor and border officials to determine what is required of these travelers. Once these individuals are permitted into the country and not subject to quarantine or have completed their quarantine, they are permitted to visit loved ones in our home. It is not the responsibility of the home to verify vaccination or quarantine status, etc. International visitors **must have a negative COVID-19 test by Public Health before entering the home.**

Why do staff still have to wear a mask when a high percentage of our residents and staff have been vaccinated and on August 3rd the general public will not have the same obligation?

COVID-19 will continue to circulate globally until a high level of immunity is reached across the world. As we are learning to live with COVID-19 and its variants, it is important that we incorporate knowledge learned from COVID-19 in assessing and mitigating the risks to residents of long-term care facilities, who are our most vulnerable population. The Department of Social Development conducted a methodical analysis of all existing preventative measures to determine which measures can be permanently lifted; which best practices and lessons learned can be incorporated into long-term health and safety protocols; and which measures should stay in place on an interim basis. Staff masking is an interim transitional measure that will be re-evaluated once we have a better understanding of the risks associated with the lifting of protective measures for the general public.

Why can visitors remove their mask in the room with residents, but staff cannot and must continue to wear mask?

It is a difficult balance to strike with the masking measures for staff and families. Masks for staff is a necessary interim measure as we know some residents and staff in facilities have not been vaccinated. Where staff need to work with all residents in the home keeping the masks when in contact with residents is the safest measure for the staff and residents.

Ensuring residents have meaningful and safe visits with their loved ones is also a priority. Where residents have had their vaccine and are comfortable with having unmasked visitation, Social Development felt not mandating the masks was acceptable at this time. Visitors would only have contact with that individual resident unmasked, but if they are in other parts of the home, masking is to continue. As measures are loosened in the province and across the country, government felt an interim measure would help protect the most vulnerable and those who care for them as we observe the trends with COVID.

What about double rooms (shared bedroom), and visitors are visiting only one resident?

Visitors must wear masks if other residents are present in the room.

How will Loch Lomond Villa ensure that visitors are following the rules?

Part of our visitation policy will include information for visitors on safe visiting practices. We will also continue to have alcohol-based hand rub readily available throughout to facilitate hand hygiene. Masks will be provided to visitors who do not have one (etc.). Promoting all protective health measures and effectively communicating with all our visitors will increase visitors understanding of importance of adhering to rules.

Can loved ones join in activities with the resident?

Yes, if they are wearing a mask and they completed passive screening. Residents will no longer need to be cohorted to their specific house so therefore the house doors will be opened (with the exception of Cedar and Evergreen Houses). Residents may participate in activities. Physical distancing is to be maintained as much as possible.

Will resident packages and deliveries continue to be held prior to residents receiving them?

All resident deliveries will no longer be held prior to being brought to the resident.

These Loch Lomond Villa guidelines are in effect beginning Tuesday August 3rd, 2021, at noon. These interim transitional measures will be re-assessed as we monitor and evaluate the impact of the lifting of restrictions for the general population including international travel. As always, we will follow and adjust guidelines based on the direction of Public Health and Social Development. **Loch Lomond Villa continues to encourage staff and visitors to get fully vaccinated!**

On behalf of our entire Villa Family, I want to congratulate and thank everyone for getting vaccinated and helping to keep everyone safe. Your commitment has served us very well over the past several months. I want to reiterate to our staff the gratitude of our residents and families for the hard work and the dedication you have shown in order to keep your residents safe during this pandemic. We could not have achieved green without each of you working together with us. THANK YOU!

Cindy