



LOCH LOMOND VILLA, INC.

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TO: Our Families and Residents
DATE: September 14, 2020
FROM: Cindy Donovan, CEO

Loch Lomond Villa is excited to offer the ability to be an Essential Care Partner to a resident in the home. This person can be a family member, friend, support worker, legal guardian, or any other person identified by the resident or the substitute decision maker> The ability to have more time with loved ones and help them with their mental and physical well-being is something we know families and residents have been anxiously waiting for.

While we are very excited as well, the safety of our staff and residents is very important to us. To help ensure we can keep everyone as safe as possible, we are continuing to follow the guidelines set out by Public Health. This includes limiting the number of visitors in the Villa and Village, actively screening everyone who enters, and ensuring everyone is following the health guideless in place.

To do this, we are asking that those wanting to be an Essential Car Partner fill out the application included and return it to Loch Lomond Villa by Email (aconnor@lochlomondvilla.com), mail, or put it in an envelope and drop it on the table in the foyer between 8:30 am – 3:00 pm, Monday to Friday. A signature from the Power of Attorney will be required on this application.

Applications will be reviewed and approved once a week with the Essential Care Partner notified shortly thereafter. Once you have been approved, you will be contacted to coordinate your orientation session which you will be required to attend prior to visiting. This will ensure you have all the proper knowledge you need to keep safe and keep others safe. Orientations will begin the week of September 14th. To help us maintain the number of visitors in the Villa and Village, a schedule will be created for each Care Partner and should be followed. If you are unable to visit, please give Loch Lomond Villa 24 hours' notice. If there are repetitive missed times, then Loch Lomond Villa reserves the right to adjust the schedule as we see fit. Duration of visits are up to 3 hours in length. The application includes a list of timeslots available. We encourage you to pick your top three (3) choices. We will do our best to ensure everyone has their choice of times.

There will also be a section for you to select what you will be doing as the Essential Care Partner. This includes feeding, hygiene, dressing, walking, companionship, etc. We ask that if you bring a resident a treat or snack during your visit that you take any leftovers back with you upon leaving the home. Thank you.

Residents may have up to two (2) Care Partners, however, only one may visit at a time. The second Care Partner may be rotated in on a regular or as-needed basis. One person may be an Essential Care Partner to multiple residents; however, they may only be a Care Partner to residents at the Villa or Village and will have to have separate schedules for each resident.

Essential Care Partners will be asked to avoid visiting other health care facilities to protect residents. We are also asking the Care Partners take extra precautions to protect themselves from the virus when out in the public to help ensure the safe of staff and residents.

All Essential Care Partners will be given an ID badge which must be worn at all times when in the home. Medical Masks will be provided by Loch Lomond villa and must be worn at all times inside and outside during the visit. Essential Care Partners may take their resident outside for a walk on Loch Lomond Villa grounds only. Proper education on how to use personal protect equipment (PPE) will be made available to all Care Partners. Personal protective equipment will also be provided.

Essential Care Partners will be screened upon entry into Loch Lomond Villa. This includes a sign-in and sign-out sheet; a COVID-19 Screening Questionnaire stating they do not have any symptoms or a temperature of 38 degrees or above. If a Care Partner falls under one of the following restrictions, they will not be allowed to enter Loch Lomond Villa.

- Is experiencing symptoms or are feeling unwell.
- They are on self-isolation as per the relevant Public Health directives.
- They have come into contact with a confirmed case of COVID-19 in the past 14 days.
- They have come into contact with someone awaiting results of a COVID-19 test.
- They have travelled outside of the Atlantic Bubble (New Brunswick, Nova Scotia, Prince Edward Island or Newfoundland and Labrador) in the past 14 days.

Once the Essential Care Partner is screened, they will then proceed directly to the resident's bedroom. Once they have left the home for the day, they cannot come back.

Our Essential Care Partner Program will be implemented while in the Yellow Pandemic Phase. If there is increased community infection and/or Loch Lomond Villa declares an outbreak in either home, the program will be suspended immediately.

If you have any questions, please call April Connor at 634-2560, Ext #5124 or email her at aconnor@lochlomondvilla.com.

Effective September 14th, all deliveries dropped off in our foyer for residents will no longer need to be held for 48 hours. Deliveries will be made to the residents the following morning. Thank you for your past cooperation.

Currently, Loch Lomond Villa is unable to accommodate off-site visits into our community for our residents. We are asking our families for their continued understanding and cooperation on this matter. Nursing Homes continue to receive no additional resource funding for any of the programs being implemented in our homes during COVID-19.

COVID-19 remains a real threat to our vulnerable populations and Loch Lomond Villa's number one priority remains keeping our residents and staff safe and well. Thank you to all our staff and visitors for abiding by our policies and Public Health measures during these very challenging times.

Cindy