



LOCH LOMOND VILLA, INC.

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Date: April 26th, 2021

To: All Families and Residents

From: CEO Cindy

Re: COVID Update

Since the pandemic began, Loch Lomond Villa has had to make many adjustments to our operations to ensure residents and staff are safe. Our guidelines have been developed to provide a balanced approach for managing support to residents from family or friends in a way that minimizes risk. These guidelines respect the need and right for residents to have support from others, as defined by them, to be involved in their care while recognizing the existing risks.

Everyone must now be mindful of all **possible exposure sites** by going on the GNB website prior to coming into Loch Lomond Villa. This is to ensure that any ECPs that have been at any of these sites do not visit. The many different variants of COVID-19 are here and spread much faster than the original virus. We ask you to be aware of the isolation guidelines if you become a contact of a contact that may have been at a possible exposure site.

Our teams are pleased to share with our families and residents that **beginning May 6th, short (20min) inside and outside Social Visits** (if no Alert Changes) will start. To make an appointment for a visit, call Tricia Hayes at 721-0335 between 10:30 am and 3:30 pm, Monday through Friday. Social Visits have an important social role but do not participate as Essential Care Partners who are active partners in care. Social Visitors are only permitted to visit during the Yellow Phase during specific visiting hours.

Social Visitors are required to wear a mask, practice hand hygiene, and maintain a 2M/6 Feet distance from the resident. One social visitor is permitted at one time and must be actively screening by a Loch Lomond Villa employee. A designated area has been determined for all social visits on the grounds as well as inside our homes. Please remember to always adhere to all required infection and prevention control measures. Visitors are to remain outside the main entrance until the Loch Lomond Villa Screener meets with them to begin the screening process.

Starting the long weekend in May, our **“Cycling Without Age” Program** will once again begin with our two Trishaws hitting the pavement. We will share the process for booking rides very soon.

Essential Care Partner (ECP) Frequently Asked Questions:

What if several family members are interested in becoming an ECP?

Due to COVID-19, it is important to limit the amount of people within Loch Lomond Villa/Village. To balance the benefit between resident care and the risk of COVID-19, the number of ECPs is limited to two, with only one ECP at a time.

What are the differences between an ECP and a Social Visitor?

ECPs are active partners in care and can provide additional support to residents. This support can include physical or emotional care assistance and can be very specific to the resident's needs. ECPs do not have to maintain the 2M/6ft distance between themselves and the resident.

Social Visitors play an important role but do not participate as ECPs and must maintain a 2M/6ft distance from the resident.

What is Loch Lomond Villa visitation plan?

A visitation plan outlines our visitation details that includes confirmation of required education, hours and frequency of visits, and the required infection prevention and control measures that must be adhered to while visiting.

Where are ECPs allowed to visit with the resident?

Visits must take place in the resident's room unless the resident can not remain in their room due to wandering behaviour. In these cases, the ECP must discuss with the RN House Leader the parameters of this type of visiting. ECPs can take the resident outside for some fresh air during their visit but must leave the House and directly go outside without stopping to chat with other residents, ECPs or staff.

Can an ECP change the visitation plan if needed?

The visitation schedule which has been confirmed by the ECP and Loch Lomond Villa needs to be adhered to due to the numbers of ECPs visiting in our resident's home. Any changes to the visitation plan will need to be in collaboration with Loch Lomond Villa's Admission Clerk Melissa Goguen.

Are ECPs allowed to eat/drink in the resident's room or while visiting the resident?

No, ECPs must not remove their mask at any time during the visit.

Can an ECP use the resident's bathroom or sink in the resident's room?

No, due to infection prevention and control rules. ECPs are required to use the public washroom which are located off the nursing house.

Why do Visitors have to arrive at their confirmed time for their appointment?

Loch Lomond Villa now has over 218 ECPs and soon to be many more social visitors, therefore we must limit the number of people coming into our buildings at the same time so to adhere to necessary physical distancing. The other reason we ask ECPs to arrive at their designated appointment time is we must actively screen all visitors and therefore our staff must be present to permit you into the buildings. All ECPs must not enter our homes until permitted by the Active Screener. ECPs must remain in the foyer and physical distance from other ECPs.

As a reminder, Loch Lomond Villa's entire team strongly encourages our ECPs to continue to book **weekly sentinel test, disclose if you have been at any of the GNB exposure sites by calling us and not visiting, as well as if you have any COVID-19 symptoms to *not visit*.** For more information visit the GNB Coronavirus website at: <https://www2.gnb.ca/content/gnb/en/corporate/promo/covid-19.html>

Thank you on behalf of all our residents and staff.

Cindy