



LOCH LOMOND VILLA, INC.

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To: Families and Residents

From: Cindy Donovan, CEO

Date: February 8th, 2021

Re: COVID-19 Update

Essential Care Partner Program

During this time while other Nursing Homes remain closed to visits, Loch Lomond Villa is identifying strengths and improvements to reintegrate our Essential Care Partners during the Orange Alert Phase and a new identified virus variant which is now upon us. Loch Lomond Villa understands the significant impact visitation restrictions are having on the quality of life and physical and emotional and psychological well-being of our residents, their families, and our staff. We also understand and value the role that ECPs play at Loch Lomond Villa. Over the last few weeks, we have listened to the voices of our residents, our staff, and our Family Partnership Council, gaining valuable feedback and suggestions on how to safely reintegrate our Essential Care Partner Program. These conversations were critical to supporting and guiding our decision making while aligning with the Public Health Directives. We have consulted with the Canadian Foundation for Healthcare Improvement and the Canadian Patient Safety Institute to gain guidance that would support a safe and consistent approach for reintegrating ECPs back into our homes during this pandemic.

I am pleased to share that we have developed a safe plan to welcome some ECPs back into our homes beginning February 16th. Our reintegration plan is as follows:

- At this time, **only 1 ECP** will be permitted to return as the resident's care partner. On Monday, February 8th, our team members will be contacting all POA/ Resident Substitute Decision Maker who must indicate which ECP will be reintegrated back into our homes.
- Each ECP will have **1 scheduled visit per week**. Based on 1 ECP visiting, a new schedule will be developed and shared with each ECP prior to February 16th. To be fair to all ECPs, the confirmed schedule will not be able to be changed.
- ECPs are **required to have a COVID-19 Swab test** completed prior to their first return visit and then every 2 weeks thereafter. Loch Lomond Villa has been approved by Public Health to complete test onsite for ECPs. Public Health will notify you once test results have been received. **The COVID ECP testing clinic will be February 10th from 11am to 7pm**. Each designated ECP will be **called by Loch Lomond Villa on Monday February 8th to book your appointment** for the test. Attached is the **required consent** for the test which the ECP must complete and **email back to mgoguen@lochlomondvilla.com** prior to your appointment on Wednesday.

- As well on Monday February 8th, all new POA/ Resident Substitute Decision Makers of our new residents will be called to book your required Essential Care Partner Education Session. This **education session will be on Tuesday morning February 9th** to facilitate these ECPs to be trained prior to reintegrating our program on February 16th. If anyone is not able to attend this session, there will be another date and time in the coming weeks.
- Each ECP must include and confirm that their loved one is part of their **Steady-10 Bubble**.
- **While Region 2 is in the Orange Alert Phase, we can not accept any ECPs from another area that is in the Red Alert Phase or in a Lockdown situation. Furthermore, we can not permit any ECPs that maybe working or visiting in a facility who are experiencing an outbreak.**
- **Active screening** will be required onsite prior to each visit. Please **remain in the foyer until your Screener comes to receive you** into our home. Thank you for your cooperation with our screening process.
- **ECPs must wear their mask at all times and remain in the resident's bedroom during the visit.**
- As a reminder to our trained ECPs and to our newly trained ECPs, you are unable to bring in any **food or drink** for yourself and if you choose to bring in any food or drink for your loved one, please take with you any left overs when you leave.
- All **parcels** are still currently being held for 48 hours before delivering items to our residents. Please drop off items in the foyer by placing the items on the table provided. Ensure you have clearly marked the resident's name and date delivered. We cannot be responsible for items left in our foyer.

We are truly all in this together and I thank you all for your patience, understanding, words of encouragement over these past 11 months and cooperation. We are looking forward to welcoming our families back to the Villa and Village.