



**LOCH LOMOND VILLA, INC.**  
**185 Loch Lomond Villa, Saint John, NB, E2J 2W9**  
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MEMO TO: All Loch Lomond Villa Families

MEMO FR: Cindy Donovan, CEO

MEMO DATE: June 5, 2020

MEMO RE: COVID-19 Update

The reintroduction of visitation at Loch Lomond Villa will be done in a phased approach based on the province's current recovery phases and a risk management assessment. The goal is to gradually introduce and expand visitations in a way that minimizes impact on staffing resources, minimizes contacts and possible exposures within our home and continue to prioritize the safety of our residents and staff. Government plans are underway regarding permitting limited, controlled, indoor visitations in the near future. Loch Lomond Villa must be able to ensure that we can meet the infection prevention and control requirements and have the operational ability to support our visitation plan. Our plan will consider equitable opportunity for residents to have access to visitation with appropriate restrictions based on Public Health directives.

Visitation will be dependant on current COVID-19 activity within our buildings and the province, **subject to the following:**

- If a resident is suspected of having COVID-19 and is awaiting test results, no visitation will occur for any resident in the nursing home until a negative result has been obtained.
- If a resident has tested positive for COVID-19, restricted visitation will occur in the nursing home as this is considered an outbreak with one positive case.
- If there is an outbreak in a facility as identified by Public Health, visitation will be restricted for all residents.
- If Public Health determines that the risk level in the province has increased and there is a need to increase stricter visitation measures with the facilities, visitation guidelines will be adjusted.

We will share the strict guidelines to visitation in our homes once Public Health and Social Development have finalized their document. Loch Lomond Villa has shared several comments with the Department of Social Development outlining our thoughts about how we might safely approach opening the home in the future. We look forward to welcoming you back soon!

**Operational updates:**

- Our internal hairdresser is back in business while carefully following the new provincial requirements, the residents are thrilled to be seeing Tracey again.
- We continue to permit End-Of-Life care visits, with a limit of two family members and only one visitor in the room at a time. End-Of-Life visits require active screening, temperature checks, mask, gown and gloves. Our nurses spend time with the family to educate them on proper use of the personal protective equipment prior to visiting.

- Daily symptom monitoring of all employees continues through screening, of temperatures and symptom reporting. All staff are required to change their clothing upon arriving into the home and when leaving their shift. Staff must always wear a mask while working.
- Daily symptom monitoring of residents continues, along with temperature checks three times a day. To date, we have tested 12 residents and all confirmed **negative during these 86 days** since we closed our doors. There are **0** cases of COVID-19 in Loch Lomond Villa.
- The Leadership Team meets several times during the week to troubleshoot any COVID-19 concerns, educate staff, provide support strategies to staff, assess resident's status and mental health ensuring strategies are in place to decrease isolation while lifting their spirits.

**WHAT'S NEW:** As of **Wednesday June 10<sup>th</sup>**, we will begin booking 30-minute outside courtyard visits subject to availability, physical distancing (distancing of 2 metres must be maintained) and staff resources. A schedule for appointments will be used to book visits. More details on specific guidelines for visiting outside will be posted on the Loch Lomond Villa website "News" page and emailed to all families. More detailed instructions will be provided the morning of June 10<sup>th</sup>. Thank you for your patience. Visiting will be a lot different from what we have been used to in the past. i.e. physical distancing, masks, no hugging etc.

#### **Resident Activities and Staying Connected:**

- Our Activity Coordinators continue to facilitate residents having outside time when weather permits. It is important that we maintain safe physical distancing, but we also want to ensure residents are taking advantage of the fresh air and nice weather.
- You now have the option beginning Wednesday June 10<sup>th</sup> for a Courtyard Visit, Drive-Thru Visit and Virtual Visits. More details forthcoming.
- How about an e-card? Use [www.123Cards.com](http://www.123Cards.com) to ensure delivery. Please send e-cards to: [recreationvillage@lochlomondvilla.com](mailto:recreationvillage@lochlomondvilla.com) or [recreationvilla@lochlomondvilla.com](mailto:recreationvilla@lochlomondvilla.com) and we will deliver or simply send an email message.
- Deliveries continue to be accepted in our foyers at both the Villa and Village. Please no flowers or perishable foods and we will deliver your packages to the resident 48 hours after delivery.
- If you simply want to be reassured that things are going okay, please feel free to call April Connor at 634-2560, extension #5124 or email: [aconnor@lochlomondvilla.com](mailto:aconnor@lochlomondvilla.com) and we will make every effort to get back to you as soon as possible.

We will continue to provide these updates as new actions are required, information becomes available, or just to keep you posted on how things are going. Be Safe. Thank you for being patient!