



LOCH LOMOND VILLA, INC.

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To: Residents and Families
From: Cindy Donovan CEO
Date: September 29th, 2020
Re: COVID-19 Update

We are very pleased to announce that beginning on Monday, September 28th our doors will be open to approved Essential Care Partners (ECP's) to visit and spend time with their loved ones. This new program introduces the addition of Essential Care Partners to help provide additional support such as psychological and cultural aspects of wellness, physical and mental health. We have received over 80 Essential Care Partner applications and have conducted 2 very successful education sessions. This week we are holding 2 more education sessions along with reviewing further applications we have received this past week. The Leadership Team have conducted staff huddles in every department and on each of our 7 houses to explain our Essential Care Partner Program. I am very pleased to share that our staff are engaged and excited to welcome you back into your loved one's home.

As we roll out this special program over the next few weeks, we will monitor the process and will tweak any guideline that may be necessary to maintain safety for all in our homes. Each resident may have up to 2 care partners with only one visiting per day. The second care partner may be rotated on a regular basis or as needed. Visits must be scheduled, and care partners will need to follow the approved schedule so to be fair in permitting other care partners to be present on the houses. All ECP's must always wear their identification name tag when visiting. We thank you for your continued cooperation and understanding with these new protocols.

As a reminder, Essential Care Partners (ECP's) can bring food and/or items to their loved ones when they visit but there cannot be any leftovers so please take any back home with you. ECP's cannot bring items in for another resident or share items or food while they are visiting. ECP's must wear their mask continuously during the visit therefore are not able to bring a meal /drink in for themselves during the visit. Health and safety of everyone must be the priority. Loch Lomond Villa did email as well as mail out the ECP package to all substitute decision makers of residents identified on their care plan. Applications continue to be available so please reach out if you would like to receive the document. Applications are available on our website (www.lochlomondvilla.com) on the News tab or by contacting April Connor at aconnor@lochlomondvilla.com or calling 634-2560, Ext 5124 We continue to invite family and friends to book outside or inside visits as we have been doing for several weeks by contacting Tricia Hayes at 721-0335. These visits must be supervised by our staff. Thank you for your cooperation with these visitation guidelines.

In a past memo, I shared that we will no longer be holding deliveries that are dropped off for residents in our front entrances. We have received several deliveries that contained perishable items/hot food items which we are unable to deliver to residents in a timely fashion. We ask that you not delivery any perishable items that cannot be held (hot or frozen) for 24 hours or if dropped off on weekends 72 hours. We do not have the resources or time to be delivering items needing to be provided immediately or in a very short time period.

Loch Lomond Villa's "Core Principles of COVID-19 Infection Prevention" are:

- Screening of all who enter the home for signs and symptoms of COVID-19 (e.g., temperature checks, questions about signs or symptoms), and denial of entry of those with signs or symptoms
- Hand hygiene (use of alcohol-based hand rub)
- Face covering/mask (covering mouth and nose)
- Social distancing at least six feet between persons
- Instructional signage throughout our homes and proper visitor education on COVID-19 signs and symptoms, infection control precautions, other applicable home practices (e.g., use of mask, specified entries, exits and routes to designated areas, hand hygiene)

- Cleaning and disinfecting high frequency touched surfaces in the home often, and designated visitation areas after each visit
- Appropriate staff, visitors and ECP use of Personal Protective Equipment (PPE)
- Effective cohorting of residents (e.g., residents bubble is their house and separate areas dedicated for COVID-19 care)
- Twice a day resident point-of-care assessment
- Resident and staff testing as needed

As we prepare for the possibility of a second COVID-19 wave, the above guidelines and protocols can not be taken lightly. We must stay the course and keep each other safe. All of us at Loch Lomond Villa thank you our residents and families for your continued cooperation and understanding during these very difficult times.

Cindy