



## LOCH LOMOND VILLA, INC.

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To: Families and Residents  
From: CEO Cindy  
Date: December 8<sup>th</sup>, 2020  
Re: Christmas Visitation Program

The COVID-19 pandemic has impacted long term care (LTC) facilities across Canada. While restrictive visitation measures are important to limit the spread of the virus, the resulting prolonged separation from family members, have a tremendous impact on the well-being and quality of life of residents. We are working together to support the re-implementation and sustainability of our Essential Care Partner (ECP) Program over the next few weeks. We do understand the presence of family and support visitations during COVID-19. You as family play a critical role! The absence of this partner in care program during the pandemic has resulted in hardship for residents, families and staff. We thank you, our families, for your input and emails over the last several months. Your voices during these unprecedented times have been very valuable throughout our visitation practices.

Saint John continues to see new COVID-19 cases each day which tells us the risks will continue and we must stay vigilant and practice all public health directives. The Holiday season will pose even more risk as we want to gather and celebrate the Christmas Season with our families. Loch Lomond Villa understands the importance of family during this festive time. We believe by enforcing safe practices in our homes we can plan for the Essential Care Partners to reconnect with their loved ones prior to Christmas even if we continue in the Orange Phase of the Pandemic.

We want to share with you our Christmas Essential Care Partner Visitation Program on how Residents and Families will be able to connect prior to December 25<sup>th</sup>. Essential Care Partners will be contacted by our team members to discuss visitation and confirming an appointment in the coming days. We will make every attempt to ensure that you get to visit with your loved one between December 18<sup>th</sup> and 24<sup>th</sup>. Both Essential Care Partners will visit together as there will only be one scheduled 30-minute visit during this time. We must ensure the schedule is fair for all residents as we will need to limit appointments per day. During the visit you will be able to bring a gift/gifts for your family member and present it to them during your visit. We will need to sanitize the package so it would be a good idea to keep that in mind when wrapping your gift. Our staff are in the process of setting up a Winter Wonderland at both Homes for residents and their Essential Care Partners to have a very special Christmas visit. This will be a great opportunity for Christmas photos to be taken. This visitation program described above will remain in effect during the Orange and Yellow Phases due to the difficulty making plans for visits as the Pandemic Phases change often.

If Zone 2 returns to the Yellow Phase prior to January 4<sup>th</sup>, our original ECP schedule will begin on the date of January 4<sup>th</sup>.

Please note if you have not yet received your Essential Care Partner Training, my team is in the process of securing a date for the training and will be in contact with you personally. This training will be held prior to December 18<sup>th</sup>.

When we resume regular ECP visitations, due to the over whelming number of Essential Care Partner applications we have received to date (187) and the number of visits our ECPs wish to have in a week, we can no longer accommodate all appointments weekly. We must be fair to all families and residents so that 20% of our residents can receive a visit daily, therefore each ECP will be limited to three (3) visits per week. There are several ECPs who will be receiving a call about their appointments over the next few days. We thank you for your cooperation and understanding.

I would also like to remind you that you can contact Tricia Hayes at 506-721-0335 or email her at [volunteer@lochlomondvilla.com](mailto:volunteer@lochlomondvilla.com) to book a virtual visit. In a previous update from me I also shared the suggestion of considering putting together a video of family Christmas messages that we can play on iPads for our residents. Going forward, if you have any questions related to your loved ones needs/care etc. **please now reach out to the RN House Leader**. You may need to leave a voice message as staff are caring for our residents, but they will return your call as soon as possible. Thank you.

If you visit our website at [www.lochlomondvilla.com](http://www.lochlomondvilla.com) under News all previous Family Updates have been posted for your information.

Loch Lomond Villa continues to do a risk assessment daily to ensure our safety practices are being followed and that all Public Health measures are current. All Loch Lomond Villa staff thank you for your support as we proceed through these challenging times.

On behalf of all of Loch Lomond Villa, we would like to take this opportunity to wish everyone a Merry Christmas and a Happy New Year. Continue to stay safe!

Cindy