



LOCH LOMOND VILLA, INC.

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Memo To: All Loch Lomond Villa Families

Memo Fr: Cindy Donovan, CEO

Date: August 20, 2020

Re: Visiting with Residents

As the COVID-19 pandemic continues to impact how healthcare is delivered and experienced around the world, Loch Lomond Villa continues to explore ways we can apply our principles of quality, compassion and person-centered care.

Since the onset of the pandemic, Loch Lomond Villa has been advocating for safe, responsible and compassionate policies and protocols for nursing homes. Even as conditions have improved in New Brunswick, many policies and practices remain extremely restrictive, impacting our residents and families.

Since mid-March 2020, visitor restrictions have been in place at Loch Lomond Villa. These restrictions were put in place to help mitigate and prevent the spread of COVID-19. Loch Lomond Villa has been successful in keeping COVID-19 out of our homes thanks to our families and our staff. We have been in contact with our Family Partnership Council members and are exploring ways to include them with assisting us with determining the future of visitation policies. We recognize the importance of physical distancing to help keep residents safe, but we also acknowledge the unintended consequences of prolonged physical separation and isolation on a resident's overall health and well-being.

Recognizing the critical role family members and other close outside caregivers have in the care and emotional support of residents, and recognizing how they advocate for the resident, we are working diligently to develop a process to further enhance our visitation program. We are currently completing an assessment on each of our residents, specifically their emotional, social and physical needs as well as how to preserve and promote quality of life for residents. There is growing evidence that Loch Lomond Villa's previous program of "Care Partners" where family members agree to partner in their loved one's care benefits care, experience, safety and outcomes.

We are happy to share with you a change in our visitation guidelines. Indoor visits can now have 2 visitors and visitors DO NOT NEED to be the same people each time. As a reminder you must book ahead for your visit and appointments begin at 1:00 pm through to 7:00 pm Monday to Friday. All precautions and infection prevention and control directives must still be enforced at each visit. We also need to remind you to please not drop off any flowers for your loved ones. To book your visits, please contact Tricia Hayes at 506-721-0335.

I would like to also share that we will be starting spiritual care visits this week with Rev. Keith Osborne. Visits will be done exactly like the scheduled family visits in a designated area. Keith is one of our regular ministers and is very good with our residents. We have had several requests from family, residents and staff for these visits, please feel free to contact Martha McGrath our Spiritual Care Coordinator at Reception-Village@lochlomondvilla.com and we will certainly try and accommodate everyone.

I have received a few emails from some of our families questioning why we are not doing the same practices as other nursing homes, and therefore would like to share some information with you.

Nursing homes are all implementing the public health guidelines to the best of their ability and according to the resources homes have to operationalize the directives provided by government. Unfortunately, this means that homes have different plans and processes in place. Loch Lomond Villa regularly re-evaluates our processes and how we can provide the best possible person-centered care and services that we are able to provide during this pandemic while keeping everyone safe. Loch Lomond Villa has not moved into Phase 2 of inside visits completely due to the need to supervise each visit and the sanitation required. We had hired students to assist us in coordinating, screening, sanitizing and supervising each outdoor and indoor visit. These practices must be carried out according to the Chief Medical Officer and Public Health. We have been blessed with excellent and compassionate students for both the Villa and Village since beginning outside visits. The unfortunate situation is that government provided only minimal funding for these students for only 4 weeks. Our organization continues to pay the students so we can carry out our visits until they leave this month to return to school. We are currently exploring other grants that we can apply for so we can have the necessary resources to provide the best program that we can. I share this with you in hopes that you can understand the position we are all in at this point in the pandemic.

I once again want to thank all our families and staff for your continued support and cooperation as COVID-19 precautions become the norm in our homes. We will continue to revisit our policies on family presence, considering our resident needs who face specific risks without the presence of family caregivers as essential partner in care.