



LOCH LOMOND VILLA, INC.

185 Loch Lomond Road, Saint John, NB, E2J 3S3
Telephone: 506-643-7175 ♦ Fax: 506-643-7198
www.lochlomondvilla.com

Memo Date: July 10th, 2020
Memo To: All Loch Lomond Villa Residents and families
Memo From: Cindy Donovan, CEO

Effective July 20th, Phase 1 of Loch Lomond Villa's "Inside Visitation Recovery Plan" will be implemented. At that time, visitations within our homes will be permitted, as operationally possible. We are providing a framework and guidelines, while balancing risk and overall well-being of our residents. These guidelines are based on our operational ability to provide safe visits for our residents, the visitor and our staff.

DURING THE PHASE 1 OF RE-INTRODUCTION OF INSIDE VISITATION:

- Visits are subject to maximum visitation capacity limits as directed by the Department of Social Development and Public Health.
- Residents or their Next-of-Kin will be asked to select **1 visitor**, the person chosen will be the only visitor permitted for indoor visits during this phase of recovery, there will be no substitutions permitted.
- Per Government directives, 10% of residents residing in the home can have 1 visit per day, therefore for Loch Lomond Villa this means 9 appointments for visits will occur in the Village and 9 at the Villa. Visits can be either inside, outside or virtual appointments.
- Assumption that every resident may have 1 visit every 10 days.
- Appointments must be made in advance by calling Tricia Hayes at 721-0335.
- Visits will take place in a designated area, not the resident's bedroom, and that area will be disinfected and cleaned after each visit.
- Length of visits will remain at 20 minutes to ensure equal opportunity for residents and due to operational resources.
- Access to the home will be controlled through our main entrances.
- Gifts or other items brought to the home will continue to be left in the foyer and held for 48 hours before delivery to the resident.
- Visits in Phase 1 are in addition to the current palliative End-of-Life Care visitation policy Residents who meet the eligibility requirements for end-of-life care visits, will be permitted to do so, regardless of the other visits occurring in the home that day.

Indoor Visitors will be required to:

- Sign-in and sign-out
- provide contact information
- have their temperature taken
- be screened for symptoms of COVID-19 each time they enter the home. Visitors will not be permitted to enter the home if they exhibit any symptom of COVID-19 or other acute infection such as influenza, common cold, etc.
- wear a community mask which will be provided by Loch Lomond Villa and properly disposed of following each visit

- Mask must always be worn while in the home. Loch Lomond Villa will provide education on proper use of mask
- Perform proper hand hygiene using alcohol hand sanitizer
- Wear an isolation gown during the entire visit
- Physical distancing must be respected while in the home and during the visit with the resident, as much as possible.
- Sanitize at the screening station any cellphone or tablet that may be used during the visit

Outdoor Visitors will be required to:

- Sign-in and sign-out
- provide contact information
- be screened for symptoms of COVID-19 each time they visit. Visitors will not be able to visit outdoors if they exhibit any symptom of COVID-19 or other acute infection such as influenza, common cold, etc.
- wear a community mask during the entire visit if physical distancing cannot be maintained.
- Perform proper hand hygiene using alcohol hand sanitizer
- Physical distancing must be respected during the visit with the resident, as much as possible.

PLEASE NOTE: If Public Health determines that the risk level for the Region or Province has increased, and there is a need for stricter visitation measures, visitation guidelines will be adjusted and take precedence over our framework above. Visitation will be subject to current COVID-19 activity within the home and the province, for example:

- If our home has 1 confirmed case of COVID-19, **ALL** visits will be **prohibited**.
- If a resident is currently waiting results for COVID-19 testing, this resident is restricted from having visits.

IMPORTANT NOTE:

The following individuals are **prohibited** from entering Loch Lomond Villa's buildings:

- Individuals who have **symptoms** or feeling unwell
- Individuals who are on **self-isolation** as per relevant Public Health directives.
- Individuals who have had close contact with anyone who has a **confirmed case of COVID-19** in the past 14 days.
- Individuals who have had close contact with someone **awaiting test results** for COVID-19.
- Individuals who have travelled **outside the Atlantic Provinces (New Brunswick, Nova Scotia, Prince Edward Island, Newfoundland and Labrador)** in the past 14 days.

Strict adherence to Public Health's guidelines and recommendations are essential for the successful re-introduction of visits in our homes.

We thank you for your continued support and patience as we continue to provide the best and safest services and care for all our residents.

Cindy Donovan