



LOCH LOMOND VILLA, INC.
185 Loch Lomond Road, Saint John, NB, E2J 3S3
Telephone: 506-643-7173
www.lochlomondvilla.com

To: Our residents and their family members

Date: June 30th, 2020

As the CEO I worry everyday about keeping our residents and our staff SAFE. I know that most families trust us to make the right decisions, no matter the impact it has on them. We know that the virus spreads very quickly inside Long-Term Care Homes and the virus spreads less outdoors. We want to make sure we have the right visitation practices in place to ensure a pleasurable and successful visit before we open to indoor visits.

As a certified person-centered care home, we are doing everything we can to maintain resident autonomy, keeping them engaged, and their day as normal as we can. By deploying recreation staff to each of our 7 Houses has lessened the isolation felt by many.

We hear daily about the heart-warming experiences shared during the outside visits. I would say a general atmosphere of gratitude unites all who participate in these special reunions. Having been separated for several months, these reunions spark many emotions. Many tears have been shed but many more laughs.

When will we begin inside visits?

We are in the process of developing the necessary operational practices and policies to manage indoor visits and support our healthcare workers during this next phase of recovery. We are taking advantage of the lull in new cases in New Brunswick to prepare for the resumption of visits. This next phase will involve education of protocols to maintain the highest infection prevention and control standards prior to, during and after visits, scheduling, maintaining a visitor log, visitor screening and other operational procedures such as limiting movement around the home, and ensuring visitors' agreement to comply. Inside visits will need to be more restrictive than outside visits with less visitors permitted, so we are taking advantage of the nice weather as we continue to schedule outside visits.

Other homes may have a different practice or way they are setting up their visits, but we need to do what we feel is the safest for our residents and staff. These decisions are hard and therefore we conduct a risk assessment to assist us in our decisions. 90% of our community understands this and continue to ask us to stay the course, even though it is very hard to not be able to hug and kiss your wife, mother, father, grandfather like you used to when visiting.

COVID-19 remains a serious health threat, particularly for the people we care for, who are at greater risk of severe illness if they contract the virus. That's why we must remain focused on limiting its spread.

I can appreciate and understand that opening our doors to visitors will be a welcomed announcement and I can not thank our families enough for their continued support and patience. THANK YOU Cindy Donovan