



## LOCH LOMOND VILLA, INC.

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To: Our Villa Families and Residents

Date: September 3<sup>rd</sup>, 2020

From: Cindy Donovan, CEO

One of the most difficult things about COVID-19 for our residents has been the prolonged separation from families and loved ones. With the virus still very much a threat in our communities, we must take careful steps in any plan to re-open our settings to visitors. Although physical distancing is still important in order to keep residents safe, we are taking steps to combat the unintended consequences of prolonged social isolation and to maintain overall health and wellbeing.

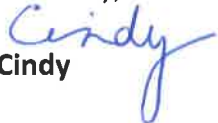
**To maintain our person-centered philosophy, including psychosocial and cultural aspects of holistic wellness, Loch Lomond Villa is pleased to announce that we are implementing a program called "Essential Care Partner"** in accordance with guidelines released from Dr. Russell last Friday. This COVID-19 program has been adapted from our previous "Partners in Care" program where families are engaged in the care and life of their loved ones while living in our home. The goal of this program is to help our residents who are missing care, companionship and/or support which was previously provided by a loved one or outside caregiver prior to the COVID-19 visitor restrictions required by Public Health and the Province of New Brunswick. **This program will be implemented based on operational resources one House at a time over the next few weeks** while maintaining the required health and safety requirements. Attached you will find an outline of the "Essential Care Partner" Program which will provide you with a better understanding of what it means to be an "Essential Care Partner."

Regarding the upcoming **Provincial election on September 14<sup>th</sup>, 2020**, we have put together a plan for residents wishing to vote in this election. All residents that wish to vote will do so by "Mail in Ballots." Our Recreation staff in each building will coordinate the completion of the mail-in voting packages with the residents while ensuring confidentiality.

I would also like to share with you that Loch Lomond Villa had completed a detailed Infection Prevention and Control Audit which was conducted by an external assessor, along with a Nursing Home Preparedness Survey conducted by the Department of Social Development. We are very proud of the results of both these audits as Loch Lomond Villa scored above the nursing home provincial average among 68 homes. The entire Villa family needs to know that we are prepared, and we are doing the very best job that we can during these challenging times.

Currently, indoor visits, outdoor visits, window visits, and visits through technology continues by making an appointment between 10:30 am – 3pm Monday through Friday by calling Tricia Hayes at 721-0335. Please know we are carefully considering our options, evaluating our policies and protocols, and will continue to keep you updated on the status of our programs and initiatives. We look forward to the day when we can warmly welcome all visitors back into our Villa community.

Sincerely,

  
Cindy



**LOCH LOMOND VILLA**  
**“ESSENTIAL CARE PARTNER” PROGRAM**  
**COVID-19 (SEPTEMBER 2020)**

Realizing both the potential benefits and risks of allowing additional essential caregivers into the building, Loch Lomond Villa will carefully consider on a daily basis, the current status of COVID-19 in our setting and local communities while implementing and monitoring our “Essential Care Partner” program.

We ask for patience and understanding over the next few weeks as we implement a program that balances our person-centered philosophy as well as the health, safety, and wellness of all who live and work here and for those who may serve in the “Essential Care Partner” role. **This program will be rolled out one House at a time.**

The following guidelines are based on the requirements of the Provincial Pandemic Task Force on COVID-19 in order to ensure that we are protecting the health and safety of everyone.

Residents and/or their Substitute Decision Makers will be consulted about their wishes to help determine whom to designate as an “Essential Care Partner.” If the resident desires to designate one other “Essential Care Partner” based on their past involvement and needs, we will work cooperatively with them to determine who will serve as essential care partners and the schedule for those visits.

**Essential Care Partners...**

- can be family members, outside caregivers, friends or volunteers who provided regular care and emotional support to the resident **prior** to the pandemic.
- will be required to sign an agreement which will outline their role as a care partner; education and orientation required; as well as the infection control and safety guidelines that must be adhered to as part of this program.
- may provide support up to three hours/day or until caregiving tasks are completed. Please know Loch Lomond Villa may need to limit the number and length of visits in the building and/or on a specific House.
- will be contacted by us to coordinate the time of their visits to ensure we can manage the number of people on-site at any given time. It is recommended that a standing schedule be established based on the resident’s needs and preferences.
- will be actively screened for symptoms of COVID-19 prior to entering the building on each visit and must wear all necessary personal protective equipment while in the building. They must also perform frequent hand hygiene and maintain physical distancing of at least 6 feet from staff and other residents while in our homes.
- will limit their movement in the Home, providing care and support in their loved ones’ room or a designated space in our building only.
- may only have access to one building/Nursing Home.
- must inform us if they develop a fever or symptoms consistent with COVID-19 within 14 days of a visit to a resident.
- will not be able to take a resident out into the community except for essential medical appointments which will be coordinated by Loch Lomond Villa.
- may have entry refused if there is reason to believe an Essential Care Partner is not abiding by their responsibilities of following all established policies and protocols.

**It is imperative that all persons entering our home: understands the risk of exposure to COVID-19 for self and others; follow all related policies and Public Health measures and remain vigilant in protecting themselves and others while on-site as well as off-site.**

Our staff will be speaking with all residents and/or contacting the resident's substitute decision maker to register the Essential Care Partners for each House. We hope you can appreciate that this will take some time, given the added resources required to register and schedule each Partner.

We know that you share our concerns about efforts to keep residents in our community safe during the COVID-19 pandemic. While we welcome this opportunity to make necessary exceptions to the visitor restrictions, we must all continue to be vigilant.

If, at any time, it is deemed unsafe for Essential Care Partners to enter the building—due to a rise in the number of cases in our community, either within our walls or in the broader community—we will notify families that their visits maybe postponed and/or the program is required to be reevaluated.