



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

June 9, 2020

Hello Families:

We are happy to announce that we will now have three opportunities for you to visit with your loved ones. **1. Outside seated visits; 2. Drive-by visits and 3. Zoom/Facetime virtual visits.**

You can begin to book your appointments beginning on June 11, 2020. There are several government requirements that are important for you to know:

- Visits **must** be pre-arranged and scheduled with Tricia Hayes by calling 506-721-0335 or emailing Tricia at volunteer@lochlomondvilla.com. When calling for your appointment, please call between 10:30 am and 3:30 pm, Monday through Friday. You may leave a message for her with your name, telephone number and the name of the resident you wish to visit. Tricia will confirm all appointments prior to your visit.
- You will be required to leave a cell phone number with Tricia so that you can be contacted when it is time to meet the staff member for your visit.
- Visits can only have a maximum of two visitors **outside** at any time.
- All visits must take place in the assigned area.
- **Outdoor visits** will be kept to **20 minutes in length as we will have many requests to fill with limited resources.**
- **Outdoor visitors** must practice physical distancing (everyone must be a minimum of six feet away from one another) and wear a mask (**Visitors are to provide their own mask**).
- Visitors must be screened prior to the visit at the main entrance of the Villa or the Village by completing a questionnaire at each time. Please see Public Health for a list of symptoms.
- There will be no pet visiting at this time.
- In the event of inclement weather, the visit may be arranged as a drive-by visit at the main entrance of either the Villa or Village and the appointment will be confirmed the morning of, by Tricia Hayes.
- If you choose a drive-by visit, physical distance must be maintained, visitors may not leave their vehicle and must always wear a mask.
- Please arrive for your visits in a timely manner and let us know if you must reschedule or cancel your visit please call Tricia as soon as possible

- Visits will be supervised from a distance by Loch Lomond Villa staff.
- Seating will be provided for your visit. Chairs will be sanitized between visits by Loch Lomond Villa staff.
- No food or drink permitted.
- Please continue to bring any supplies for the residents to the main entrances. We need to continue to isolate items for 48 hours before being taken to the resident. Flowers and perishable food are not allowed.
- There will be signage and markings to maintain social distancing (6 feet). No smoking is permitted on any Loch Lomond Villa property.
- Zoom and Facetime virtual visiting is still available. These visits will now be made by appointment through Tricia Hayes.

Please respect that we have 190 families who wish to visit and therefore visits will be scheduled fairly.

We are excited to have everyone back for visitations and want everything to go smoothly. We are doing all that we can to ensure the residents are kept safe and healthy. Please help us keep them safe by following the guidelines.

Sincerely,

Cindy Donovan, CEO
Loch Lomond Villa, Inc.

**TO BOOK YOUR LOCH LOMOND VILLA
(EITHER OUTSIDE OR VIRTUAL) VISIT CONTACT**

Tricia Hayes, Volunteer Coordinator
Monday through Friday, 10:30 am – 3:30 pm
Phone: 506-721-0335
Email: volunteer@lochlomondvilla.com