



Loch Lomond Villa Residents Families Tenants Volunteers Staff Community

VILLA LINKS

1973—2018
 “Enriching
 Life’s
 Journey”

November 2018

MESSAGE FROM OUR CEO, CINDY:

People always ask me if I enjoy Christmas when it arrives in December. Like many people, I believe Christmas is the most meaningful when it’s personal and traditions are honoured. Our family tree, filled with handmade ornaments, mementos of trips, and other items of sentiment, continues to be the star of my holiday décor. But you can be assured that each year I add some fabulous new decorations that are meaningful. I hope your Christmas will be special as you make some new memories while spending time over the holidays with your loved one at Loch Lomond Villa.

We have begun preparations for all our Christmas events, house parties, and dinners for our residents and families, along with our tenants, Seniors Outreach clients and staff. Besides my team making plans for another special Christmas season, I would like to share with you a few important topics concerning our organization.

Our Person-Centered Journey is alive and well in our Home and we continue to spread this philosophy not only within our own walls but the Province of New Brunswick. We will take this philosophy to another level for our organization as we begin preparations for our 2019 Planetree Person-Centered Re-certification. We hope that many of you will play a key role in assisting us by providing input, feedback, completing surveys, being engaged in organizational decisions and quality improvements by being “Partners in Care”. Your input is integral to making Loch Lomond Villa the wonderful home that it is and will continue to be well into the future.

Loch Lomond Villa has made innovation and research a priority and are examining the best way to deliver care and services for our senior population in Saint John and as a Province. Our newly hired Quality and Research Coordinator, Kate Ellis, has been extremely busy completing several grant funding applications with the hope of leading cutting edge research in long-term care. Our quality and safety culture have recently been evaluated by our employees and I am proud to share that our employees are our greatest asset and are totally committed to our Mission and Vision. We realize that there is always more to do and our strong foundation rooted in our values will continue to help us improve.

I invite each of you to continue reading all the great stories and celebrations on the following pages. I hope to see you over the holidays and at this time would wish you and your family a Merry Christmas.

VILLA RECOGNIZED INTERNATIONALLY FOR PERSON-CENTERED CARE!

The Villa’s success has been building in the nine years since staff adopted the Planetree Philosophy of Person-Centered Care. As part of our commitment on this journey to learn, keep engaged and share information through communication, representatives of Loch Lomond Villa attend the Annual Planetree International Conference (the 2018 Conference was held in Boston over the Thanksgiving weekend). The attendees this year were able to be part of something very special. Loch Lomond Villa received an Innovation Award for the work done on the Appropriate Use of Antipsychotic medication in those with dementia; our Village pet cat “Sophie” won an honorary mention for our Pet Therapy Program; Sarah Draper of the Recreation Therapy Team won a “Spirit Of Planetree” Award for being truly person-centered in all that she does; and.....Our CEO, Cindy Donovan was honoured with the International Planetree Visionary Award for her transformational leadership in the field of person-centered care. Congratulations to Cindy and the entire Villa Team.



(L-R) Attendees at the 2018 Planetree Conference: Shelley Shillington (Planetree Coordinator), Sarah Draper (recipient of the Spirit of Planetree Award), Cindy Donovan (recipient of the Planetree Visionary Award), Paul Debly, RN (with the Loch Lomond Villa Innovation Award), Rose McCloskey (Board Member), Adam Wilkins, (Nurse Practitioner)

WHAT’S IN THE WOODEN BOXES?



You will see we now have a new gratitude project underway. These little boxes will be kept on the family tables in the entrance of each house. So if you see someone going the extra mile, open the box and just say thank you!

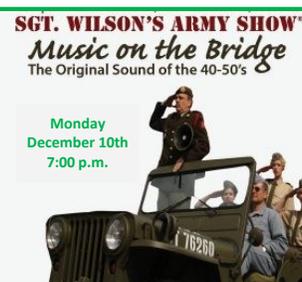
The Board of Directors, Management and Staff of Loch Lomond Villa wish you all the best for the coming holiday season. The Christmas season is a special time at Loch Lomond Villa with lots of special events, hustle and bustle, decorations, music and so much more. We invite you to join your loved one for any of the many special Christmas events that will be held over the Holiday Season—we look forward to seeing you!



JINGLE & MINGLE CHRISTMAS OPEN HOUSE for staff, residents & families will be held on Sunday, December 2nd, from 2:00 pm—3:30 pm on all seven Houses. We would love for you to join the party on the House where your loved one lives. Refreshments, music, tree and House decorating and lots of laughs. Come join in the fun. Questions regarding the party on a specific House, please contact the House Manager.

SGT. WILSON'S ARMY SHOW "MUSIC ON THE BRIDGE" - The sounds of the 40's & 50's, straight from the Netherlands. Monday, December 10th, at 7:00 p.m. in the Auditorium. Tickets are \$5.00/person and are available from the Receptionist at the Villa, Village, Seniors Wellness Centre or from any Recreation Staff member. Get your tickets early.

Residents of the Nursing Home attend at no-charge.



RESIDENT & FAMILY CHRISTMAS DINNERS

Join us for our Annual Resident & Family Christmas Dinners. These events have become a tradition and are looked forward to each year by the staff, volunteers and of course the residents and their families.

Village Dinner—Tuesday, December 11th (12:00 Noon) on the Houses
Villa Dinner—Thursday, December 13th (12:00 noon) in the Auditorium

Each resident may bring two guests with them to the event. Guest tickets are \$10.00/each and can be purchased from the Receptionist at the Villa or the Village (Monday-Friday, 9:00 am—3:00 pm) depending on which House the resident resides in. Tickets are available for purchase until December 3rd. There is no charge for the Nursing Home Resident.

Don't miss out on this annual event!



ANNUAL CHRISTMAS CANDLELIGHT SERVICE

Monday, December 17th, @ 7:00 pm.

Villa = Central Lounge with Rev. Erik Kraglund

Village = Celebration Room Second Floor with Pastors Dennis & Pam Sisco

CHRISTMAS DAY DINNER TICKETS

Tickets can be purchased starting December 3rd for \$12 / ticket. Come join your loved one for a full Christmas Dinner.

For guests of apartment tenants, please purchase tickets at the Wellness Centre Reception.

Guests of residents at the Village, please see the Village Receptionist and guests of Villa residents, please see the Villa Receptionist. Seating is limited, purchase your tickets early.

INFECTION PREVENTION & CONTROL IS EVERYONE'S RESPONSIBILITY!

Influenza

Influenza and other respiratory infections are transmitted from person to person when germs enter the nose and/or throat. Coughs and sneezes release germs into the air where they can be breathed in by others. Germs can also rest on hard surfaces like counters and doorknobs, where they can be picked up on hands and transmitted to the respiratory system when someone touches their mouth and/or nose.

Symptoms

- Fever (over 38C), cough, breathing difficulty, headache, sore throat, muscle pain, tired or weak feeling.

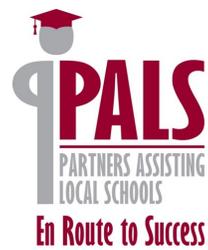
Prevention

- Good hand hygiene practices using soap and warm water or an alcohol-based hand rub.
- Practice cough etiquette (cough or sneeze into your sleeve).
- Maintain two-meters (six-foot distance) from anyone with symptoms, whenever possible.
- Social distancing (i.e., minimizing contact with family members, not going out in public while symptomatic).
- Not going to work until symptoms have resolved or up to five days from the time of onset. If you must leave your home, wear a mask.

THE FLU SHOT

Your best defense against the flu! It is important to know that you would have been contagious 24 hours prior to having any symptoms.

We ask visitors that if you are feeling unwell, please reschedule your visit, or, wear a mask when visiting. Help us keep our residents and staff healthy.



PALS En Route To Success is a high school program developed with the Anglophone South School District in partnership with **PALS** (Partners Assisting Local Schools), J. D. Irving, Limited and St. Malachy's Memorial High School. There are numerous challenges facing students transitioning from community based middle schools that serve Priority Neighbourhoods to larger, more heterogeneous high schools. The intent of the **PALS En Route to Success** program is to help mitigate these challenges. Loch Lomond Villa is pleased to once again host two grade 11 students from the PALS program who are currently working in our Environmental Services (Housekeeping), Seniors Outreach and Nutrition Services Departments.

IS IT A COLD OR THE FLU?

Symptoms:	Common Cold	Influenza
Onset of Symptoms	Gradual	Sudden
Fever	Rare	Usual (typically 101-104 degrees, especially in children)
Body Aches or Pains	Rare	Common, sometimes severe
Headache	Rare	Common, usually develops suddenly and intensely
Fatigue, Weakness	Sometimes	Very common, can last for 2 weeks
Exhaustion	Rare	Usually early and severe
Coughing	Sometimes, mild to moderate hacking	Common, can be severe and progress to pneumonia
Stuffy nose	Common	Sometimes
Sore throat	Common	Sometimes
Complications	Sinus infection, ear infection	Pneumonia, ear infection, can be life-threatening

Residents and Visitors:



It's okay to ask health care providers if they have cleaned their hands.

INTRODUCING KATE ELLIS, QUALITY AND RESEARCH COORDINATOR

Loch Lomond Villa is pleased to introduce Kate Ellis, the newest addition to our staff team as our Quality and Research Coordinator. Kate joined our team in September and has hit the ground running. Kate has been busy submitting several research grant applications where Loch Lomond Villa will participate in leading research and innovation. Over the next couple of months, we hope to hear a favourable response regarding our participation.



PLANETREE UPDATE

The Planetree Steering Committee along with several special focus teams, are working hard at moving our person-centered journey forward. Here are a few things we would like to share:

Celebrations: We are celebrating the accomplishment of our CEO, Cindy Donovan in receiving the 2018 Planetree Visionary Award at the Annual Conference as well as Loch Lomond Villa's awards (as mentioned previously in the Newsletter). Loch Lomond Villa strives to be a leader in person-centered care. Each day we celebrate our residents stories.

Engagement: We are always looking for involvement from residents and families. We have several active committees and focus groups that can always use family support. The recently developed Family Partnership Council has begun the journey of person centeredness with the focus on family support and education. We need to have your opinion to make improvements in decision making and as a care partner.

Planetree Re-Certification: 2019 will be a busy year of planning and evaluating our person-centered care as we pursue Gold Certification in the Planetree Re-Certification Program. Loch Lomond Villa achieved Gold Designation in September 2016.



Staffed completely by volunteers who are very committed to their job and offer friendly services, we invite you to take advantage of the Cafés at the Villa and the

Village when you are visiting. Let us know how else we can encourage your visits by completing a Suggestion card at the Reception Desks.

Villa Café Hours

Monday through Friday
11:00 am—3:00 pm

Village Café Hours

Monday through Friday
9:00 am—2:00 pm

Enriching Life's Journey

OUR MISSION

Loch Lomond Villa provides caring living environments for adults in need of support.

OUR VISION

Loch Lomond Villa is an inclusive, resident-centered community that encourages dreams, friendship and living with purpose.

OUR VALUES

Compassion for all people
Respect in all relationships
Excellence in all activities
Safety in all environments



THE DINING EXPERIENCE AND OUR RESIDENTS

FOOD IS OUR
COMMON
GROUND, A
UNIVERSAL
EXPERIENCE

- JAMES BEARD

Loch Lomond Villa established a "Dining Experience" Committee to involve staff, residents, volunteers and family members to enhance the dining experience for our residents.

Any family members interested in being part of this initiative are welcome. If you are interested or would like more information, please contact:

Holly Budrow

Nutrition Services Manager/Dietitian

Telephone: 506-643-7145

Email: hbudrow@lochlomondvilla.com

Your input is always welcome.

LOCH LOMOND VILLA IS A SCENT REDUCED NURSING HOME!

We would like to remind everyone that scent sensitivity can be harmful to those who suffer from allergies. You will notice the environmental sensitivity posters throughout Loch Lomond Villa, we ask that when choosing gifts for your loved ones that you avoid Christmas Lily's due to their strong scent and that Poinsettia's are toxic if consumed and may not be appropriate for some areas such as the dementia houses or areas where they could be consumed by the pets in our Home. Thank you for supporting the Health and Safety of everyone here at Loch Lomond Villa.

HEALTH & SAFETY IS EVERYONE'S RESPONSIBILITY!

Joint Health and Safety Committee



FAMILY PARTNERSHIP COUNCIL SEEKING MEMBERS!

The purpose of the Family Partnership Council is to promote a supportive and collaborative forum where family members can discuss successes and opportunities for improvement, and work together to provide a respectful and caring environment for the residents, families and staff that promotes quality of life and living experiences consistent with our Mission, Vision and Person-Centered Care philosophy.

If you would like more information on the Family Partnership Council or would be interested in joining, please contact:
 Mary Lynn Steele, Recreation Therapy Manager
 Telephone: (506) 643-7111
 Email: mlsteele@lochlomondvilla.com

“CONNECTING SENIORS DREAMS” PROGRAM

Loch Lomond Villa’s “Connecting Seniors Dreams” Program has been connecting residents with a lifelong dream for the past 12 years. During that time with the support of our Foundation and some local businesses, we have been able to make 29 dreams a reality.

Resident Joe enjoyed getting out to the WWE wrestling show this past August. He has always enjoyed wrestling and competed himself in Ontario many years ago! Joe had a nice afternoon with a staff member and his family; Joe enjoyed a meal and some great memories of the event. These small acts of kindness go a long way and are so appreciated by our residents.

“CYCLING WITHOUT AGE”

2018 saw great weather for our residents and families and for the “Cycling Without Age” program.

We had over 125 rides in the trishaws this year! A very special thanks go out to our very committed volunteer pilots. Our residents love getting out on the trishaws and getting back to the community, “with the wind in their hair”. See you next year!



LOCH LOMOND VILLA FAMILY FUN FAIR SUNDAY, JUNE 3RD, 2018

Our way of celebrating Nursing Home Week 2018 was to hold a Family Fun Fair on the grounds of Loch Lomond Villa. There was live music, food, face painting, carnival games, clowns, slides and much more. Over 900 community members, residents, families and staff came out to our fair.

We had a great day and everyone had a wonderful time.

LOCH LOMOND VILLA—2019 OPERATIONAL PLAN

#1 CLINICAL DISTINCTION – “Prioritize, optimize and improve service delivery through process quality outcomes.”

Organizational Goals	Due Date
1.1 Prepare for and undergo 2019 Accreditation Survey. <i>Quality Improvement Plan</i>	November 18, 2019

#2 EXCEPTIONAL EXPERIENCES – “Create compassionate person-centered experiences that exceed expectations.”

Organizational Goals	Due Date
2.1 Prepare and undergo Planetree Re-Certification <i>Quality Improvement Plan</i>	November 2019

#3 ORGANIZATION VITALITY – “Ensure value through system efficiency, growth, safety and financial strength.”

Organizational Goals	Due Date
3.1 Development of a new organization Strategic Plan. <i>Communication / Marketing</i>	December 2019
3.2 Negotiate essential service levels and NBU Collective Agreement. <i>Human Resource Framework</i>	September 2019

#4 COMMUNITY CATALYST – “Serve as a catalyst to improve the health and well-being of our aging population.”

Organizational Goals	Due Date
4.1 Determine future needs of the surrounding community.	March 2019



“WALK LIKE A PENGUIN”

HERE ARE 8 WAYS YOU CAN STAY SAFE THIS WINTER!

1. Keep your own walkways salted and clean. Many spills happen right on the front porch.
2. Choose to walk in snow accumulation rather than icy patches. Snow is safer.
3. Wear your boots to the car and carry your shoes in a bag. Both men’s and women’s footwear, with their smooth soles and heels, invite trouble.
4. Walk like a penguin. Keeping your feet close to the pavement in short steps improves your balance.
5. Keep your hands out of your pockets so you can catch yourself if you fall.
6. Wear a backpack instead of carrying a bag, to keep your hands and arms free.
7. Never walk in the road. Vehicles slide.
8. Take your time. Adding a 15-minute cushion lets you walk safely to your building.



INDEPENDENT LIVING AT LOCH LOMOND VILLA

If you or someone you know, are in need of an apartment, Loch Lomond Villa has studio and 1-bedroom apartments for rent in our independent living buildings. There is a wait list so if you are considering a move, please call today to set up your tour: 643-7100.

Our Seniors Outreach Program (SORP) runs Tuesday- Wednesday- Thursday from 9:00 am -3:00 pm. This day program provides an opportunity to socialize while taking part in some meaningful activities for seniors of all levels, as well as support to caregivers in the community. Please call today to set up your free trial day: 643-7174.



For tenants and their family members of our apartments, Loch Lomond Villa will soon be providing home support services through: Loch Lomond Villa: Partners in Home Care. If you live in our apartments or will be relocating to our apartments and currently receive in home care services supplemented by the Department of Social Development or otherwise, please contact the Wellness Centre at 643-7174 for more information.

A Lion’s Legacy

This summer the Messer Family donated two engraved granite benches to the Loch Lomond Villa Foundation in memory of Victor Messer, a Simonds Lion member and friend of Loch Lomond Villa who passed away this year. The family wanted to donate items that could be enjoyed by friends, residents, families and staff.

On September 6th, many Lions members, Villa staff and Victor Messer’s family and friends gathered for the unveiling of the two benches. Both benches as well as two trees that were planted in Victor’s memory are in front of the Simonds Lions Auditorium. “Thank you so much for your work, kind words...everything, in helping our family find the perfect items to donate to the Loch Lomond Villa Foundation in Dad's memory. Dad loved his Lions and the Villa; it was his second family. He was definitely smiling down on all of us tonight! Much appreciated! On behalf of Mom, Glen, Josselyn and myself!” – Lenore Messer.



RESIDENTS IN OUR COMMUNITY

Apartment tenant Aubrey (in red sweater) had the pleasure of cutting the Grand Opening Ribbon at the new Tim Horton’s directly across the street from the Villa. Throughout the spring and summer during construction, Aubrey made sure to make a daily trip over to see how the construction was progressing. He quickly made some new friends and became part of the team, so much so that he was asked to cut the ribbon at the official opening. Tim Horton’s supplied him with his own hard hat. Thank you to the Management and Staff of the new Tim Horton’s for your kind gesture. The tenants, residents and staff are loving having you so close.





FUNDING NEWS 2018 STUDENT AWARDS!

“Receiving this funding allows Loch Lomond Villa to support person-centered care initiatives by being able to provide individualized personhood kits to support

residents who have had a decline in their cognition and require the support of staff interaction to assist in providing person-centered activity, specific to the residents interest. These kits will allow for the residents to autonomously use their individualized kit for purposeful activity in turn enhancing their dementia journey.”

Shelley Shillington, Loch Lomond Villa
Facilitating Personhood for Dementia Residents in Long-Term Care



2019 will be an exciting year as we prepare to undergo our Accreditation Survey in November.

As a nationally Accredited Home through Accreditation Canada, the survey process is carried out every three years for us to maintain our status.

Watch for more information on Focus Groups and opportunities for you to provide your feedback and input during the process.



Here are some trivia facts that you may not know about Loch Lomond Villa:

- Loch Lomond Villa opened its doors in 1973 and has been providing quality care to our residents and tenants for 45 years. Loch Lomond Villa was originally started by the Simond's Lions Club who are still very active.
- Loch Lomond Villa is currently home to 190 residents in our Nursing Home and 254 tenants in our three independent living apartment buildings.
- We are the largest Planetree Designated Continuing Care Community in the World.
- Loch Lomond Villa is nationally Accredited-With Exemplary Standing through Accreditation Canada.
- There are 352 registered volunteers at Loch Lomond Villa who share their time and talents.
- Currently there are 328 staff employed at Loch Lomond Villa.
- We are the largest nursing home in Region II (Sussex to St. Stephen) and the second largest nursing home in the Province of New Brunswick.

Volunteers Helping with Events

Organizing large community events is a task that requires many helping hands. We are fortunate to have a great leadership team and a roster of volunteers who are always willing to help out and loves a challenge. Volunteers played a significant role in assisting the leadership team and staff members with many events this year including the Wellness Fair, Family Fun Fair, Fall Craft Fair, Volunteer Appreciation Dinner as well as all the regular programming events such as the monthly birthday parties and pub afternoon. Countless other volunteer hours goes into spiritual care, music and entertainment and assisting nursing care with one on one visits and dining room hosting duties.

All of us at Loch Lomond Villa recognize the importance and value of Volunteers in our Community. We couldn't do it without them!!



Helping Out Around The House

STAFF APPRECIATION & RECOGNITION WEEK

The staff at Loch Lomond Villa enjoyed a fun filled week in September with delicious food, fellowship, friendly challenges and celebrations in recognition of a job well done over the past year. Loch Lomond Villa has 328 dedicated staff who care for our residents and tenants 24/7/365 and each year we hold an entire week of activities to thank them for all that they do. Our Annual Ambassador Awards; Spirit of Planetree Award and length of Service pins were presented to staff. Winners included:

From left to right in photo:

- Health & Wellness Award Winner—Kate Malatestinic
- Ambassador of “Respect” Award—Amanda Munn
- Ambassador of “Excellence” Award—Michelle MacKay
- Ambassador of “Compassion” Award—John Stevens
- Ambassador of “Safety” Award—Joanne Tynski
- Spirit of Planetree Award Winner—Sarah Draper



LOOKING FOR MORE INFORMATION ON LOCH LOMOND VILLA AND THE PROGRAMS AND SERVICES WE OFFER?



LOCH LOMOND VILLA 2018-2019 BOARD OF DIRECTORS

Neil Shillington
(Chairman)

Frank McBrearty
(Vice-Chairman)

Rose McCloskey
(Secretary/Treasurer)

Sarah Craig
Tammy McAllister
Susan Tipper
Peter Hanlon
Donald Cormier
Stephen (Sonny) Bonnell
Eleanore Liang

<p>Seniors Outreach Program (SORP) Christa Matheson, Wellness Centre Coordinator (506) 643-7174 Email: cmatheson@lochlomondvilla.com</p>	<p>Supportive Housing Program Linda Foote, Accommodations Coordinator (506) 643-7100 Email: accommodations@lochlomondvilla.com</p>
<p>Independent Living Apartment Rentals Linda Foote, Accommodations Coordinator (506) 643-7100 Email: accommodations@lochlomondvilla.com</p>	<p>Volunteer Opportunities Cathy Taylor Volunteer Services Coordinator (506) 643-7175, Ext #6927 Email: volunteer@lochlomondvilla.com</p>
<p>Research Participation Kate Ellis, Quality and Research Coordinator (506) 643-7175, Ext #6939 Email: kellis@lochlomondvilla.com</p>	<p>Connecting Seniors Dreams Program Shelley Shillington, Director of Operations (506) 643-7881 Email: sshillington@lochlomondvilla.com</p>
<p>Nursing Home Admissions Melissa Reicker, Admissions Clerk (506) 643-7151 Email: mreicker@lochlomondvilla.com</p>	<p>“Cycling Without Age” Program Shelley Shillington, Director of Operations (506) 643-7881 Email: sshillington@lochlomondvilla.com</p>
<p>Loch Lomond Villa Foundation Cassandra Hanson, Director (506) 643-7110 Email: foundation@lochlomondvilla.com</p>	<p>Villa Reception Desk (506) 643-7175 Email: reception@lochlomondvilla.com Monday—Friday 9:00 am—4:00 pm</p>
<p>Village Reception Desk (506) 634-2560 Email: Reception-Village@lochlomondvilla.com Monday—Friday 9:00 am—3:00 pm</p>	<p>Auditorium Rentals Bev Wilkins, Executive Assistant/HR Coordinator (506) 643-7130 bwilkins@lochlomondvilla.com</p>



Visit our website at: www.lochlomondvilla.com
for notices of Special Events, Activity Calendars
and information on all programs and services.

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<https://www.facebook.com/Loch-Lomond-Villa-Inc>