

WELCOME TO LOCH LOMOND VILLA



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.”

TABLE OF CONTENTS

I. Welcome to Loch Lomond Villa

| | Page |
|--|------|
| Welcome | 4 |
| Our Mission | 5 |
| Our Approach | 5 |
| Planetree Philosophy of Person-Centered Care | 5 |
| Our Values | 9 |
| Who We Are | 9 |
| Who We Serve | 10 |

II. Resident Services

| | Page |
|---|------|
| Access | 11 |
| Accident or Injury | 11 |
| Accommodations | 11 |
| Adaptive Clothing Program | 12 |
| Administration | 12 |
| Advanced Care Planning | 12 |
| Advanced Directive | 13 |
| Alcoholic Beverages | 13 |
| Alternative Therapies | 13 |
| Annual Resident Care Review Meeting | 14 |
| Appointments or Consultations - External | 14 |
| Beauty Salon | 14 |
| Bumble Bee | 14 |
| Cafés | 15 |
| Care Supplies | 15 |
| Concerns/Complaints Procedure | 15 |
| Consent for Photograph / Resident Directory | 16 |
| Country Store | 16 |
| Cuddle Therapy | 16 |
| Diversity, Equity & Inclusion | 16 |
| Drug Review | 17 |
| Duration of Agreement | 17 |
| End of Life Butterfly | 17 |
| Ethics | 17 |
| Falls Prevention Program | 17 |
| Family Partnership Council | 17 |
| Family Support | 18 |

Welcome To Loch Lomond Villa – “Enriching Life’s Journey”

| | |
|--|----|
| Fire Alarms | 18 |
| Google Mini, Alexa, etc. | 18 |
| Health Cards | 18 |
| Hush No Rush | 19 |
| Housekeeping Department | 19 |
| Immunization | 19 |
| Income Tax Receipts | 20 |
| Infection Prevention and Control | 21 |
| Latex | 22 |
| Laundry Department | 22 |
| Least Restraint Policy | 23 |
| Leave of Absence | 24 |
| Maintenance Department | 24 |
| Medications | 25 |
| Medical Team | 26 |
| Next of Kin/Guardianship/Power of Attorney | 26 |
| Nursing Care | 27 |
| Nutritional Services Department | 28 |
| Palliative Care Program | 29 |
| Parking | 29 |
| Partners in Care | 29 |
| Personal Effects | 30 |
| Pet/Pets Therapy | 30 |
| Plants | 31 |
| Promoting Independence | 31 |
| Recreation Therapy Department | 31 |
| Rehabilitation Services | 32 |
| Resident Care Accounts | 33 |
| Residents’ Council | 33 |
| Residents’ Rights | 33 |
| Safety | 35 |
| Scent Reduction | 36 |
| Shared Decision Making | 36 |
| Smoking Policy | 36 |
| Social Worker | 36 |
| Spiritual Care | 37 |
| Telephone / Television | 37 |
| Volunteers | 37 |

IV. Appendix “A” – Beauty Salon Services & Pricing

V. Appendix “B” – Care Supplies Covered

VI. Appendix “C” - Loch Lomond Villa Directory

A WORD OF WELCOME FROM OUR CHIEF EXECUTIVE OFFICER

Welcome!

I’d like to sincerely welcome you to Loch Lomond Villa, we are so pleased to have you join our community. We hope you thoroughly enjoy your time with us.

Loch Lomond Villa is a truly unique home; as an accredited with exemplary standing home who is also Gold certified with Planetree International, we strive to achieve excellence in the provision of care every step of the way. With our state-of-the-art home that was built in 2012 (Village) and 2015 (Villa) we are pleased to provide privacy and serenity to our residents in our majority single room households.

From the moment I walked through the doors I felt welcomed, and I hope you feel the same. Our multidisciplinary staff strive to be supportive, and live our mission and vision every day. Throughout our seven households, we host a variety of services and amenities to enjoy and participate in. Our recreation programs blend large group programming with small group and one on one services to ensure each any every resident engages in meaningful opportunities to connect, whether it be through music, pet therapy, our Snoezelen services or our suite of other services focused on meeting the social, emotional, spiritual, physical and intellectual needs of our residents based on goals-based assessment.

Our meal experiences are diverse and offer choice, providing opportunities for residents to enjoy each meal they’re provided. Our housekeeping, laundry and maintenance services keep our homes operating well and aesthetically pleasing while upholding infection prevention protocols.

Our innovative Research hub adds excitement and wonder to our organization, defining innovative strategies to improve quality of life and quality of care for our residents and community seniors, and we are always looking to enrich life’s journey through research.

I’d like to wish you a warm welcome to Loch Lomond Villa, we hope you enjoy your stay with us.

Ashley King
Chief Executive Officer
Loch Lomond Villa, Inc.
Tel: (506) 643-7175



OUR MISSION

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

OUR APPROACH:

We follow a primary care model so that the same staff (as much as possible) cares for the same resident each day. This decreases the number of staff working with a resident in a given period, ensuring more consistency in care. Our approach decreases anxiety and confusion for our residents, increases security and trust, and provides them with care staff to ensure consistent, effective and efficient care. Anything that helps us to know the resident’s past, the better we can understand his/her world.

We find it helpful for our residents to have familiar items in their room to make them personalized and home-like. A familiar bedspread, for example, can be used as an anchoring device to assist residents in locating his/her own room. A bulletin board and a calendar, for example, are helpful for residents and staff. With special occasions marked, plus visits by relatives and friends, these cues can be used as conversation topics and reminders when someone visits.

LOCH LOMOND VILLA’S PLANETREE PHILOSOPHY OF PERSON CENTERED CARE:

In the Fall of 2010, Loch Lomond Villa embarked on the implementation of the Planetree Philosophy of Person Centered Care and in the fall of 2016 Loch Lomond Villa was designated by Planetree International.

Loch Lomond Villa’s residents are the focus of all our activity. We deliver a person-centered approach to care and service.

We assist resident’s to achieve and maintain an optimal level of functioning through the promotion of self-care and provision of choices regarding their care. Integral to this is our goal to provide a system that supports our resident/tenant/client’s rights to self-determination and independence for as long as possible, and by utilizing all available resources to provide optimal lifestyles and appropriate levels of care.

We acknowledge, respect and emphasize the role family and community play in the optimal health of our residents, and strive to maintain/enhance their involvement wherever possible.

We believe employee wellness contributes to the optimal health and happiness of our residents, and are committed to providing, encouraging and supporting evidence-based wellness initiatives for all staff.

We believe...

- That we are human beings, caring for other human beings
- We are all caregivers
- Caregiving is best achieved through kindness and compassion
- Safe, accessible, high quality care is fundamental to person-centered care
- In a holistic approach to meeting people’s needs of body, mind and spirit
- Families, friends and loved ones are vital to the healing process
- Access to understandable health information can empower individuals to participate in their health
- The opportunity for individuals to make personal choices related to their care is essential
- Physical environments can enhance healing, health and wellbeing
- Illness can be a transformational experience for residents, families and caregivers

Following the Planetree Philosophy of Person-Centered Care, Loch Lomond Villa, Inc. incorporates the following components into all aspects of care.

Human Interactions/Independence, Dignity and Choice

Through human beings caring for other human beings a healing environment is created for residents, families, and staff members. This includes providing personalized care for residents and their families as well as creating organizational cultures which support and nurture staff. Our Planetree continuing care community offers a range of options that support an individual’s autonomy, lifestyle and interests. Residents direct their care and consistent Caregiving teams are assigned to strengthen relationships.

Family Involvement

Social support is vital to good health without regard to the setting. Our Planetree culture encourages involvement of family and friends whenever possible, offering resident directed visiting. Beyond the human family, pet therapy can elevate mood, lower blood pressure and enhance social interaction. Loch Lomond Villa embraces pet therapy within the organization.

Promoting Resident Education, Choice and Responsibility

Illness is seen as an educational and potentially transformational opportunity. An open chart policy encourages residents to read their medical records. Residents may write in Progress Notes in their medical record and may participate in a self-medication program enabling them to keep medications at the bedside. Collaborative care conferences and a variety of educational resources provide residents/family with information and skills to actively participate in their care as well as maximize physical and psychological well-being.

Healing Environment: Architecture and Interior Design

The physical environment is vital to healing and well-being. Our continuing care community is designed to incorporate the comforts of home, clearly valuing humans, not just technology. By removing architectural barriers, the design encourages resident and family involvement. An awareness of the symbolic messages communicated by the design was an essential part of planning. Spaces are provided for both solitude and social activities, including libraries, kitchens, lounges, activity rooms, chapels, gardens and overnight accommodation for families.

Dining, Food and Nutrition

Nutrition is integral to healing, essential not only for good health but also as a source of pleasure, comfort and familiarity. A flexible dining program that encourages fellowship is particularly relevant in our homes. Loch Lomond Villa is a role model for delicious, healthy eating, with kitchens available throughout the homes to encourage families to bring the resident’s favorite food from home or prepare meals for themselves. Volunteers bake breads, muffins and cookies to provide “aromatherapy” and to create a nurturing environment.

Arts Program/Meaningful Activities and Entertainment

Loch Lomond Villa recognizes that people need opportunities for camaraderie, laughter and creativity and a variety of classes, events, music, storytellers, and funny movies create an atmosphere of serenity and playfulness. Artwork in resident spaces add to the ambiance. Volunteers work with residents who would like to create their own art, while artists, musicians, poets and storytellers from the local community help to expand the boundaries of the home. Staff plans and participates in activities to build fellowship with our residents.

Spirituality and Diversity

We recognize the vital role of spirituality in healing the whole person. Supporting residents, families and staff in connecting with their own inner resources enhances the healing environment. Chapels, gardens, labyrinths and serenity rooms provide opportunities for reflection and prayer. Chaplains are seen as vital members of the interdisciplinary team.

Integrative Therapies/Paths to Well-Being

Loch Lomond Villa expands the choices offered to residents beyond western scientific care. Aromatherapy, healing touch, acupuncture, and Tai Chi are examples of expanded options offered in addition to clinical modalities of care. Aromatherapy’s calming effect on agitated residents is useful to augment pain management modalities and decrease anxiety. Exercise facilities customized for seniors offer programs to improve strength, balance and fitness. Wellness programs focus on prevention and chronic disease management.

Healthy Communities/Enhancement of Life’s Journey

Working with schools, senior citizen centers, churches and other community partners, Loch Lomond Villa is redefining long-term care to include the health and wellness of the larger community. Loch Lomond Villa offers opportunities for personal growth, self-expression and fulfillment of individual dreams. Life Stories programs capture milestones in a resident’s life and enable caregivers to see a whole person, nurturing a bond with residents. We believe that Loch Lomond Villa is a unique aspect of and extension of the larger community of Saint John and Southern New Brunswick.

OUR VALUES:

COMPASSION for all people.

RESPECT in all relationships.

EXCELLENCE in all activities.

SAFETY in all environments.

WHO WE ARE:

Loch Lomond Villa is the largest long-term care home in Region II.

Our main complex (The Villa) located at 185 Loch Lomond Road, consists of the main building which includes a newly renovated Central Lounge, family/activity room, activity areas, movie theatre, family suite, Rehabilitation Centre, Nurse Practitioner Clinic, café, solarium, two open-air courtyards, reception area and administration offices. In November 2014 the state-of-the art nursing home was opened which is home to 90 residents in three Houses (Birch House, Elm House and Evergreen House). The entire Villa is easily accessible through a series of spacious indoor pedways and elevators. Also available on site are beauty salons, chapel, fitness room and a Country Store.





On December 3rd, 2012 directly across the street from the main complex we opened the 100-bed Home known as “The Village”. This complex includes two Celebration Lounges, café, Movie Theatre, two glass covered courtyards, and open-air courtyard, the Bayview Community Library, Rehabilitation Centre and is home to four of our nursing Houses – Cedar House, Dogwood House, Maple House and Willow House. Each of the four houses is home to 25 of Loch Lomond Villa’s residents.

We have seven nursing houses in total. Three of the seven houses are specialized houses, a 25-bed “Young At Heart” House (Dogwood), a 25-bed Alzheimer’s House (Cedar), and a 20-bed Psychogeriatric House (Evergreen).

WHO WE SERVE:

Loch Lomond Villa offers various levels of nursing care to those requiring assistance. Our professional employees provide care, rehabilitation and special programs, with a commitment to guiding our resident toward social, spiritual, psychological and physical well being.

Through this commitment, we have also created special environments for helping residents with Alzheimer’s and those who are living with other types of cognitive and psychological impairment. The households and the care delivered in them are tailored to meet the unique needs of these individuals.

RESIDENT SERVICES

ACCESS:

Loch Lomond Villa has no structured visiting hours and encourages family members to visit at any time of the day or evening. For the safety of our residents and staff, the entrances at the Villa and the Village are open between 9:00 am and 3:00 pm, Monday through Friday. If you are visiting after these hours or on weekends, please use the keypad in the foyer and enter the code for the House which you are visiting. The staff will ask who you are coming to visit and then remotely unlock the door for you. Swipe cards are available to purchase by family members who visit on a regular basis for \$10. Having a swipe card allows family members easy access at any time of day or evening without having to contact a staff member after regular hours. If you would like to purchase a swipe card, please see the Receptionist at either the Villa or the Village (swipe cards are not refundable and access is deleted once a resident leaves Loch Lomond Villa). For the safety and security of our residents we request that you sign in when you visit and sign out when you leave the Village and the Villa. There is a podium/table located directly inside the door with a sign in/out book located on it. Thank you.

When a resident’s condition has changed dramatically or he/she is in the end stage of life we encourage family members to remain at the bedside around the clock if they desire. In “The Village” there are four Family Suites, one located in each of the Houses for the use of the family during these times. These rooms are fully equipped with a kitchenette, seating area, shower and pull-out bed. At the Villa we also have a fully equipped Family Suite located on the main floor off of the Central Lounge with a seating area, kitchenette, shower and pull-out bed.

Family involvement is welcomed. Recreation and family spaces are available for use on special occasions at both the Villa and the Village. These rooms can be booked through the Recreation Department at 643-7111.

ACCIDENT OR INJURY:

The POA/next-of-kin is notified if there is an accident or injury involving a resident. At that time the family and nursing staff will review the care and needs of the resident so that adjustments can be made to the resident’s care plan if necessary. The physician is only notified when an injury occurs.

ACCOMMODATIONS:

Loch Lomond Villa has semi-private and private accommodations at both the Villa and the Village. Loch Lomond Villa reserves the right to transfer a resident at any time from one accommodation to another within the home, based on the needs of the entire resident population. The POA will be notified of any transfers. If the resident wishes a private room, they are requested to notify the House RN, who in turn will notify Nursing Administration. Private rooms are available based on “need and availability” over “want”.

ADAPTIVE CLOTHING PROGRAM:

Loch Lomond Villa has an adaptive clothing program that benefits our residents, staff and the facility in general by improving resident comfort and reducing the risk of resident and staff injury. Adaptive clothing is engineered to meet the needs of individuals with limited mobility. Any clothing and footwear designed specifically for seniors, the elderly, disabled adults and individuals who need assistance in dressing is considered adaptive.

Typically, garments are fitted with additional design features like back snap fasteners, Velcro tabs and elasticized waist bands that replace traditional closures and seams. These features eliminate the pain and frustration from dressing that conventional clothing can cause by producing attire that is easy to put on and just as easy to disrobe.

A common misconception of adaptive apparel is that it is wheelchair user clothing or only for those with severe disabilities. While this clothing is extremely beneficial for these individuals, truly anyone who suffers from arthritis, limited dexterity in their hands, incontinence problems, Alzheimer’s, complications from MS/ALS, and even foot problems can enjoy the benefits of dressing with adaptive clothing.

People who are not familiar with Adaptive Clothing often buy oversized shoes, tops and pants to assist with dressing difficulties. However, oversized clothing still forces an individual with limited mobility into positions that can cause discomfort and pain. Buying oversized footwear to accommodate swelling can be especially dangerous as the likelihood of injury from falling increases significantly when people wear shoes that are too long in length.

Our Adaptive Clothing Program involves staff, resident and family education, a documented assessment process, and assistance with resources to adapt the clothing. A catalog of adaptive and basic clothing is available on most houses. Two or three times per year a sale of specialized clothing is held on site for the convenience of our residents and families.

ADMINISTRATION:

The administration of Loch Lomond Villa believes in an open door policy and welcomes the comments and suggestions of residents and family members. Please feel free to leave your comments and/or suggestions in the suggestion boxes provided at the Reception Desk at both the Villa and the Village.

ADVANCED CARE PLANNING:

Advance care planning is different than an Advanced Directive. It is more about making a plan for your loved one’s future health care, to ensure hopes, fears, wishes and priorities are honoured. It can be hard to think and talk about the end of one’s life, but it’s best to do these things before a crisis occurs. It’s an opportunity for the resident to talk with loved ones and

health professionals about the kinds of care they prefer. Do not assume that your health professionals know what is wanted.

Located in this binder, you have received a “Speak up-Advanced Care Planning Workbook”. Please read through the document, or check out the information on their website: advancedcareplanning.ca. Once the workbook is complete, please return it to the attention of the RN who can make a copy and keep in the resident chart. The transition to end of life can be stressful for family. Residents whose wishes are known and followed are less likely to be transferred to acute care setting. Both the resident and family tend to be more satisfied with care and have a better quality of life and death.

ADVANCED DIRECTIVE:

The purpose of an Advanced Directive is to know the resident’s ,POA or his/her substitute decision makers’ wishes regarding measures to be implemented specifically regarding resuscitation and end of life care. An Advanced Directive is completed and signed after it is discussed/explained with the resident and/or POA/substitute decision maker during the signing of the Resident Care Contract. A review of the Advanced Directive can be undertaken at any time upon the request of the resident/substitute decision maker, POA or member of the medical care team. The advanced directive is routinely reviewed at each care plan meeting and the annual review.

ALCOHOLIC BEVERAGES:

Families may provide alcohol if requested by the resident and authorized by the Physician. Responsible use of alcoholic beverages may be allowed with a Physician’s written order. We ask that you co-operate as the mixing of alcohol with medications may produce severe allergic or adverse reactions.

ALTERNATIVE THERAPIES:

Loch Lomond Villa recognizes and supports the following National Centre for Complementary and Alternative Medical (NCCAM) classifications:

- **Whole Medical Systems** - Naturopathy: which focuses on noninvasive treatments to help the body do its own healing using practices, such as massage, acupuncture, herbal remedies, exercise, aromatherapy and lifestyle counseling.
- **Mind-Body Medicine** - Techniques to strengthen the communication between the mind and body to keep these two systems in harmony to stay healthy; such as meditation, prayer, relaxation and art therapies.
- **Biologically Based Practices** - Dietary supplements and herbs found in nature that can be taken as teas, oils etc.
- **Manipulative and Body-Based Practices** The use of human touch to move or manipulate a specific part of the body, such as chiropractic and osteopathic manipulation, reflexology/feet and massage.

- **Energy Medicine** -Healing Touch, a relaxing, nurturing energy therapy that works with clients energy field to support the body’s natural ability to heal.

The Director of Care has the responsibility to ensure that all staff have completed required competencies prior to administration of any complementary, alternative or integrative therapy treatments.

ANNUAL RESIDENT CARE REVIEW MEETING:

Each resident’s care is assessed within days after admission, on an ongoing basis, and no less than once a year when a formal interdisciplinary team assessment meeting is held. Family members and residents are notified of the meeting and are encouraged to participate in person or virtually.

APPOINTMENTS FOR CONSULTATION:

When external consultation appointments are necessary, Loch Lomond Villa is not able to provide staff to accompany the resident. Family members must accompany or arrange to meet the resident at the appointment. Loch Lomond Villa is not able to provide transportation to external consultation appointments. Family members are responsible for these arrangements. For residents unable to travel by car, wheelchair-taxi or “Handi-bus”, alternate services can be booked by the RN for an appointment. Ambulance services will be arranged when necessary.

BEAUTY SALON:

Loch Lomond Villa provides hair care services to all residents.

| WEEK DAY | “VILLA” HAIR SALON | “VILLAGE” HAIR SALON |
|-----------|---------------------------------|--------------------------------|
| Monday | | 9:00am – 5:00pm |
| Tuesday | 9:00am – 5:00pm | |
| Wednesday | | 9:00am – 5:00pm |
| Thursday | 9:00am – 5:00pm | |
| | CONTACT: 643-7175, Ext #6921 | CONTACT 634-2560, Ext #5270 |

Or by email at Haircare-nursing@lochlomondvilla.com.

Gift certificates are available from Hair Care staff, these make lovely gifts.

Please see “Appendix “A” for a complete listing of Beauty Salon services and prices.

BUMBLE BEE: The bumble bee is used as a symbol that indicates to staff and visitors that a resident requires additional precautions aside from proper hand hygiene practices. Bumble bees can spread infections unknowingly from flower to flower—we can do the same. Those entering the room, are welcome to ask further questions on specifics as needed of the House RN. The RN will maintain the confidentiality of the resident while guiding and supporting proper infection control practices.

CAFÉ’S:

Both the Villa and the Village are home to a Café which is available for everyone to enjoy. These Cafés are staffed by volunteers and offer an opportunity to sit and have a cup of tea/coffee and a chat or to pick up a treat for your loved one. The Villa Café is located in Central Lounge. The Village Café is located on the main level.

CARE SUPPLIES:

Please see “Appendix B” for a complete list of care supplies provided. The resident and/or family is responsible to pay for, and furnish any personal preferences from those listed provided, and all other required personal care and hygiene items that are necessary in keeping with the resident’s interests and personal needs. Written authorization will be obtained to purchase alternate products or preferences, in the event a resident/family request to have the items billed to the resident trust account. The family/resident is also required to pay for oxygen for acute care needs, dental, transportation, or hospital costs, and other items not covered by Medicare, private insurance plans, or other sources of benefit, or government funding.

Loch Lomond Villa does not provide the following:

- Personal items
- Professional manicure, pedicure or podiatry services
- Clothing
- Eyeglasses/dentures/hearing aids
- Over-the-counter medications prescribed by the physician that are scheduled on a regular basis such as laxatives, acetaminophen, vitamins, etc.
- Prescription drugs not covered by the New Brunswick Prescription Drug Program
- Transportation
- One on one sitters
- Meals for visitors
- Clothing labels: The laundry department does labelling of residents personal clothing at a cost of \$20/100 labels.
- Upon admission dentures are sent out to be labeled at \$45.00 per denture.

CONCERNS / COMPLAINTS PROCEDURE:

In order to foster the continued growth and success of Loch Lomond Villa, we encourage feedback from all stakeholders. The CEO investigates an extremely diverse cross-section of complaints related to departments, staff, and other clients responsible to Loch Lomond Villa.

Loch Lomond Villa requests families and residents speak with the RN in charge to help solve any concerns. If not, depending upon the nature of a complaint, it is sometimes possible for the Director of Care to resolve the complaint informally. Upon receiving the details of the complaint

from the client/family, the Director of Care contacts the department/person concerned to obtain further information regarding the complaint. A response to the concerned party is given within three weeks or sooner for review by the complainant. In this manner a number of complaints are successfully resolved.

However, where a resolution is not readily forthcoming, it may be required for the CEO to investigate the complaint further. Where a complaint falls within the jurisdiction of Nursing Homes Services under Nursing Home Standard III-B-32, a thorough and impartial investigation is undertaken. In accordance with the standard Nursing Home Services may conduct an independent and confidential investigation into complaints from individuals regarding administrative matters.

CONSENT FOR PHOTOGRAPH / RESIDENT DIRECTORY:

It is important that the staff of Loch Lomond Villa be able to assist others in identification of residents if the need arises. A photograph is the easiest means of identification. The resident, POA or his/her designated next-of-kin must consent to the photographing of the resident for identification purposes, such as for medication administration, evacuation or if a resident gets lost. Consent is also requested for the residents’ last name and first initial to be listed on the Resident Directory which is located in the reception area of the Villa and the Village.

COUNTRY STORE:

The Country Store at the Villa offers: some groceries, home baking, lottery tickets, convenience items, gifts, postage stamps as well as a range of prepared lunches. Our store is located on the ground floor of the Milestone Apartment Building securely attached by a pedway from the Nursing Home.

The store is open Monday through Saturday from 9:00 a.m. until 4:15 p.m. except when closed for lunch from 12:30 pm – 1:30 pm. On Sunday the store is open from 11:00 am – 4:15 pm.

CUDDLE THERAPY:

Cuddle Therapy has become an increasingly popular therapeutic intervention among individuals with dementia. Boredom and loneliness are two main reasons for responsive behaviors in dementia. Our cuddle dolls can address these needs, if the individual is interested and able. This therapy helps us recognize the importance of meeting an individual’s needs for connection, meaning, purpose attachment and love.

DIVERSITY, EQUITY & INCLUSION:

Through open communication, education, and leadership, we will empower our community. We will be a home and workplace that celebrates all people, and where every individual can achieve their full potential regardless of (but not limited to) sex, gender expression, gender identity, sexual orientation, race, ethnicity, and/or religion.

We believe that Loch Lomond Villa should be a welcoming home and workplace for all individuals. We want Residents, Families, and Staff to feel included and accepted for every aspect of who they are.

By providing education, networking, and visibility within our community, we strive to be an inclusive Long-Term Care Community within New Brunswick.

DRUG REVIEWS:

On a quarterly basis, a complete review of all residents’ medications is completed. At that time the Physician, Nurse Practitioner, Pharmacist and RN discuss residents’ medications, diet, blood work, blood pressure, weight, and blood sugar and make the necessary changes that are required. The drug review is open to residents and/or their family to participate in by discussing any medication changes, concerns or suggestions with the House RN prior to the actual drug review.

Duration of Agreement:

Either party may terminate this agreement with 30 days’ written notice. Otherwise, it will remain in effect until a different agreement is executed. However, the resident will not be forced to remain in the home against his/her own will for any length of time and is free to apply to any other home at any time. Loch Lomond Villa retains the right to waive the 30-day notice.

Should Loch Lomond Villa determine that there is a likelihood that the resident may endanger himself/herself or others, appropriate steps may be taken for the immediate discharge of the resident.

END OF LIFE BUTTERFLY INDICATOR: When a resident reaches an actively palliative stage, a butterfly will be placed on the doorframe of the resident’s room. Placement of the butterfly on the door can prepare staff and visitors prior to entering the room.

ETHICS:

The word **ethics** is from the Greek word, “ethos” meaning **those beliefs that guide life**. Ethics helps in determining right and wrong; however, this is not always straight forward. Different philosophies agree/disagree with what constitutes right and wrong. Ethical dilemmas can emerge when other circumstances interfere with the clear basic application of ethical principles. Conflicts can occur between staff’s values and organizational values, and conflicts can also occur between the resident’s rights and the staff’s responsibilities to those residents. Loch Lomond Villa has an Ethics/Research Resource Group that is available for consultation if an ethical issue arises that needs to be worked through. A consultation can be requested through the RN on the House, or through the Office of the CEO.

FALLS PREVENTION PROGRAM:

Falls and related injuries are a particular concern among older adults living in long term care settings. At Loch Lomond Villa we review our Falls Prevention program regularly, exploring and

utilizing best practice approaches to care. We also recognize the importance and value of balance between promoting independence and preventing injuries. Please take time to discuss the individualized strategies for your loved one. Resident, Family and Volunteer education materials are available for your review.

FAMILY PARTNERSHIP COUNCIL:

Loch Lomond Villa is excited to have a Family Partnership Council that is represented by 14-16 family members from both the Villa & Village. The mandate of the Council is to partner in the delivery of care, working to enhance the well-being and living experiences of residents and their families by focusing on fostering relationships, identifying opportunities for improvement, and advancing family engagement efforts. **If you would like to learn more, become involved or speak privately with a Family Partnership Council on a personal level please contact 643-7111 or anewton@lochlomondvilla.com.** We would be happy to hear from you.

FAMILY SUPPORT:

A Family Welcome Meeting is held in the following six weeks from admission. The purpose of this meeting is to share information on an informal basis with the family and to answer any questions. The CEO, Director of Care, and managers of Recreation, Nutrition Services, Laundry/Housekeeping, Maintenance and Spiritual Care will be in attendance. This is an opportunity for the family to ask questions. The next-of-kin will be contacted by the Nursing Administration staff with the date, time and location of the meeting in advance.

The staff of Loch Lomond Villa believes it is important that the main focus of support for residents be family. We encourage family members to be involved in the lives of the residents and are welcome to attend any activity with the residents. For those residents whose family does not live in close proximity to the home, volunteers may be asked to visit with or escort residents to appointments and social events. Loch Lomond Villa provides support as well to the residents’ family throughout their loved ones transition.

FIRE ALARMS:

Fire drills are conducted routinely. If a fire alarm sounds, stay where you are until directed by staff. There are fire doors throughout the building that close automatically when the fire bell rings. These fire doors are controlled by electromagnets and will reopen as soon as the alarm is cleared and reset.

GOOGLE MINI, ALEXA, ETC.

While these devices are great in homes, it is recommended that they not be used in a health care environment as we cannot monitor or manage them on our network. If we were to segment these onto their own network, the voice technology built into them is not considered to be PIPEDA compliant. Our MSP highly suggests not allowing these to be connected to your our network given the sensitive information that may be discussed. These devices are always listening.

HEALTH CARDS:

All residents subsidized by the Department of Social Development are eligible for a Health Card. Once admitted, Nursing Administration applies for the yellow Health Card for these residents. These cards are kept in the Nursing Administration Office.

This health card covers: vision services, dental and denturist services and other supplementary services. A copy of the Health Card must be shown to the service provider before receiving services. For more information on the Health Card and what they cover, please contact the Nursing Office at 643-7151.

HUSH NO RUSH:

Loch Lomond Villa encourages all staff and visitors to use a calm and gentle approach when interacting with residents. We try as much as possible to eliminate noise, rush, glare and confusion to create a quiet gentle atmosphere for all residents to enjoy. There are no loud call bells ringing and no overhead paging. At the same time, some home areas have doors that are secure to keep each home area quiet and private. Staff and families use a swipe card to enter and exit, eliminating unnecessary alarms. All care staff carry special phones that are connected directly to the call bell system. All these systems were put into place specifically to reduce noise and confusion in the home areas.

HOUSEKEEPING DEPARTMENT:

Housekeeping services are provided seven days per week. Each resident’s room is cleaned once per day between the hours of 7:00 a.m. and 3:00 p.m.

If families wish to provide a comfortable chair or furniture for the resident, we request that families collaborate with Rehabilitation staff in the Nursing Department and this will be coordinated with both Housekeeping and Maintenance. When the item is no longer required by the resident, family is asked to remove it as soon as possible.

Please notify nursing or the housekeeping staff if anything gets broken while you are visiting and the appropriate precautions will be taken to clean this up.

The Housekeeping Department is not responsible for the cleaning (shampooing) of privately owned chairs. Floor mats should not be brought into the rooms, as they can be a tripping hazard. Any item brought from home for the residents use must be labeled (i.e. television, chair, radio, bedding, etc.), Electrical items must be CSA approved and therefore must be left with the RN on the house to be inspected by the Maintenance staff before putting into use. Small electrical appliances, such as fridges, toasters, water coolers, microwaves, etc. are not permitted in residents’ rooms by order of the Fire Marshall.

Any food or beverage left in a resident’s room must be in a covered container labeled with the resident’s name and date. Any Housekeeping related questions can be directed to the Environmental Services Manager at 643-7117.

IMMUNIZATION - PNEUMOCOCCAL DISEASE, INFLUENZA, COVID-19, TETANUS, DIPHTHERIA, AND PERTUSSIS:

Our Medical team recommends that on admission all residents be immunized against pneumococcal disease, tetanus, diphtheria and pertussis unless contra indicated or the resident received the vaccine prior to admission.

Pneumococcal disease is a bacterial disease that can cause Meningitis (brain infection), Bacteremia (bloodstream infection), and pneumonia (lung infection). The pneumovax vaccine increases the resident’s tolerance against these three serious infections.

Tetanus (lockjaw), diphtheria, and pertussis (whooping cough) are diseases that can cause serious illness and complications. The Tdap vaccine increases the resident’s tolerance against these three serious diseases and when immunized, the resident not only protects him or herself from pertussis, but also helps to protect others as well.

Seasonal Influenza (the flu) poses serious health risks to the elderly, those with weakened immune systems, or other chronic health conditions. Immunization is the single most effective way of preventing influenza, or reduces (the flu) symptoms. Our Medical team recommends unless contra indicated, that annually all residents, families, visitors, volunteers and employees receive the influenza vaccine.

Coronavirus disease (COVID-19) is an infectious disease caused by the SARS-CoV-2 virus. Most people infected with the virus will experience mild to moderate respiratory illness similar to a bad flu and recover without requiring special treatment. However, some will become seriously ill and require medical attention. Older adults and those in vulnerable congregate living settings like LTC homes who commonly have underlying medical conditions like cardiovascular disease, diabetes, chronic respiratory disease, or cancer are more likely to develop serious illness. Anyone can get sick with COVID-19 and become seriously ill or die at any age.

The best way to prevent and slow down transmission is to be well informed about the disease and how the virus spreads. Protect yourself and others from infection by staying at least 1 meter apart from others, wearing a properly fitted mask, and washing your hands or using an alcohol-based hand sanitizer frequently. Get vaccinated with 2 doses and boosted when eligible which will help build a robust immune response.

The virus can spread from an infected person’s mouth or nose in small liquid particles when they cough, sneeze, speak, sing or breathe. These particles range from larger respiratory droplets to smaller aerosols. It is important to practice respiratory etiquette, for example by

coughing into a flexed elbow, and to stay home and self-isolate until you recover if you feel unwell.

INCOME TAX RECEPITS: If you require income tax receipts, please contact the below individuals so that the receipts can be provided to you.

Dental Hygienist: Jennifer Doyle: serviceforyoursmile@gmail.com

Foot Care: Courtney Gillis : fundyfootcareservices@hotmail.com

Lawtons for a complete breakdown of costs.

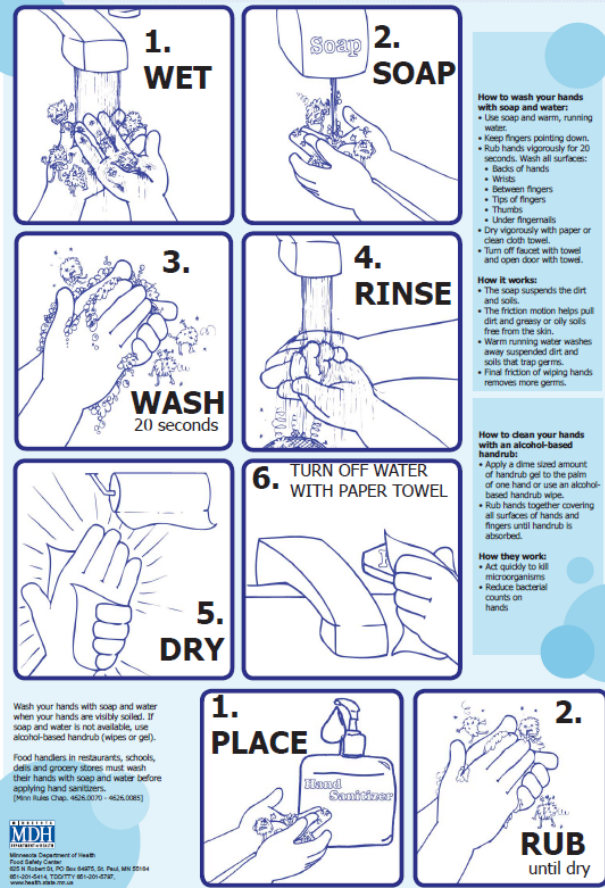
Foot Care provided by Dr. Johnson: 635-1318

INFECTION PREVENTION AND CONTROL:

In supporting the overall philosophy of Loch Lomond Villa and to ensure that the residents’ quality of life is lived as fully as possible, we will strive to prevent the spread of any infection to residents, families, volunteers, visitors, and employees.

The single, most important, prevention of spreading infection is good HAND HYGIENE practices. There are hand sanitizers available at all the entrances, in some corridors, and in resident rooms. Please use the hand sanitizers upon entering and exiting the building, and before and after visiting your loved one to help us prevent the spread of any infection.

Clean Your Hands!



If visitors are feeling unwell, they are expected to reschedule their visit. At times residents may require additional precautions to deal with a particular infection, this will be identified by a yellow bumble bee pictogram located on the residents' name plate outside their room.



Certain infections require additional precautions, should it be necessary for visitors to wear personal protective equipment (PPE) such as gowns, goggles or mask while visiting, these will be provided for you. Its important to be aware of the proper steps for putting on (donning) and taking off (doffing) of PPE:



PPE checklist

Contact Droplet Precautions

| Steps for putting on PPE | | | Steps for taking off PPE | | |
|--------------------------|--|-----------------------|--------------------------|--|-----------------------|
| 1 | | GOWN | 1 | | GLOVES |
| 2 | | MASK | 2 | | CLEAN HANDS |
| 3 | | EYE PROTECTION | 3 | | EYE PROTECTION |
| 4 | | GLOVES | 4 | | GOWN |
| | | | 5 | | MASK |
| | | | 6 | | CLEAN HANDS |

- Practice frequent hand hygiene including prior to donning PPE
- Gloves must be changed between residents
- Hand hygiene must be performed when changing gloves at anytime

Reference:



Please report to the RN if you have any questions. In the event of any infectious outbreak, the nursing home implement modified visitor restrictions or under advisement of Public Health, we may be closed to visitors.

LATEX: Latex balloons are not permitted in Loch Lomond Villa due to the increasing number of latex allergies. Mylar and foil balloons are safe and can be brought in to the Nursing Home. Poinsettias are one of the most delightful decorations during the Christmas season. However, they contain natural rubber latex and someone with a latex allergy may develop cross-reactivity with a poinsettia. Please avoid bringing in fresh Poinsettia’s due to the risk it can pose.

LAUNDRY DEPARTMENT:

Personal laundry services for the resident are provided (washing and drying). The washers and dryers are much bigger and robust compared to models you have at home. Consequently delicate items can not be safely labeled or laundered by our staff. Any item requiring delicate or hand washing should be laundered at home. Dry cleaning is not carried out at the Villa. All personal items that are sent to laundry must be labeled. The laundry provides a labeling service at a cost of \$20 per 100 labels. When new items are brought to the resident, please make a list for the nursing staff and provide the items to the RN. They will ensure that the items are sent to

the Laundry Department to be labeled within a week. When new items are brought in, this is also a great opportunity to purge any older items that are not being used. Loch Lomond Villa is not responsible for any loss or damage to clothing or personal items processed through the laundry department. Occasionally clothing can become lost for a variety of reasons. When we are made aware of this every attempt is made to find the item(s) but because of the large volume of clothing processed we are not responsible for the replacement of these items.

Clothing Suitable for Loch Lomond Villa Laundry Services

Residents and family members are encouraged to purchase and or bring in the following types of clothing. The laundry department is not responsible for fabrics that are damaged.

| Men | | Women | |
|----------|--------------------------|---------------|--------------------------|
| Pants | 100% polyester | Dresses | 100% polyester |
| Shirts | 65% polyester 35% cotton | Slacks | 100% polyester |
| Sweaters | 100% acrylic | Nighties | 65% polyester 35% cotton |
| Pajamas | 65% polyester 35% cotton | Jogging Suits | 100% acrylic |
| T-Shirts | 50% polyester 50% cotton | Sweaters | 100% acrylic |

In order to ensure the resident has an adequate amount of clothing we recommend at least 10 outfits be on hand. Please also note that there is limited space so the rotation of seasonal clothing is encouraged.

The Loch Lomond Villa laundry department cannot accept responsibility for other types of clothing such as silk, wool or delicate items of this nature.

LEAST RESTRAINT POLICY:

Loch Lomond Villa Nursing Home promotes the well being and the prevention from harm for all our residents. We have adopted a policy of “Least Restraint”. A “Least Restraint” Policy means that all possible solutions by the nursing care team will be exhausted before a decision to use a restraint is made. Research shows that restraints do not decrease or prevent injuries. In fact, evidence shows that there is a definite risk of injury resulting from the use of restraints. Restraint use can result in other problems for the resident, such as, constipation, incontinence, pressure sores, walking difficulties, boredom, and loss of dignity. When a decision to use a restraint is made you will be consulted and asked to consent to its use. In emergency situations only, a restraint may be applied, and you will be consulted at the earliest opportunity. Restraints can be:

- Physical (e.g. wheelchair seatbelt that cannot be removed by the resident, siderails)
- Chemical (e.g. medication used to inhibit loud yelling)
- Environmental (e.g. a secured house)

Restraints used in our home will be safe and the least restrictive and will be regularly reviewed by our nursing staff. The use of a restraint will always be viewed as a short term or temporary solution.

LEAVE OF ABSENCE PROCEDURE:

For any resident who is well enough, we encourage outings with the family. Sometimes this might mean going out for a meal or an afternoon drive, while on other occasions it might mean an overnight social leave. Whatever the reason or duration we require that staff be made aware in advance of taking the resident out of the building.

If medications are required during the outing period the RN/LPN will prepare them. On each house there is a “resident outing sheet”. If a resident will be away from the home overnight, we request that advance notice be given to the RN/LPN on the House to allow adequate time for preparation of medications. We require that anyone taking a resident from the building, sign them out on that sheet.

A maximum leave of absence of 30 consecutive days per year is allowed while maintaining a Nursing Home bed. Nursing Home charges will continue to apply each day while on leave as per Nursing Home policies.









MAINTENANCE DEPARTMENT:

Maintaining of the buildings, grounds, equipment, security and fire systems on the premises are the responsibility of the Maintenance Department. Maintenance staff are on-site within the facilities until 5:00 p.m. weekdays and are on call after 5pm and on weekends.

To preserve the condition of all our residents environment, any items brought in to decorate the resident’s room (i.e. pictures, shelves, wall hangings, etc.) need to be hung by our maintenance staff. When putting anything on the walls, the appropriate non-marking hangers/hooks must be used. The 3M removable items are requested. **As per the Nursing Home Services Standards, all electrical items must be checked by our Maintenance Staff prior to being put into use.** Personal items occasionally get lost or broken, therefore, we recommend that expensive or valuable items be left with family. We also focus on the balance of safety and personalizing the environment, please be mindful of the amount of memorabilia and nick knock items that are in the room.

At least once a month we conduct a fire drill to ensure that the team and residents are prepared for any emergency. The fire drill is kept to a minimum period of time and every effort is made to cause no discomfort for the residents. In the event you are visiting when a fire alarm sounds please stay where you are, remain calm and wait for further instructions over the public address system or from the staff. All other emergency codes are also tested throughout the year.

LOCH LOMOND VILLA, INC.—P.A. CODES

| | |
|--|---|
|  CODE RED FIRE |  CODE GREEN EVACUATION |
|  CODE PURPLE FIRST AID RESPONDER |  CODE BLUE CARDIAC ARREST/CPR |
|  CODE YELLOW MISSING RESIDENT |  CODE WHITE CRISIS INTERVENTION |
|  CODE BLACK BOMB THREAT |  CODE ORANGE EXTERNAL DISASTER |

Please contact the Facilities Manager at 643-7178 for maintenance related questions or concerns.

MEDICATIONS:

Because of the reduced cognitive abilities of many of our residents, medications will be controlled and administered by a Registered Nurse (RN) or Licensed Practical Nurse (LPN). Families should never bring in any medications for resident’s personal use nor leave any medication at the resident’s bedside.

All medications must have a written physician’s order. Please bring **all** medications, ointments, puffers, over-the-counter medications with you upon admission. We need to compare medications taken at home with the current orders. Unfortunately, we are unable to administer medications that are dispensed from another pharmacy. All medications dispensed at Loch Lomond Villa must be packaged **and** labeled by our affiliated pharmacy. Loch Lomond Villa’s Pharmacy is Lawtons Drugs.

In the event of self administration by a resident, a written order by the physician must be obtained. It is the responsibility of the nurse to explain to the resident and/or family the proper administration and any side effects as well as safe storage. Re-ordering is done by the nurse in the usual manner. Medications for self-administration may only be left at the bedside providing the resident has a place for the medication which can be locked i.e. locked drawer or box.

Loch Lomond Villa provides the following over-the-counter medications for short term/occasional use at no cost to the resident:

- Tylenol
- Diovol
- Graval
- Acetaminophen
- Lactulose

If a resident prefers a brand different from what is provided, the cost of the medication is the responsibility of the resident or family. The cost of any over-the-counter medication prescribed by a physician on a regular basis is also the responsibility of the resident or family.

In the event a resident is hospitalized for longer than 24 hours, all medications must be returned to the pharmacy to be discarded. Upon return from the hospital, a new physician's order is required for each medication.

Since many herbal medicines may affect medications the resident is taking, families are asked to check with the RN on the resident's house before bringing in such medications. Every effort will be made to honour the residents' request to continue with holistic medication and/or herbal supplements.

MEDICAL TEAM:

The resident's medical care will be provided by Loch Lomond Villa's Medical Team unless you wish for this to remain with the resident's own family physician. If you wish to have medical care other than that provided by our medical team, arrangements must be made prior to admission and communicated to Loch Lomond Villa. For those residents who choose to have their care under the direction of our Medical Team, we have part time physicians and a Nurse Practitioner. A Physician and the Nurse Practitioner visit each house on a weekly basis, and as well respond to medical issues which require urgent attention.

In the event urgent care is required and the attending medical care provider is not available, and in emergency situations which cannot be managed at the nursing home, the Resident will be sent to the Saint John Regional Hospital emergency room for assessment and the POA will be notified. If you are concerned that you or your loved one need to see the Physician or the Nurse Practitioner it is important that you communicate this through the RN in charge on the nursing house.

NEXT OF KIN/POA/GUARDIANSHIP/WHO TO CALL IN CASE OF EMERGENCY:

We ask each resident/family to designate one POA/next-of-kin who will be contacted to make decisions regarding the resident's status and care planning. This individual would speak on behalf of the resident if he/she were not able to do so and sign the Resident Care Agreement.

The designated POA/next-of-kin is responsible for keeping other family members informed of changes to the resident's condition and to ensure that all financial expenses and obligations are met. This individual will be contacted when clothing and other personal needs are required unless other arrangements have been made. Please ensure that this information is kept current and notify Loch Lomond Villa of any changes to telephone numbers, addresses etc.

It is strongly recommended that residents arrange to have legal power of attorney for personal care and power of attorney for property at the time of admission. When completed, the home

will require a copy. The name and contact information of the Power of Attorney for Personal Care, Substitute Decision Maker or responsible party is listed on the resident’s file. The resident or representative must designate one primary contact and ensure that this information is kept up to date.

NURSING CARE:

The Director of Care is accountable for the overall quality of nursing services and provides professional nursing leadership to the members of the care team. Care staffing is in accordance with the care standards set out by the New Brunswick Department of Social Development.

The full scope of practice for each care team member is utilized in order to maximize the care the residents receive. Full time and part time staff are designated to work on each household to provide continuity of care for the residents.

A Registered Nurse (RN) supervises the nursing staff on each household, and is responsible to the Director of Care for the quality of care provided to the residents. The RN is the principal contact point for both residents and families to address any questions or concerns related to medical issues, or any other matter that may require further follow up by the RN. Upon admission the RN co-ordinates a comprehensive assessment of the needs, abilities and wishes of each resident. Information is obtained from the resident/family as well as other service providers such as the Physician/Nurse Practitioner, Dietitian, Spiritual Care, Recreation Therapy and care staff. A care plan is then developed with each resident and their family, reviewed and updated when necessary, every three months, and evaluated annually.

The Licensed Practical Nurse (LPN) under the direction of the RN has the responsibility of administering the majority of medications, prescribed treatments and procedures. As a Team Leader they support and assist both the RN and RA in the completion of their roles and responsibilities to the residents.

The Resident Attendant (RA) under the direction of the RN has the primary responsibility of assisting the resident with their activities of daily living such as hygiene & grooming, bathing, dressing, toileting, and ambulation.

We want you to be comfortable in your new home. If a resident prefers a male or female staff this should be expressed to the RN at time of admission as we employ both male and female caregivers. Private duty care staff is not a service Loch Lomond Villa is able to provide. If the family wishes to hire private care givers, Loch Lomond Villa can assist with this service.

NUTRITIONAL SERVICES DEPARTMENT:

Loch Lomond Villa is committed to providing nutritious, well-balanced, healthy choices and appealing meals to our residents in a family like atmosphere. While all meals are prepared in the main production kitchen, each house has a satellite kitchen from which meals are heated and served. Each house also has an open seating dining room where residents are encouraged to eat their meals. For anyone who requires it, in room meal services are available.

The Nutritional Services Department has many options available to promote healthy choices and honor resident preferences. There is an Available Daily Menu from which residents can order from in advance if they are not satisfied with the regular menu entrée or alternate meal offered. Residents’ preferences (religious, dislikes) are acknowledged and select choices are available to accommodate these preferences.

Families can play a role in enhancing the quality of our residents dining experience. Families are welcome to bring in favorite food items as well, which need to be in a covered container, labeled, dated and given to the House Manager (RN). Families are also welcome to book the Community Kitchens (Village Houses and Evergreen House) for special gatherings or to simply come and enjoy a meal with their loved one.

We encourage family members to join our residents at meal time. We will make every effort to accommodate family eating with our residents either in the resident dining rooms on their houses (if seating permits) or in the cafeteria (Villa) to make this an enjoyable experience for families and our residents. Meal tickets for visitors of residents at the Villa are sold in the Seniors Wellness Centre (located in the Milestone apartment building on the ground floor) Monday through Friday and at the Country Store on the weekends. Dinner tickets must be purchased by 11:45 a.m. and supper tickets by 3:30 p.m. Meal tickets for visitors of residents at the Village can be purchased at the Village Reception Desk Monday through Friday and must be purchased 3 days in advance.

For further information regarding the Nutritional Services Department or if you have questions or concerns please contact:

- Nutritional Services Manager / Dietitian (Village) 643-7145
- Dietitian (Villa) 643-7175, Ext. 6936

Daily menus are posted near each dining room. Meal times are scheduled as follows but residents who do not wish to eat at the scheduled meal times will be accommodated as required occasionally or more frequently as part of their care plan goals.

Hot Breakfast Service - 8:00 a.m. – 9:30 a.m.

Cold/Continental Breakfast available all day

Dinner - 12:00 noon – 1:00 p.m. (full course meal)

Supper - 5:00 p.m. – 6:00 p.m. (lighter meal)

PALLIATIVE CARE PROGRAM:

Loch Lomond Villa recognizes the importance of a multidimensional life that includes not only the physical, but the emotional, spiritual and intellectual. We believe that end of life care is as important as any other care provided. We recognize that Palliative Care is a comforting and peaceful process of helping our residents complete life’s journey on many levels. While it is impossible to totally prepare for death, the end of life can be a very special time for family and friends who have shared in the journey of life with the resident. Our staff are experienced in palliative care practices and will provide individualized, holistic end of life care that includes pain management and comfort levels that support both the resident’s and the family’s needs; spiritual support through the resident’s faith community, ritual and pastoral visits; and written material and conversations on grief and dying. We are with the resident and family through this process, providing support and ongoing communication. Our Family Suites are available for family to spend the final days together in a restful and home-like atmosphere during this important life passage. At the Village there is a fully-equipped family suite located on each House. At the Villa, there is a family suite located on the main floor immediately off of the Central Lounge.

Mother Theresa said “No one should die alone...each human should die with the sight of a loving face” Our NODA (**No one Dies Alone**) program makes this a reality at Loch Lomond Villa. Trained compassionate companions come to sit and provide comfort to our residents who are actively dying. These volunteers are a great comfort to our residents and to the families who cannot be nearby or who need respite for whatever reason.

Inside both main entrances, there is a memorial site. When a resident passes away, their picture and a memorial card are placed at this site for residents, staff and families to sign for the residents POA/Next of Kin.

We also hold a regular Memorial Service for family, staff, and residents to remember those whose lives have touched ours in our time together.

PARKING:

At the Villa the main parking lot is located immediately in front of the main entrance. At the Village the visitor parking is located to the left as you enter the property from Loch Lomond Road. Please do not park on the lawns, in no parking areas or in the apartment tenants parking lots. Parking may be restricted during winter months due to snow accumulation, please bear with us.

PARTNERS IN CARE:

Family members are a vital part of our team! As a “Partner in Care” you have the right to participate in all aspects of your loved one’s daily life if they so wish. As Partners in Care the resident and POA/next of kin may have access to the resident chart and care plan by requesting

such with the House Leader. Remember, you hold valuable information and insight into your loved one’s likes and dislikes, routines, wishes and desires. Your role as caregiver, friend, spouse and supporter does not need to end when your loved one comes to live with us. Please let the RN and Team know how you would like to be a partner in care. Please see our Care Partners Pamphlet enclosed.

PERSONAL EFFECTS:

Loch Lomond Villa provides a warm and comfortable bedside atmosphere within and outside the resident’s room. This includes a bed, bedside table, closet/armoire and chairs where space permits. Safety of the residents and staff must be a priority in any room.

Residents are encouraged to bring personal effects and furnishings for their rooms. These items must meet all health and safety standards of the home. Hot water bottles and/or magic bags are not allowed to be used by residents. Due to limited space, approval must be obtained from the RN before extra furniture is brought into the resident’s room. Loch Lomond Villa is not responsible for items that are damaged or lost. As the seasons change it would be the perfect time to go through your family members closets to get ready for the upcoming season. We encourage valuables, such as rings and watches to be taken home if the resident is not able to wear them. If these items remain with the resident, Loch Lomond Villa is not responsible for items that are lost. Large sums of money should be placed in the resident’s trust account in the Finance Office.

Should your loved one’s mobility status change, requiring the use of transfer aids such as a Ceiling Lift, Sara Steady, wheelchair as examples, the RN will need to reassess clutter and excess furniture within the residents room. To facilitate the safe transferring for the staff and resident, appropriate space within the room must be ensured. In this event, family may be asked to bring items home at such time.

We recognize the loss of a loved one is a difficult time for family members. The staff on the house will gather all clothing, furniture and personal items and store the belongings up to a maximum of seven (7) days for your convenience. After that time, we must dispose of the items due to our limited storage space. Loch Lomond Villa is unable to accept donations of any kind due to the lack of storage for such items. We appreciate your understanding in this matter.

PETS/PET THERAPY:

Pets and the elderly have a lot to give to one another and play an important role in many lives. Studies have shown that owning and handling animals significantly benefits health and not just for the young, for example, lowering blood pressure, improving mood and buffer feelings of isolation. Pets are valued companions that can have a positive impact on quality of life. Animal companions living in the Home can be an important source of social support that contributes to overall well-being through comfort, friendship, affection, stimulation, exercise and a sense of responsibility. Human-companion animal interactions through such programs a Pet Therapy

and pet visits have great therapeutic benefits as well. Personal pets may be considered for adoption by the individual RN House Leader and the House Care Team. Considerations will be made for existing residents with known allergies.

The RN House Leader will communicate with families on the house regarding any potential pet adoption or with any pet coming to live on the house or in a residents’ room, exploring and addressing any concerns. If pets are visiting they must be registered with our Recreation Dept.

PLANTS: While plants are often beautiful to look at, please be mindful that some residents and staff have environmental sensitivities and allergies that may be aggravated by scented flowers and plants. When bringing in plants or cutt flowers, we recommend you avoid highly scented flowers such as lilies and roses. Be aware that Poinsettias are toxic and may not be appropriate for residents with advanced dementia or on houses with pets. Always check with the Nurse to see if the plant/flower is appropriate for the House.

PROMOTING INDEPENDENCE:

Staff will provide basic personal care for those residents who are unable to do these things for themselves. However, residents will be encouraged to do as much as possible in order to prevent deterioration of psychomotor and cognitive abilities and maintain independence.

We ask families to provide a personal profile of the resident. This personal profile should include information that makes it easier for staff to care for, and support the resident. The profile should include things such as personal likes/dislikes of the resident, past accomplishments, favorite memories, names of family members and friends, and other information that can help staff build a relationship with the resident.



RECREATION THERAPY DEPARTMENT:

The purpose of Therapeutic Recreation is to facilitate the development, maintenance and expression of appropriate leisure lifestyles for individuals with physical, mental, emotional and/or social limitations. This purpose is accomplished through the provision of programs and services, which assist the residents in eliminating barriers to activity, developing skills and attitudes and optimizing involvement. Recreation staff use these principles to enhance the residents’ leisure ability in recognition of the importance and value of activity in everyday life.

Each month a calendar of events is developed, copies of which can be found at the Family Information Centre’s as you enter each nursing house, on the Villa website at www.lochlomondvilla.com and on the event monitors located in each house. Daily programs are listed on the event board located on each house. Our wheelchair accessible van takes residents out on various outings and shopping trips.

An e-mail address, is available for families to send e-mails to their loved ones.
At the Village, emails can be sent to: recreationvillage@lochlomondvilla.com
At the Villa, emails can be sent to: recreationvilla@lochlomondvilla.com

Please call the Recreation Staff if you wish at:
Villa Recreation Staff at 643-7175 Ext. 6957 or;
The Village Recreation Staff at 634-2560, Ext. 5214

REHABILITATION SERVICES:

The New Brunswick Extra-Mural Program (EMP) offers Rehabilitation Services for those living in a nursing home. The mandate of the program is to provide a comprehensive range of coordinated healthcare services for individuals of all ages for the purpose of promoting, maintaining and/or restoring health within the context of their daily lives.

The following professional services are available to our residents:

- Physiotherapy
- Speech language pathology
- Occupational therapy
- Respiratory therapy



The service of an Extra-Mural Program professional is only accessible through a referral from a Physician/Nurse Practitioner. The resident/responsible party must sign a consent form here at Loch Lomond Villa to indicate agreement in accessing one of these services through EMP before the physician/NP can write the required referral. Once the referral is processed to the specified professional at the local Saint John Extra-Mural office, the resident’s name is placed on a wait list. The wait time to receive the service may vary in length due to existing caseload of the Extra-Mural Program professional. If a resident requires, Metro Health is the service provider for braces and advanced splinting and Orthopedics Plus for specialized footwear and compressions stockings.

Loch Lomond Villa staff with a Certificate in Rehabilitation Support provide rehabilitation support to the residents under the direction and coordination of the EMP Rehabilitation professionals. Within their defined scope of practice their roles and responsibilities include, but not limited to; encouraging residents to participate in rehabilitation programs and treatments to maximize their independence and dignity, assisting the Extra-Mural Program professional when on-site, implementing prescribed treatments, monitoring, documenting and reporting resident progress, providing education to care staff and family on any specialty equipment prescribed for a resident. In addition, under the Back in Form and Least Restraint policies of the home a Rehab Support Worker may contact a family member directly to recommend the purchase of a piece of equipment to more safely accommodate the individualized needs of a resident.

More information on Rehabilitation Services can be obtained by contacting the Rehabilitation Support workers directly at (Villa) 643-7175 Ext. 6917 and (Village) 634-2560 Ext. 5280 between the hours of 8:00 am – 4:00 pm, Monday to Friday.

RESIDENT CARE ACCOUNTS:

Residents of licensed nursing homes receiving provincial assistance from the Department of Social Development are entitled to retain a portion of their OAS/GIS monthly income plus their GST rebate from the Federal Government as a personal comfort and clothing allowance. The portion to be used as Comfort and Clothing Allowance is established by the Department of Social Development.

All resident expenditures for purchases from the comfort & clothing account must be accompanied by a receipt or invoice, such as: (personal items, clothing, drugs not covered by the Provincial Drug Program, over the counter medication not routinely supplied, additional fees for eyeglasses, dentures and hearing aids, transportation to Dr. appointments, care supplies that are not part of the care supply list) Any receipts submitted over the amount of \$125.00, a cheque will be issued by Loch Lomond Villa.

Residents may access funds, up to \$25.00/day, from their account at the Reception Desk during regular business hours. Both Reception Desks are open Monday through Friday, from 9:00 am – 3:00 pm except holidays.

RESIDENTS’ COUNCIL:

A Residents’ Council exists where a group of residents discuss concerns and ideas and acts as representatives for the residents to assist Loch Lomond Villa in providing the best possible service and programs for the Home. The Council meets monthly and reports to the CEO. The Council consists of residents, family members, recreation therapy staff and other members of the care teams as needed.

RESIDENTS’ RIGHTS:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident’s dignity and individuality and to be free from mental and physical abuse.
2. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
3. Every resident has the right to be told who is responsible for, and who is providing the resident’s direct care.
4. Every resident has the right to be afforded privacy in treatment and in caring for his other personal needs.
5. Every resident has the right to keep in his or her room and display personal possessions, pictures and furnishings in keeping with safety requirements and other residents’ rights.

6. Every resident has the right to be informed of his or her medical condition, treatment and proposed course of treatment.
 - a. Every resident has the right to give or refuse consent to treatment, including medication, in accordance with the law and to be informed of the consequences of giving or refusing consent.
 - b. Every resident has the right to have the opportunity to participate fully in making any decisions and obtaining an independent medical opinion concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from the nursing home.
 - c. Every resident has the right to have his or her medical records kept confidential in accordance with the law.
7. Every resident has the right to receive reactivation and assistance towards independence consistent with the law.
8. Every resident who is being considered for restraints has the right to be fully informed about the procedures and the consequences of receiving or refusing them.
9. Every resident has the right to communicate in confidence, to receive visitors of his or her choice and to consult in private with any person without interference
10. Every resident whose death is likely to be imminent has the right to have members of the resident’s family present twenty-four hours per day.
11. Every resident has the right to designate a person to receive information concerning any transfer or emergency hospitalization of the resident and where a person is so designated to have that person informed forthwith.
12. Every resident has the right to exercise the rights of a citizen and to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the residents’ council, nursing home staff, government officials or any other person inside or outside the nursing home, without fear of restraint, interference, coercion, discrimination or reprisal.
13. Every resident has the right to form friendships, to enjoy relationships and to participate in the residents’ council.
14. Every resident has the right to meet privately with his or her spouse in a room that assures privacy; and where both spouses are residents in the same nursing home, they have a right to share a room according to their wishes, if an appropriate room is available.
15. Every resident has the right to pursue social, cultural, religious and other interests to develop his or her potential and to be given reasonable provisions by the nursing home to accommodate these pursuits.
16. Every resident has the right to be informed in writing of any law, rule or policy affecting the operation of the nursing home and of the procedures for initiating complaints.
17. Every resident has the right to manage his or her own financial affairs where the resident is able to do so, and where the resident’s financial affairs are managed by the nursing home to receive a quarterly accounting of any transactions undertaken on his or her behalf and to be assured that the resident’s property is managed solely on the resident’s behalf.
18. Every resident has the right to live in a safe and clean environment.

19. Every resident has the right to be given access to protected areas outside the nursing home in order to enjoy outdoor activity, less the physical setting makes this impossible.

SAFETY:

The safety of residents and staff members is of utmost importance at Loch Lomond Villa. For this reason, we are always watching for safety concerns and may at times need to make changes in your family member’s care routine. Any resident who is unable to weight bear is transferred using a mechanical lift. This “no-lift policy” has been implemented for the purpose of preventing lift related injury to our staff and to ensure the safety of our residents.

All exit doors in the home require a keyed sequence in order to deter elopement and provide a secure environment for any resident that might wander. If you become aware of any safety concerns, please immediately bring them to the attention of the RN.

HEALTH & SAFETY REMINDERS FOR FAMILY MEMBERS

- If sick remember, do not visit – Loch Lomond Villa recommends visitors receive the influenza vaccine annually. Unimmunized visitors/family members will be asked to wear a mask when visiting during influenza activity in our area for the protection of our residents.
- If you witness any safety incident or adverse event, such as, a resident fall, resident leaving building unattended or altercation, please notify the nearest staff member
- Please remove wet footwear at the door (carry a pair of indoor footwear for visiting); this reduces potential risk of slips.
- Report any spills on floor to staff
- Please use hand sanitizers when entering and exiting the building also use between giving care to other residents
- Be aware of the Loch Lomond Villa “Scent Reduction” Policy
- Check with staff before bringing flowers to residents, they may have an odor that may affect others
- Powders are not permitted on the Houses (Scent Reduction Policy and Slippage on floors)
- No magic bags or hot water bottles are permitted.
- Have any new electrical item brought in for residents checked by maintenance staff
- Allow maintenance department to hang pictures for residents so they are secure
- Broken glass goes in special containers – check with nursing or housekeeping staff for location
- Be aware of the sound of Fire Alarm and placement of fire exits and fire extinguishers
- See family board to see the emergency code listing
- Non-smoking environment/grounds. Please dispose of your butts in ashtrays before exiting your vehicle.
- Please do not bring in any medications to the residents. This is in regulation with the Nursing Home Act and Regulations.

SCENT REDUCTION:

Medical evidence shows that scented products may be harmful to those with allergies, environmental sensitivities or chronic heart or lung disease. In support of its commitment to the provision of a healthy and safe environment for residents, staff, volunteers and visitors, Loch Lomond Villa maintains a scent reduction policy. This policy is designed to eliminate the presence of personal scented products. As well, wherever possible, Loch Lomond Villa will purchase or use reduced or non-scented products.

SHARED DECISION MAKING:

Loch Lomond Villa advocates for resident empowerment through access to information, education and a collaborative care partnership so therefore we support the structured clinical communication process known as Shared Decision Making. Shared Decision Making has been defined as “...a collaboration between the resident and healthcare provider that engages the resident in the decision-making process about testing and treatment options. Physicians give residents accurate, unbiased, and understandable information about options, outcomes, and scientific uncertainties, and residents alert providers to relevant information pertaining to their preferences, values, and life circumstances”

SMOKING POLICY: Loch Lomond Villa is a “Smoke Free” Environment.

To improve the health and well-being of residents, employees, visitors and volunteers, in 2010 the nursing care section of the complex became a smoke free environment. In October of 2015 in response to the new “Smoke Free Places Act” legislation, Loch Lomond Villa became a completely smoke-free property. Smoking is not permitted on Loch Lomond Villa property or in vehicles parked on the property.

Residents continue to smoke in cooperation with the no smoking policy of the home by leaving the facility and not smoking on the complex property. Nicotine Replacement Therapy, education, supports, and counseling is readily available and offered to these residents in the event they want to choose a healthier lifestyle in the future.



SOCIAL WORKER:

My name is Meaghan Douthwright and I’m the social worker at the Loch Lomond Villa. I support residents and their families in both the Villa and the Village. In the Villa, my office is in the Central Lounge and in the Village, I’m near the elevator on the 2nd floor. By the time that your family gets to the admission stage, I’m hopeful that we have already met! My role at the Villa is around supporting families and residents both through the admission process, ongoing team meetings and one on one support. I can help provide emotional support to families and residents and/or can help connect families to more intensive support options in community, if needed. Sometimes it can be hard to navigate the process of long term care, especially when

you’re new to it. Please reach out to me if you have any questions or need assistance through the options mentioned above – my email is mdouthwright@lochlomondvilla.com and my phone number is 506-285-3988.

SPIRITUAL CARE:

Spiritual Care is the broad inclusive ministry of spiritual healing and growth within our community of people. The program is coordinated by our Spiritual Care Coordinator and the Spiritual Care team who ensures each resident’s spiritual care according to his/her personal beliefs is met.

The Spiritual Care Coordinator coordinates the weekly chapel services, Bible studies and Memorial Celebrations which are held in remembrance of our recently deceased residents. For more information on Spiritual Care please contact the Spiritual Care Coordinator at 643-7175 Ext. 6943 (Villa) and 634-2560 Ext. 5180 (Village).

TELEPHONE/ T.V:

Rogers Cable supplies cable television and Loch Lomond Villa can provide telephone service at both the Villa and the Village. Charges for both telephone and/or cable services are the responsibility of the resident and/or the POA/next-of-kin. Upon admission, if these services are desired it is the responsibility of the family to contact Loch Lomond Villa and/or Rogers for hook-up.

Wall brackets for flat screen televisions are supplied and have been installed by Loch Lomond Villa. The wall bracket is to remain with the room when a resident moves from the room. If the resident wishes to have a television in their room, it must be a flat screen television that is a minimum of 30” and maximum of 40”. Please notify the RN on the House and arrangements will be made for our Maintenance staff to install the television on the bracket.

We request that bills be sent to the family for the payment since they can easily be lost or misplaced when sent to the nursing houses. Satellite Dishes cannot be installed.

Telephone service can be arranged through Loch Lomond Villa in the amount of \$25./month plus HST. Residents also have the option if they choose to have a cell phone from an outside provider at their own cost.

VOLUNTEERS:

Volunteering is an enriching experience and is coordinated through the Volunteer Office. Volunteers are an integral part of the Loch Lomond Villa team and play an essential role in enhancing the quality of life of the residents. For more information on volunteering please contact our Volunteer Services Coordinator, at: 643-7175, Ext 6927 or email: volunteer@lochlomondvilla.com Families make great volunteers!

This image shows a full page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook paper. There are no margins, text, or other markings on the page.

APPENDIX “A”

HAIR SALON SERVICES AND PRICING

| | |
|--------------------|----------|
| CUT ONLY | \$17.00 |
| SHAMPOO & SET | \$17.00 |
| SHAMPOO, CUT & SET | \$28.00 |
| PERM | \$60.00 |
| COLOUR | \$50.00 |
| COLOUR & CUT | \$60.00 |
| MEN’S CUTS | \$ 12.00 |

If any questions, please reach out to Hair care by calling:

Loch Lomond Villa 643-7175 ext. 6921

Loch Lomond Village 634-2560 ext. 5270

APPENDIX “B”

Care Supplies Covered

Brand name is to be specified for all items with asterisk*

| | |
|--|--|
| Absorbent Puffs | *Mouth Care Supplies; (tooth paste- crest, mouthwash- dascena mist, toothettes- dentips) |
| Alcohol (for medical use) | Nail Care Equipment; (clippers, file, etc) |
| Antiseptic and Disinfectant Preparations | Nebulizer Masks |
| Applicators, Cotton-tipped | Needles |
| Bandages | Ostomy Supplies |
| Basins (bath, emesis, solution) | Packs, hot & cold |
| Bed Pans | Pads, Incontinence |
| Blood Pressure Cuffs | Paper, Autoclave |
| Blood Sampling supplies | Pressure Relieving Devices |
| Blood Testing Strips | *Razors, Disposable- Gillette |
| *Body Lotion - Coloplast | Rectal tubes |
| Catheter (Drainage Systems, Tray, Solution) | Saline solution |
| Condom Drainage | Scissors |
| *Denture Adhesives- Fresh mint | *Shampoo- Pro Advantage & Coloplast |
| *Denture Cleaners- Dynarex | Sharps disposal Containers |
| Denture Cups | *Skin Barriers - Coloplast |
| Diabetic Supplies | *Skin Cleanser - Coloplast |
| Douche Units | Specimen Collecting Supplies |
| Dressing Trays | Spoons (disposable) |
| Dressing Supplies | Sterile Supplies/Equipment |
| Droppers, Medicine | Steri-Strips |
| Enema Kits, Disposable | Stethoscopes |
| *Facial Tissue- Luxury | Stockinette |
| *Feminine Hygiene Products- Tena | Straws, flexible |
| Fleet Enemas | Swabs (alcohol & glycerin) |
| Foot Care Equipment | Syringes |
| Forceps, Disposable Surgical | Tape |
| Gloves, (Sterile, Unsterile) | Thermometers and supplies |
| *Hand Soap (standard size) or liquid hand soap- Optisource | Tongue Depressors |
| *Incontinence Care Supplies; Disposable- Tena | Tub (cleaning products) |
| Irrigation Solution & Trays | Urinals |
| Lubricants and Petroleum Jelly | Urine Testing Strips |
| Medicine cups (paper and plastic) | Water (sterile & distilled) |
| Minor Medical Equipment | |

APPENDIX “C”

LOCH LOMOND VILLA DIRECTORY

The main contact line for Loch Lomond **Villa** is: (506) 643-7175

The Resident’s Directory for the Villa is: (506) 634-2567

The main contact line for Loch Lomond **Village** is: (506) 634-2560

The Resident’s Directory for the Village is: (506) 634-2570

FREQUENTLY CALLED NUMBERS / EMAILS:

| DEPARTMENT/NAME | TELEPHONE NUMBER | EMAIL |
|---|---|--|
| CEO (Ashley King) | 643-7173 | aking@lochlomondvilla.com |
| Director of Care (Christa Matheson) | 643-7180 | cmatheson@lochlomondvilla.com |
| Resident Care Coordinator (Deanna Robertson) | 634-2560 Ext#5150 | drobertson@lochlomondvilla.com |
| Nursing Administration Clerk (Melissa Goguen) | 643-7151 | mgoguen@lochlomondvilla.com |
| Resident Trust Accounts (Tina Gallant) | 643-7134 | tinagallant@lochlomondvilla.com |
| Meaghan Douthwright (Social Worker) | 506-285-3988 | mdouthwright@lochlomondvilla.com |
| Hair Salon | Villa: 643-7175 Ext# 6921 Village: 634-2560 Ext#5270 | Haircare-nursing@lochlomondvilla.com |
| Spiritual Care Coordinator | 643-7175 Ext#6943 | spiritualcare@lochlomondvilla.com |
| Volunteer Services Coordinator | 643-7175 Ext#6927 | volunteer@lochlomondvilla.com |
| Facilities Manager | 643-7178 | |
| Environmental Services Manager | 643-7178 | |
| Recreation Manager (Allison Newton) | 634-2560 Ext# 5180 | anewton@lochlomondvilla.com |
| Nutrition Services Manager & Dietician (Holly Budrow) | 643-7145 | hbudrow@lochlomondvilla.com |
| Dietitian (Lauren Cameron) | 643-7175 Ext #6936 | lcameron@lochlomondvilla.com |
| Reception – Villa | 643-7175 | reception@lochlomondvilla.com |
| Reception – Village | 634-2560 | Reception-village@lochlomondvilla.com |
| Laundry (Lost & found clothing) | 643-7169 | |
| Loch Lomond Villa Foundation | 643-7110 | foundation@lochlomondvilla.com |
| Birch House (Villa) | 643-7154 | birchhouse@lochlomondvilla.com |
| Elm House (Villa) | 643-7158 | elmhouse@lochlomondvilla.com |
| Evergreen House (Villa) | 643-7157 | evergreenhouse@lochlomondvilla.com |
| Cedar House (Village) | 634-2560 Ext#5115 | cedarhouse@lochlomondvilla.com |
| Dogwood House (Village) | 634-2560 Ext#5125 | dogwoodhouse@lochlomondvilla.com |
| Maple House (Village) | 634-2560 Ext#5225 | maplehouse@lochlomondvilla.com |
| Willow House (Village) | 634-2560 Ext#5215 | willowhouse@lochlomondvilla.com |