



LOCH LOMOND VILLA, INC.

Annual Report

2024 - 2025

Our Mission

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

Vision

Our vision is that of an inclusive, resident-centred community that encourages dreams, friendship and living with purpose.

Values

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

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Message from the Board Chair

As we reflect on the past year, I am filled with immense gratitude and pride for the remarkable community that defines our organization. On behalf of the Board of Directors, I want to extend a heartfelt thank you to each and every member of our staff, every resident, every tenant, and every family. Your dedication, trust, and continued support are the foundation of all that we do.

This year has brought with it a number of significant organizational changes. While change can be challenging, our community approached each transition with professionalism, resilience, and compassion. It is a true testament to the strength and spirit of this organization. Under Ashley's thoughtful and steady leadership, we not only navigated these changes—we grew stronger because of them. Her vision and commitment have made a lasting impact in the lives of so many.

The Board of Directors is deeply grateful for the collaboration we have seen across all areas of our work. From the partnerships we've built to the outpouring of support from the broader community, each connection has played an essential role in advancing our mission.

As we look ahead, we do so with confidence—knowing we are guided by capable hands, united by shared purpose, and driven by a collective passion to make a difference.

GLEN MCCLOSKEY

Chair of the Board



2024/2025 Loch Lomond Villa Board of Directors

Glen McCloskey, Chair of the Board

Holly Knight, Vice-Chair

Robert Bonner, Secretary/Treasurer

Rod Borden

Karen Clark

Brandi Cooper

Tom Davidson

Kaitlin Gamble

Mary Lynch

Steve Palmer

Chola Shamputa

Carlos Vicente

Message from the CEO

Dear Friends, Partners, and Members of the Loch Lomond Villa Community,

Thank you for your continued commitment to Loch Lomond Villa. Your unwavering support does not go unnoticed. It is because of each of you—our community members, partners, volunteers, board members, employees, and families—that we are able to deliver the compassionate, person-centred care that defines Loch Lomond Villa. We are truly grateful for your time, energy, and engagement.

The 2024/2025 fiscal year has been one of significant transformation. From leadership transitions to strategic realignments and evolving partnerships, we have embraced change while remaining steadfast in our mission, vision, and values. Our focus has never wavered: to support and enrich the lives of our residents, families, tenants, and staff through excellence in care and community connection.

With new leadership team members on board and a renewed alignment around our vision, we have dedicated ourselves to maintaining the high standards of quality for which we are known. At the same time, we are intentionally investing in our organizational growth and development—ensuring we are all moving in the same direction, together.

This year, we proudly achieved Planetree Silver Certification and received a Certificate of Commendation from Accreditation Canada, reinforcing our commitment to person-centred care and operational excellence. These milestones reflect the collective efforts of our team and reaffirm our goal of being the provider of choice for long-term care, seniors' housing, and seniors support services in New Brunswick.

Strategic partnerships have played a critical role in our journey. In 2024/25, we expanded our collaborations with local, provincial, and federal agencies to enhance the quality and breadth of our services. We contributed to national initiatives such as the CDA-AMC's Appropriate Use of Antipsychotics program and provided input into the National Dementia Strategy through the Brainwell Institute. We also participated in an international mission to the Netherlands with the Government of Canada, gaining valuable insights into long-term care innovations. Additionally, we partnered with Healthcare Excellence Canada on advancing person-centred practices.

While we celebrate these accomplishments, we never lose sight of those at the heart of our work—our staff. Their dedication, compassion, and professionalism drive the quality of care our residents receive every day. Whether managing care plans, promoting well-being, or embodying our person-centred philosophy, their efforts are the reason we continue to move forward. I am profoundly grateful for each member of our team.

To our supporters, thank you for continuing to support and encourage us. Your contributions—whether through time, advocacy, or partnership—are essential to our success. Together, we are shaping a brighter, more supportive future for seniors in our region and across the province.

ASHLEY KING

Chief Executive Officer



RECREATION THERAPY

ALISON NEWTON
Recreation Therapy Manager

A YEAR OF CONNECTION, PURPOSE AND JOY



This past year at Loch Lomond Villa has been one of deep connection, vibrant experiences, and heartfelt moments. Within our Recreation Department, we have devoted ourselves to creating experiences that speak to the whole person—emotionally, physically, cognitively, spiritually, and socially. Every day, our goal has been simple yet profound: to bring joy, encourage connection, and offer each resident and tenant a true sense of purpose and belonging.

At the heart of our home are the people who live here—each with their own story, passions, and preferences. From the moment they arrive, we take the time to understand who they are. Through recreation assessments at admission and at regular intervals, we learn about their personal interests, cultural backgrounds, past careers, and hobbies. This allows us to offer meaningful activities that resonate with their identities. For some, that might be the comfort of a quiet one-on-one visit or the soothing presence of music therapy. For others, it's the excitement of themed events and group gatherings.



In the quieter corners of our home, music therapy sessions have brought peace to those who prefer calm. In our common areas, laughter often fills the air during themed socials like our Villa Prom, Fall Ball, and Farm Day—where residents and tenants come together to celebrate, reminisce, and dance. One especially heartwarming day was when the children from the village daycare joined us for a magic show. Watching both generations light up with shared wonder was a reminder of how joy multiplies when it's shared.



Intergenerational connections have become a cherished part of life at Loch Lomond Villa. Collaborations with local schools and our own daycare have opened doors for meaningful interactions, where residents pass on wisdom and receive youthful energy in return. These moments bridge generations and foster a deep sense of belonging.



This year, residents had opportunities to engage with Indigenous culture in meaningful ways. For example, one of our residents, a member of the Mi'kmaq Nation, attended the Menahqesk Pow Wow at TD Station—an experience filled with pride and connection. Tenants also learned from an engaging presentation that deepened their appreciation and understanding of Indigenous traditions.



Our tenant and resident councils have played a crucial role in shaping our programs and ensuring that every voice is heard. These active committees reflect the needs and wishes of our vibrant, diverse population and help guide us in creating a home where everyone feels seen and valued.

Friendship has flourished in so many ways this year. Whether through small group clubs focused on art, trivia, or current events, or in the return of our beloved Men's Group, we've seen the power of shared interests in bringing people together. For many of our male residents, the Men's Group at The Village has provided a space of comfort, connection, and camaraderie—especially meaningful in an environment where male residents may be fewer in number.

One of the highlights of our recreation programming continues to be our bus outings. These excursions are more than just trips—they're opportunities for residents and tenants to experience something new or familiar in the company of friends. From scenic drives through fall foliage to festive holiday light tours, each outing is carefully planned with resident interests in mind. Fishing trips, shopping outings, and lunches at favorite restaurants allow our residents and tenants to stay connected with the broader community and maintain a sense of independence. These everyday adventures are often where the magic happens—in a shared laugh during a scenic drive, a conversation sparked by a song on the radio, or a quiet moment of reflection while watching the water from the bus window.

Throughout the year, we've seen time and again how bringing the community into Loch Lomond Villa enriches the lives of everyone here. Visits from schoolchildren, local musicians, volunteers, and therapy animals bring life, light, and love into our home. These connections foster a spirit of inclusion, reduce isolation, and remind our residents and tenants that they are still deeply valued members of a wider world. They rekindle memories, inspire new stories, and fill our halls with laughter and meaning.

To our residents, tenants, families, staff, and volunteers — thank you. Your presence, your spirit, and your contributions make Loch Lomond Villa not just a place to live, but a place to belong.



PHILOSOPHY OF CARE AT LOCH LOMOND VILLA

APRIL CONNOR
RAI Coordinator

PLANETREE STEERING COMMITTEE

Throughout the year, the Planetree Steering Committee actively enriches our Loch Lomond Villa community by overseeing a diverse range of events and activities for residents, families, and staff, ensuring our calendars consistently foster a positive environment.

A much-anticipated tradition, the 'Tim Hortons Drive-Thru' event, returned this past year, bringing its unique, in-house experience to the delight of staff and residents for the fourth consecutive year—it's always a hit!

We also believe deeply in learning from one another. That's why continuing our tradition of holding a 'Person-Centred Skills Day' is vital. These dedicated days keep our committees and efforts at the forefront, offering invaluable opportunities for everyone to ask questions, get involved, and share their insights. It's a key way we ensure every voice is heard and valued.



PLANETREE CERTIFICATION

We are delighted to share that Loch Lomond Villa has attained a Silver-level Planetree Certification. After concluding our certification process subsequent to February 2024, the independent certification board has recognized our significant efforts, particularly our perseverance post-pandemic.

Earning Silver status in these trying times is a remarkable achievement and a true honor for our organization. We are encouraged by the wealth of positive feedback received and are determinedly focused on the journey ahead. Over the next three years, we will work diligently to build upon this success and aim for continued recognition as a leader in person centred care.

With dedication, ambition, and our strong Loch Lomond Villa community, we are confident in our ability to reach new heights. We remain committed to being a force for positive change.

LIVING PLANETREE: OUR FIRST RESIDENT RETREAT WITH DOGWOOD HOUSE



As a significant step in our ongoing Planetree journey, Loch Lomond Villa held its inaugural resident retreat, bringing together our Dogwood House residents for an afternoon of engagement and enrichment. The experience was both informative and enjoyable, proving to be truly uplifting. In conjunction with our Staff Planetree Retreats, this was a positive step in our person-centred lifestyle.

The retreat provided a valuable platform for residents to share their perspectives and understand mutual expectations, which demonstrably strengthened their connections. The day concluded meaningfully with residents signing a Declaration of Our Dogwood Community, affirming their commitment to mutual support and actively incorporate our person-centered philosophy into their daily lives.

NEW ONLINE SUGGESTION BOX: AMPLIFYING STAFF VOICES AT LOCH LOMOND VILLA

Gathering input has always been a high priority at Loch Lomond Villa, where we've long utilized physical suggestion boxes for family, staff, and residents alike. Embracing modern communication, we launched an 'Online Staff Suggestion Box' in February 2025.

To date, this anonymous platform has received 12 submissions and is proving to be a valuable tool for enhancing staff engagement. It empowers team members to safely and openly share feedback, ideas, and concerns, helping us identify meaningful ways to improve day-to-day operations.

Many comments thoughtfully highlight areas for improvement, and each one is carefully reviewed during leadership meetings, which are held every two months. Suggestions are then directed to the appropriate person, department, or committee for action wherever possible, reinforcing our commitment to listening and continuous improvement.



STAFF SURVIVOR CHALLENGE: FUN, FITNESS, AND FRESH HABITS!



Loch Lomond Villa's recent 8-week "Staff Survivor Challenge" encouraged our team to focus on key wellness goals: more steps, better hydration, and increased fruit and vegetable consumption. With a healthy dose of competition, staff members motivated each other to reach new heights.

This initiative brought not only an increase in activity and some pre-summer fun but also plenty of smiles and shared encouragement. It's all part of our ongoing dedication to fostering a healthy and supportive environment for everyone at Loch Lomond Villa.

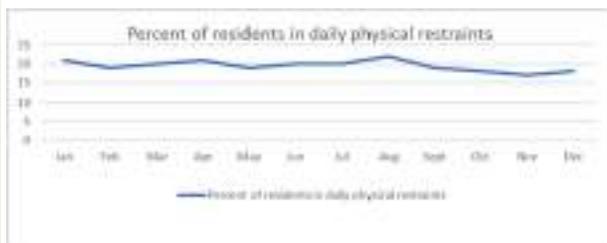
QUALITY IMPROVEMENT PROGRAMS

APRIL CONNOR
RAI Coordinator

Loch Lomond Villa has long been a leader in providing compassionate, person-centred care to our community. We are dedicated to enriching the lives of every resident across the various houses of our nursing home. To ensure the highest standards of care, we collect and analyze comprehensive quality data for each resident. This data empowers us to enhance efficiency and effectiveness in our organizational processes. Our programs and services are in place to meet the current and future needs of our residents to achieve the best possible outcome.

RESTRAINTS

Following the reduction in restraint usage achieved throughout 2023, we successfully maintained stable rates during 2024, remaining below 20% for most of the year. This sustained progress is driven by our improved interdisciplinary restraint reviews, through which we continually evaluate the necessity of each restraint and prioritize alternative care techniques to uphold resident independence and autonomy.



New Brunswick Average of "Daily Physical Restraints" Q4 2024: 24%
National Average of "Daily Physical Restraints" Q4 2024: 17%
Loch Lomond Villa Average of "Daily Physical Restraints" Q4 2024: 22%

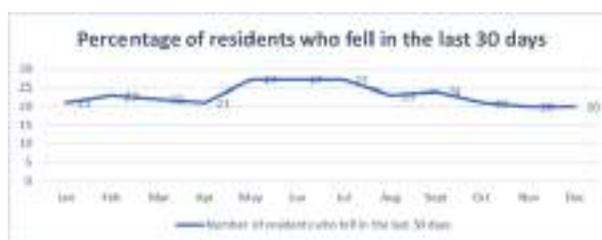
PAIN

Establishing a formal, team-led pain management project has sharpened our focus on current pain management education and in-depth reviews. In conjunction with medication reviews, we've improved pain documentation processes, implementing electronic reminders to ensure timely recording for residents experiencing pain. As a result of these enhanced efforts, we have achieved a reduction in the percentage of residents experiencing pain.

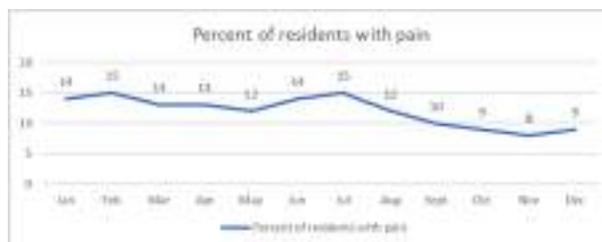
Benchmarking our quality metrics plays a crucial role in identifying key areas for improvement and guiding program evaluations. It also offers an opportunity to celebrate and share our successes, fostering a culture of collaboration that drives higher standards across the board. Our clinical program leadership has been instrumental in successfully completing program evaluations and providing ongoing education for families, staff, and residents alike.

FALLS

Addressing a rise in falls in the year, we introduced a new 'Post-falls Investigation Template' designed to deepen our understanding of fall events and enhance preventative measures. We also strengthened injury prevention by adopting improved alerting protocols and employing tools like larger floor mats and sensor systems in situations demanding heightened observation. Through improved comprehensive care plans, we have seen a reduction of falls.



New Brunswick Average-"Has Fallen" Q4 2024: 15%
National Average-"Has Fallen" Q4 2024: 15%
Loch Lomond Villa-"Has Fallen" Q4 2024: 26%



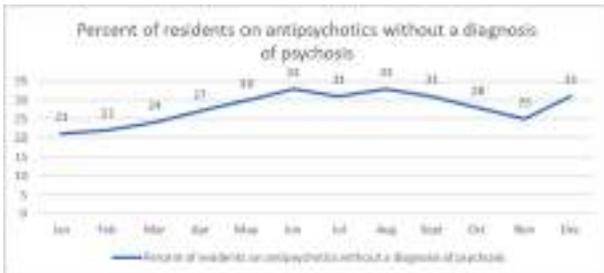
New Brunswick Average of "Percentage of residents with pain" Q4: 7.2%
National Average of "Percentage of residents with pain" Q4: 6%
Loch Lomond Villa Average of "Percentage of residents with pain" Q4: 7%

Loch Lomond Villa in Comparison

*Key Note: Percentages below are using 'Risk-adjusted' Quality Indicators. This allows the comparison of facility results with those of other facilities and to overall populations of interest. They take into account differences in the risk profiles of resident populations within individual facilities.

ANTIPSYCHOTIC REDUCTION

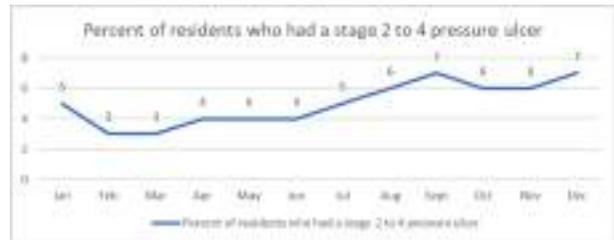
Responding to a consistent increase in the percentage of 'residents on antipsychotics without a diagnosis of psychosis' throughout the year, Loch Lomond Villa has enrolled in the 'Sparking Change in the Appropriate Use of Antipsychotics' program through Healthcare Excellence Canada. This initiative directly supports our efforts to reduce the prescribing of antipsychotic medications for residents without a corresponding diagnosis. Furthermore, utilizing the 'U-First Training' from the Alzheimer's Society, we are implementing a more structured and sustainable program aimed at routinely minimizing inappropriate antipsychotic use.



New Brunswick Average- "Taking antipsychotics without a diagnosis of psychosis" Q4 2024: 35%
 National Average- "Taking antipsychotics without a diagnosis of psychosis" Q4 2024: 32%
 Loch Lomond Villa- "Taking antipsychotics without a diagnosis of psychosis" Q4 2024: 39%

PRESSURE INJURIES

To address our residents' increasing wound care requirements this year, we successfully implemented advanced treatment protocols. Through strategic partnerships, we achieved positive outcomes in managing a diverse range of complex wounds. Our dedicated wound care team ensures the highest standards by continuously refining techniques based on the latest education. We project further improvements in the percentage of residents with a stage 2-4 pressure injury by the end of 2025, driven by enhanced treatments and communication strategies.



New Brunswick Average of "Has a stage 2-4 Pressure Ulcer" Q4 2024: 10%
 National Average of "Has a stage 2-4 Pressure Ulcer" Q4 2024: 10%
 Loch Lomond Villa Average of "Has a stage 2-4 Pressure Ulcer" Q4 2024: 10%

FAMILY PARTNERSHIP COUNCIL

HANNAH BOUCHER

FPC Chair

Over the past year, the Family Partnership Council (FPC) has remained committed to enhancing relationships between staff, residents, and families, identifying opportunities for improvement, and strengthening the culture of family engagement. One of our key advocacy efforts included a formal letter to the Government of New Brunswick regarding long-term care budget allocations, reflecting our continued dedication to raising awareness of sector needs.

The FPC has also facilitated conversations about what is happening in the home and advocated for solutions to improve resident quality of life and to maintain a safe, vibrant, and supportive long-term care home for residents, families, and staff. In collaboration with Volunteer Services, FPC suggested a Spring Clean Up at the Village to improve the garden space at the Village. Additionally, the FPC brought attention to various ongoing issues to help improve the home and care for residents.

Efforts to increase awareness and engagement included the creation of new brochures and posters, updates to the online family portal page, and outreach to recruit new members. Throughout the year, we welcomed various staff from Loch Lomond Villa to present updates and share insights into their work. Presentations covered topics such as research, human resources and hiring, infection control, dementia education, and the Foundation's fundraising efforts.

The FPC remains a valued forum for addressing concerns and promoting open dialogue between families and the care team. We look forward to continuing this important work in the coming year.

FINANCIAL DATA REPORT

JENN SHANNON
Finance Manager

The Board of Directors and Leadership Team continue to deliver high-quality service to residents and tenants while maintaining a balanced budget for the year, recognizing that current funding levels from the Department of Social Development are not adequate to cover all required operational expenses.

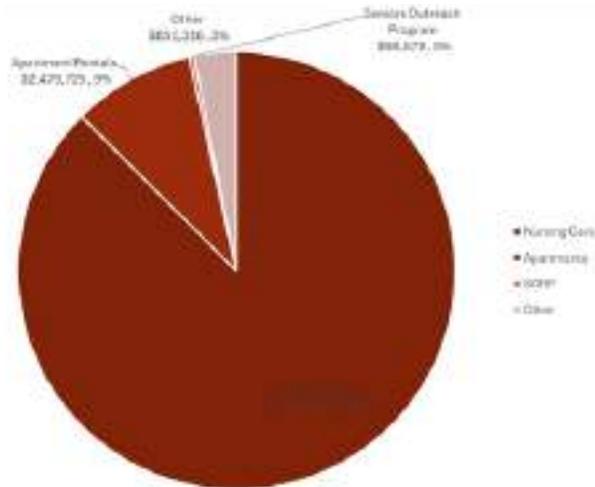
The Board's Finance and Investment Committee approved the 2024–2025 budget and met monthly to review reports on financial performance.

In addition, all capital projects and significant maintenance expenses were presented to and discussed with the Board's Building Committee, as required.

From a capital project perspective, the focus in 2024–2025 was the replacement of the roof and air exchange system in the Simonds Lion's Auditorium. The Finance Team was successful in securing a grant from NB Power for \$90,500 to contribute to the total project cost. Also this year, a large focus was on safety, for all members of the Loch Lomond Villa community. Upgrades included new exterior lighting, Lotus Lifts for all seven houses, as well as an upgrade to the security and call bell systems.

The Leadership Team, Finance Team staff, Finance and Investment Committee, Building Committee, and members of the Board of Directors are sincerely thanked for their efforts, dedication, and support in making 2024–2025 a financial success—despite ongoing operational challenges and budget pressures.

SOURCES OF REVENUE FISCAL 2024-2025



EXPENSES INCURRED FISCAL 2024-2025



HEALTH & SAFETY AT LOCH LOMOND VILLA

HOLLY BUDROW

Nutritional Services Manager & Health and Safety Lead

This year, Loch Lomond Villa has faced a number of challenges and trends in workplace health and safety, particularly among front line care staff. A notable concern has been the increase in musculoskeletal injuries (MSIs), which have resulted in prolonged recovery periods for affected staff. These injuries have placed strain on both our workforce capacity and the overall well-being of our employees.

In addition to MSIs, we have seen a high incidence of staff injuries related to resident responsive behaviors. These incidents continue to be a significant focus for our health and safety strategy, reinforcing the need for comprehensive prevention and response measures that support staff in managing high-risk interactions.

In response to the growing concern surrounding MSIs, Loch Lomond Villa launched the All the Right Moves MSI Prevention Program in November 2024. This program represents a proactive step forward in promoting safe resident handling and reducing injury rates through best practices based on research and the use of the right tool for resident handling. Loch Lomond Villa has purchased two new pieces of equipment for the successful implementation and improved safety of our staff and residents to support this program. The implementation phase is currently underway, focusing on training of leadership, JHSC members and front line care staff across all areas. Our target is to have all relevant staff fully trained and consistently using the program by fall of 2025.

This initiative is part of our broader commitment to ensuring a safer, healthier workplace through education, training, and ongoing monitoring of injury trends. Continued collaboration between departments, staff, and leadership will be essential as we work toward our goal of reducing injury rates and fostering a culture of safety throughout the organization.



Year	WorksafeNB Industry Rate	Nursing Home Experience Rating	LLV Rate/\$100 of payroll
2023	\$4.30	-\$0.73	\$3.57
2024	\$4.20	-\$0.32	\$3.88
2025	\$4.45	-\$0.17	\$4.28

Incident Reporting Indicators	2023/2024	2024/2025	Percentage Change
Incidents Reported to WSNB	17	22	29%
Incidents Reported resulting in Lost time	13	15	15%
Staff Work Place Violence incidents reported	30	25	17%

INFECTION PREVENTION & CONTROL

DEANNA ROBERTSON

Resident Care Coordinator/Infection Control Lead

New Brunswick, like much of the country, continued to see the impacts of seasonal respiratory viruses including COVID-19 variants, influenza, and RSV. According to Public Health New Brunswick, the fall and winter of 2024–2025 brought:

- A moderate surge in influenza cases, with the highest incidence in long-term care settings.
- Ongoing COVID-19 activity, particularly in late fall and early spring, with XBB lineage variants being most common.
- Increased RSV activity, impacting both pediatric and geriatric populations.
- Long-term care facilities across the province reported multiple outbreaks, leading to a continued focus on vaccination, early symptom recognition, and outbreak readiness.

HAND HYGIENE AUDITS

Loch Lomond Villa continues to strive to maintain hand-hygiene compliance rate of at least 80% annually through in person surveillance by random spot audits by staff and visitors. Quarterly audits are ongoing and have averaged 75% in the past year. This year we promoted auditing by family and visitors and provided simple audits to be completed.

In October, we conducted a Hand Hygiene Blitz across Houses, Reception, Rehab, and our Care Partner families. The initiative involved auditing compliance with the four moments of hand hygiene to assess adherence and identify areas for improvement. A total of 27 audits were completed, covering over 175 hand hygiene moments.

The Hand Hygiene Blitz successfully highlighted areas of strength and improvement. Continued education and reinforcement strategies will support better compliance and infection prevention efforts. Findings will be shared with all relevant teams.



Overall Hand hygiene compliance rate: Oct-Dec Goal: 90% or greater

Audit Results

Starting in October, Infection Control Month, we held a Hand Hygiene Audit Blitz in many areas, with the goal of increasing awareness and providing education. Below is a summary of the areas that participated and the outcomes.

Area	Number of Audits	Average Compliance Rate
Houses	10	86%
Rehab	5	52.04%
Families	6	83%
Reception	6	Qualitative feedback only

Recommendations

- Targeted Education: Reinforce the importance of hand hygiene before and after resident contact, especially in Rehab.
- Staff Reinforcement: Encourage continued vigilance by Reception and other frontline staff in reminding visitors and staff.

Common Areas of Non-Compliance

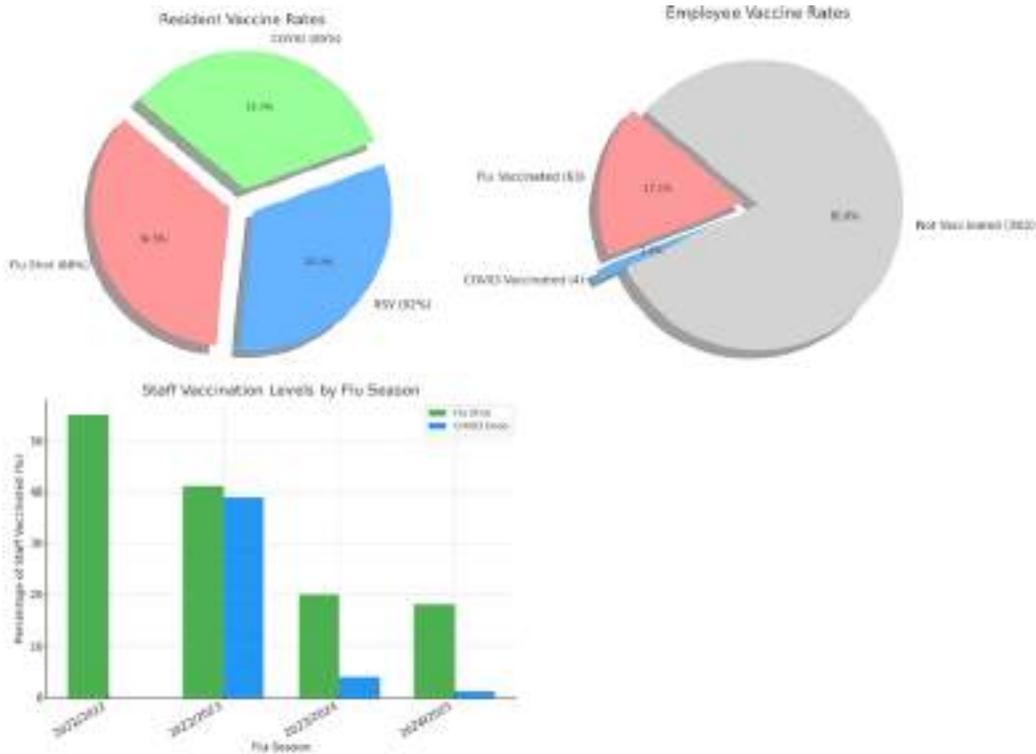
Area	Most Common Issues Identified
Houses	Lack of hand hygiene before resident contact
Rehab	Lack of hand hygiene before and after resident contact
Families	Mostly positive; one LPN required follow-up awareness
Reception	Visitors sanitize after signing in instead of before

Observations from Reception Audits

- Reception staff consistently encourages hand hygiene as individuals enter the building.
- Reminders are frequently given to both staff and visitors.
- Positive practices noted, including ambulance staff cleaning pens after signing in.
- Some visitors prefer using their own pens, reducing contact with shared surfaces.
- A trend was identified where visitors tend to sanitize AFTER signing in instead of before.
- A high school teacher was observed walking past the sanitizer station to sign in, indicating a need for stronger visual cues or reminders.

VACCINATION RATES

Following Public Health Directives and those of NACI, we completed a successful Spring and Fall Covid-19 Vaccination campaign for our residents. Vaccine rates remain high for residents.



This is an illustration of Staff vaccination rates over the past several years. Prior to 2021, our rates for the flu shot consistently hovered around 60%.

OUTBREAK MANAGEMENT

OUTBREAK SUMMARY						
House		# of Residents	Total Positive Residents	Total number of deaths	Start / End Dates	Length of Outbreak
Willow	Covid 19	25	8	0	June	16 days
Maple	Covid 19	25	5	0	June	14 days
Elm	Covid 19	35	2	0	August	10 days
Dogwood	Influenza	25	12	0	Feb	13 days
Cedar	Influenza	25	8	0	Feb	15 days
Willow	Influenza	25	2	0	Feb	10 days

The infection control program remains strong, with a continued focus on safety. It is supported by a culture of vigilance and ongoing improvement. Staff and departments across the organization are recognized for their commitment to protecting the most vulnerable residents.

The organization remains dedicated to adapting to provincial trends, maintaining compliance with public health directives, and exploring new strategies to ensure a safe and resilient home environment.

VOLUNTEERING AT LOCH LOMOND VILLA

ESMERALDA GUTIERREZ

Volunteer Coordinator

*“Volunteers do not necessarily have the time;
they just have the heart.”*

Elizabeth Andrew

In 2024, our volunteers exemplified remarkable dedication, compassion, and energy. Our volunteer team continues to grow, made up of tenant apartment residents, community members, family members, and international students. Whether supporting residents directly or working behind the scenes, their commitment has made a meaningful difference. Their generosity of time and spirit enhances the lives of our residents and plays a vital role in advancing our mission.

VOLUNTEER STATISTICS

Our volunteers continue to be a vital part of the heart and soul of Loch Lomond Villa. 160 dedicated individuals gave their time and talents to support both The Villa and The Village, with most committing to weekly, bi-weekly, or monthly schedules. Their contributions have made a lasting and meaningful impact on residents and staff alike. The steady growth in volunteerism reflects the continued strength of our mission to inspire connection, compassion, and community involvement.

We are also fortunate to benefit from valued seasonal partnerships, including student placements from NBCC and employee volunteer days from Wyndham. These groups bring fresh energy and companionship to our residents while supporting recreational programming.

Remarkably, 96 volunteers from our 2023 roster have continued their service—an incredible testament to the sense of belonging and purpose they find within our organization. Their ongoing commitment shows that Loch Lomond Villa is not just a place to give back, but a community where people truly feel at home.



Recreational programming remains a cornerstone of daily life at Loch Lomond Villa, enriching our residents' well-being and sense of community.

Our much-anticipated Thursday Pizza Days at both The Village and The Villa continue to bring joy and connection, creating a relaxed and welcoming atmosphere for apartment tenants, staff, family members, and visitors. These events would not be possible without the unwavering support of our dedicated volunteers—Peggy and Cathy at The Village, and Brenda, Alfred, and Lily at The Villa—whose commitment ensures these gatherings run smoothly and joyfully.

Weekly BINGO remains a cherished highlight for many residents and their families. At The Village, we are deeply grateful for the continued devotion of Buddy and Kathy Peterson, a volunteer couple whose consistent presence and enthusiasm have never wavered. In December 2025, we were delighted to welcome Catalina and Trixie, supported by Paulina, to The Villa team, where they have quickly become invaluable leaders in our Bingo programming.

To recognize and celebrate the incredible impact of our volunteer team, we proudly continue our Monthly Volunteer of the Month program—shining a light on the inspiring individuals whose dedication enriches the lives of our residents each and every day.



Behind every act of service is a human story and behind every human story is a truly grateful organization: Loch Lomond Villa Inc. We are profoundly thankful to each volunteer who gave their time, energy, and heart to help make 2024/2025 a remarkable year. Their compassion, dedication, and willingness to serve are the foundation of our success and the reason our organization continues to thrive. As we look toward the future, we are excited to expand volunteer training, reach more underserved areas, and introduce new opportunities for engagement and connection. With our volunteers' continued support, there will be greater things ahead. We thank our volunteers for believing in the power of helping and giving. Let us continue building something extraordinary together.

***"We make a living by what we get,
but we make a life by what we give."
Winston Churchill***

LOCH LOMOND VILLA FOUNDATION

TRICIA HAYES
Executive Director

BURSARIES

We awarded three Bursaries this year, adding an additional category for International Staff. Our 2024 winners included: Funmilayo Otusanya, Azeez Olaogun, & Sarah Boucher.



AMAZON WISHLIST

In August 2024, we created our own Amazon Wishlist! The list features items frequently requested by our residents or items used regularly in our recreation programs!



COMMUNITY GARDEN NEW HORIZONS FOR SENIORS GRANT

In June of 2024, we opened our new Community Garden for our tenants and residents to enjoy! We were very fortunate to be granted funding from the New Horizons for Seniors Community- Based Project Grant and worked closely with the incredible Fundy Men's Shed who have built and installed five beautiful raised beds!!



PRETTY IN PINK

In November 2024, we held our Pop Back to the Eighties Fundraising Dinner and Auction, with Emcee Steve Murphy and entertainment by Pretty in Pink. The Foundation raised \$51,000!



LOCH LOMOND VILLA FOUNDATION BOARD OF DIRECTORS

Patrick Kemp, Chair of the Board

Kaitlin Gamble

Jennifer Gardner

Bruce Hanson

Katie Hanson

Cathy Scott

Stephen Wilson



BBQ SEASON

We had another amazing BBQ Season! Each week from June to August, we gathered as a community to host a delicious BBQ meal, provide live entertainment, and yard games. We welcomed sponsor and volunteer groups from around the city to join us and meet the Villa community.

PATRICK DOWD PET THERAPY FUND



In December 2024, in memory of Patrick Dowd—a beloved past resident who, during his time at the Villa, found comfort and joy with our furry friends, Buttons and Sir Anthony—we established the Patrick Dowd Pet Therapy Fund. Your donation helps ensure future residents experience the same love and companionship that meant so much to Patrick.



WISHLIST MURAL EVERGREEN HOUSE & CEDAR HOUSE

In 2024, the Foundation proudly fulfilled Loch Lomond Villa's entire Wishlist of priority items. One particularly meaningful project was the commissioning of a mural for Evergreen House and Cedar House, created by talented local artist Abi Reinhart—a vibrant addition that celebrates our community and enhances the living space for residents.



RESEARCH AT LOCH LOMOND VILLA

DANIELLE KENT
Director of Research



DEPARTMENT BACKGROUND

The Loch Lomond Villa Research Program conducts high quality research that seeks to improve health outcomes and quality of life for older adults living in long term care and those living independently. Although Loch Lomond Villa has always been passionate about taking an active role in research and providing care that is evidence based, the Research Department was officially established in September 2018. Since its establishment, Loch Lomond Villa Research has become a community catalyst for health research and innovations that serve to benefit older adults in Saint John, and beyond. Loch Lomond Villa is only one of three Research Departments that are embedded within a non-for-profit long-term care home in Atlantic Canada.



The Research Department at Loch Lomond Villa began developing the 2025-2029 Strategic Plan in April 2024. While the previous 2020-2025 research plan comes to an end in 2024, this is the first time that the Research Department has held an engagement process and will be the first time the strategic plan focuses on broader strategic objectives instead of project-based planning. The Research Department is embarking on a journey to reposition itself by building a strategic, innovative Research Department with sustainable funding, and to cultivate a culture of engaging in research across the organization.

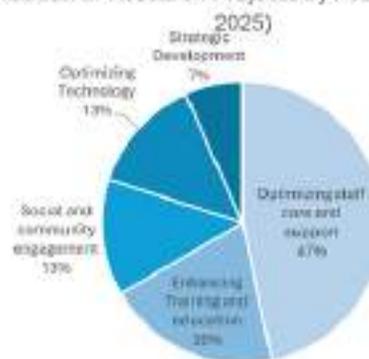
VISION:

Moving research into practice to support every Loch Lomond Villa member and staff to value, create and use research to grow our person-centred community.

RESEARCH HIGHLIGHTS

- 7 Full-time, contract, and student opportunities
- \$90K + Research grant funding
- 7 Grant applications submitted
- 3 Successful grant applications
- 1 New publication
- 14 + Research projects ongoing and completed
- 15 +Partnerships with academic & community institutions
- 4 Research events

Distribution of Research Projects by Focus Areas (2024-2025)



NURSING HOMES WITHOUT WALLS



The NHWW Team:
Mike, Leanne, Mahima
and Angela

Testimonials:

- "I strongly believe we should always be sure to reach out and help us. You all really helped me through this journey. Thank you!" - Client E.K.
- "I am looking to get you to see how NHWW has helped me through this journey. Thank you!" - Client P.A.
- "Thank you to Mike, Leanne, Mahima, and Angela for your support. I have never felt so supported in my life!" - Client M.W.
- "This is a wonderful program. Not just for me but for my family as well. They know I am safe and doing things I enjoy with people I enjoy being with, and I know the program will help my family." - Client M.C.
- "My husband and I decided to look for a program that would help us stay in our home. I had heard about this program and it was just what we needed." - Client L.S.B.S.S.
- "There is a blessing for us and for the NHWW as it enables my husband to get out and do some great activities with us while we enjoy our time in the home of all of us." - Client P.A.

Nursing Homes Without Walls aims to enhance the experience of aging by empowering old adults and their caregivers to age well in their homes.



Clients attended the YMCA Fieldhouse for their Seniors Connection Program



Hats off to Friendship:
Creative crafting programs have been on the rise, fostering the development of meaningful friendships among participants



Pet Therapy, partnering with the SPCA



Exploring New Brunswick and enjoying the beauty of nature and friendships.



Gardening & fostering hobbies



Narrative Therapy - Listening to other people's stories!



Essential services! Taking clients to local grocery stores.

THE WELLNESS CENTRE

CINDY LEAVITT

Wellness Centre Coordinator

SENIOR'S APARTMENT COMPLEX

In support of tenants' health and wellness, Loch Lomond Villa continues to offer a variety of services, including our blood clinic, foot care, vaccination clinics, engaging activities and events, regular bus outings, and convenient on-site amenities such as a hair salon, country store, chapel, and cafeteria. Our independent apartments remain highly sought-after, with a strong wait list that reflects the vibrant, welcoming community we have built.

Our newest focus in our Wellness Centre will be our Dental Suite with current fundraising efforts supported through the Loch Lomond Villa Foundation. We will be very excited to see this new space come to life with bright smiles in the future

Our partnership with New Brunswick Community College (NBCC) continues to help seniors build confidence with modern technology through one-on-one support and training. This year's four-module program focused on online safety, communication, and social media, with each module offering practical micro-courses on maintaining a safe online presence.

Delivered through both in-person sessions facilitated by NBCC students and at-home study options, the program also provided tablets to participants without equipment. Students further assisted seniors with personal devices and online accounts. Looking ahead, plans include creating a media centre and introducing indoor garden centres to enhance learning and community engagement.

In May and June 2024, Loch Lomond Villa hosted the Aging in Place Senior Care Navigation Workshops and will once again be offering them in spring and summer 2025. These workshops are open to the public, as well as to our Seniors Outreach Program clients and tenants. The program supports primary caregivers by offering healthy coping strategies, ideas for meaningful activities, and opportunities for community connection.



Loch Lomond Villa continues our journey to market our cafeteria to best serve our community including tenants, residents, families, staff and community partners with healthy & nutritious meal options. We now offer a home delivery program to tenants that may need this service should it be a one-time request or a daily need. By all accounts, this is a valuable and appreciated service.

Our partnership with Nursing Homes Without Walls continues to be very strong, with over half of our tenants being registered and receiving some type of service.

We have noted a very positive collaboration between our Accommodations Coordinator and The NHWW Coordinator to bring forward any concerns or issues as well as assisting to get supports in place to enhance the experience of aging in place

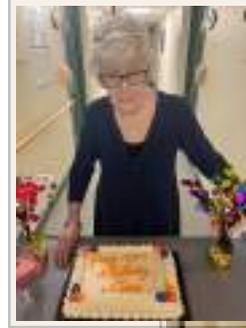


SPECIAL CARE HOME

Loch Lomond Villa Community Services continues to operate at full capacity, with a growing waitlist of 136 individuals—a reflection of the strong demand for our supportive housing model. Our residents benefit from meaningful recreational programming through a valued partnership with our Recreation Department, enhancing their overall quality of life.

We are proud to be recognized as an employer of choice for students pursuing careers in healthcare and human services. This year, we welcomed eight students from Eastern College and NBCC in both first and second year placements, as well as our first-ever high school student from Saint John High School.

These student placements have proven to be a mutually rewarding experience—offering valuable hands-on learning opportunities while also providing our residents with increased one-on-one interaction and care. We look forward to continuing these partnerships and supporting the next generation of care professionals.



SENIOR'S OUTREACH PROGRAM

The Seniors Outreach Program continues to be a vital part of our commitment to supporting older adults living in the community. Led by our dedicated Activity Coordinators, Madison and Victoria, and supported by a team of compassionate volunteers, the program delivers monthly therapeutic and social activities that foster connection, engagement, and well-being.

This program is designed to reduce social isolation, support individuals with physical challenges, and provide a welcoming, supportive environment for those living with various forms of dementia. Each activity is thoughtfully planned to promote mental, emotional, and physical wellness for participants.

We are proud to highlight a few accomplishments within the team this year. Madison Kieffer successfully obtained her Class 4 driver's license, expanding our ability to offer more community-based outings and special events. In addition, both Madison and Victoria completed Units One, Two, and Three of the Signing Naturally curriculum, advancing their American Sign Language (ASL) skills. This achievement not only enhances communication with clients who are Deaf or hard of hearing but also strengthens the program's commitment to accessibility, inclusion, and meaningful connection for all.

The Seniors Outreach Program continues to grow in impact, thanks to the passion and dedication of its team and the strong connections formed with each participant.



COMPASSIONATE GRIEF CENTRE

MEAGHAN DOUTHWRIGHT

Social Worker

This year, Loch Lomond Villa proudly launched a new partnership with The Compassionate Grief Center—a meaningful collaboration made possible through funding from the Bell Let’s Talk grant. This support has enabled us to provide ongoing counselling services to our tenants, special care home residents, and nursing home residents.

The program began with facilitated support groups across our campuses and has since evolved to offer individual counselling sessions every Wednesday, with sessions rotating between our two buildings.

Early feedback has been overwhelmingly positive, and we remain committed to continuously improving the program to best meet the needs of those we serve. We welcome suggestions and feedback at any time—please feel free to reach out to mdouthwright@lochlomondvilla.com.

It has been heartening to witness the meaningful connections formed through this initiative and to know that our residents and tenants now have enhanced support as they navigate grief, loss, and life’s more challenging transitions.

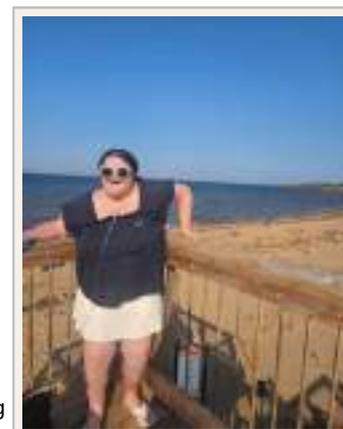


THE DREAM TEAM

This year, our Dream Team proudly helped bring five heartfelt dreams to life—each one creating lasting memories for our residents and their loved ones.

Star, from Evergreen House, fulfilled her long-time wish of visiting Prince Edward Island. She crossed the Confederation Bridge, explored the Anne of Green Gables House, and dipped her toes in the sand at Cavendish Beach.

In October, love was in the air. With the help of the Dream Team, Glen planned a surprise engagement for his sweetheart Carol. As Delbert played their special song, Glen popped the question — Carol said yes!

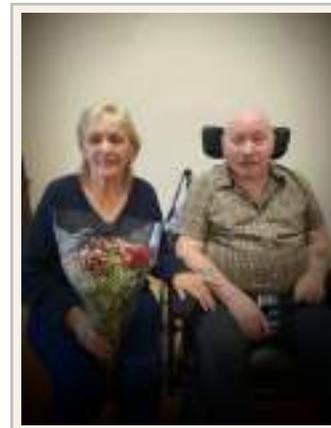


Arnold, who is 104 years young, shared a heartwarming reunion with his younger sisters in Sussex. Joined by his daughter, Arnold enjoyed a wonderful lunch and visit, filled with stories and laughter.

Raymond took a meaningful trip to Bouctouche in August, where he spent time reconnecting with cherished memories and familiar sights.

In July, Bill Nash was filled with pride as he attended his son’s wedding—an unforgettable milestone made possible with the support of the Dream Team.

These special moments remind us of the importance of honoring dreams, big or small, and the joy that comes from helping others live theirs.



A POEM “LOCH LOMOND”

HARRIET WORDEN

Tenant, Loch Lomond Villa Apartments

*This is the place that I call home,
A beautiful spot, where good friends roam.
Where the staff are so helpful,
and smile, no matter,
Just ready to lead us in games or to chatter.*

*There's rock & roll or hymns to sing,
There's colouring in full swing,
There are gardens to plant and socials galore—
Not one of us asks for anything more.*

*Still, the staff plans more bus trips and away we go,
To the mall or the seashore, all the places we know.
So dress your finest and be ready for fun,
Our day at Loch Lomond has just begun.*



OUR LEADERSHIP TEAM



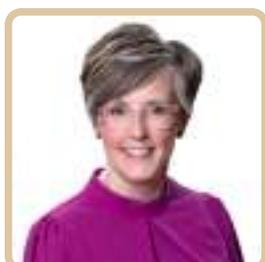
Ashley King
Chief Executive Officer



Christa Matheson
Director of Care



Danielle Kent
Director of Research



Jennifer Shannon
Accountant



Deanna Robertson
Resident Care Coordinator



Holly Budrow
Nutritional Services Manager



Alison Newton
Recreation Therapy Manager



Meaghan Douthwright
Social Worker



Natalie Hovey
HR Advisor



Jody Duplessis
Scheduling Manager



Cindy Leavitt
Wellness Centre Coordinator



Tricia Hayes
Foundation Executive Director

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