



## **"OUR MISSION"**

Loch Lomond Villa enhances the quality of life in New Brunswick by providing and supporting safe caring places to live for adults challenged by age or disability.



It gives me great pleasure to address all our residents and families as part of our Spring Newsletter.

Our new nursing home at 164 Loch Lomond Road is under construction and moving along as planned. The entire project will consist of three phases of construction and at the end, we will be adding 54 new beds to Loch Lomond Villa Nursing Home with a total of 250 beds.

We are pleased to be working with a team of experts in planning, designing and constructing our future home, this team is made up of our residents, family members, staff, our consultants, staff from the Departments of Social Development and Supply and Services, our Architect Doug Steen from Steen Knorr Architecture and our Construction Management Firm BIRD.

Phase 1 of our Project at 164 Loch Lomond Road will be a two-storey 100 bed nursing home plus a partial lower ground floor primarily for various building services and non-resident functions built according to new provincial guidelines. These guidelines are not only intended to ensure compliance with safety regulations, cost containment but quality of life for the people we serve. Our new home will be an energy efficient building, which will provide more privacy and personal space for residents enjoying private rooms, a café, movie theatre, some rooms with showers, living rooms, dining rooms, a cozy kitchen for all to use, spa like tub rooms, outside courtyards and so much more. But the most important part of "Renewing our Commitment to Care" is the development of a culture "Planetree Philosophy of Care" that is resident centered, focusing on our values, while building best practices through research and partnerships, and creating a learning environment for residents, families, students, our staff and our future staff.

In 2012, we will embark upon a journey of investigation and reflection, and engage in dialogue with many members of the organization about who we are and what is important to us. Through this strategic planning effort we will revisit our Mission Statement and our organizational Values. We need this solid base as we begin moving into a new era at Loch Lomond Villa – construction of new nursing home infrastructure and implementation of a new philosophy of care: Planetree Continuing Care!

As we move forward, we need to ensure we have a culture of living our values, quality care and continuous improvements!  
Thank you in advance for your assistance and believing in us! We will enrich everything we touch...especially our residents lives!

**RESIDENT/FAMILY NEWSLETTER  
SPRING/SUMMER 2011**

## CONNECTING SENIORS DREAMS PROGRAM:

This program continues to keep the focus on what we are here for at Loch Lomond Villa. What would our residents like if we could make their dream come true?

This program excites everyone involved as we continue to share the dreams with the rest of the home and the community.

We are currently in the process of making a Senior's dreams a reality this Spring. Without the continued support of the program sponsors, we would not be able to carry out this program and put a smile on the faces of so many of our residents.

If you are interested in more information or would like to become a sponsor of the Connecting Seniors Dreams Program, please contact Shelley Shillington, Director of Program Operations at (506) 643-7881 or email: [sshillington@lochlomondvilla.nb.ca](mailto:sshillington@lochlomondvilla.nb.ca)

### *Family Council*

The Loch Lomond Villa Family Council would like to remind all families about our council. This is a group that meets the second Tuesday of every month (except July and August) to Share, support, and learn as much as we can about our home and it's processes.

The council has a vision that:  
*We will act as a voice for all staff, residents and family members of Loch Lomond Villa.*

We have been contacting families and will continue to over the next few months to invite you all to be on the e-mail list and receive minutes from the meetings, and information on exciting event/ activities that the council will be carrying out.



## HEALTH AND SAFETY

We all are required to think safety! Loch Lomond Villa continues to keep Health and Safety as a priority within the organization. Good health must be nurtured. Staying healthy is part of staying safe!

Reminder to everyone about our reduced scent policy. We are mindful of strong scents and need to remind everyone that strong fragrance CAN BE HARMFUL to individuals with allergies.

**Summer Safety! Reminders for keeping cool:**

Drink lots of water and try and avoid drinks containing caffeine. Wear light clothing and slap on a hat when you are out in the sun. Reduce sun exposure between 11am-4pm. Wear sunscreen in the sun and cover up. Seek out the shade- be summer safe!

## MY INNERVIEW

BECAUSE KNOWING MORE MATTERS MOST™

Up And Coming

In May of 2010, Loch Lomond Villa entered into a partnership with My InnerView which has established itself as the national leader in enabling senior service providers to define, measure and improve quality and performance by turning critical information into actionable knowledge.

Satisfaction Questionnaires were given to Residents and Families at that time to obtain their feedback on what we do well and what we can make improvements on.

We received an above average response rate on the last set of questionnaires and certainly appreciate the feedback.

Working hand and hand with our Quality of Service program, Resident & Family Satisfaction Questionnaires will be distributed to residents and families again this Summer. There is so much valuable information that is obtained by doing these questionnaires. Quality Improvements are made based on your response.

Please stay tuned for more exciting news relating to our Quality Improvement Initiatives at Loch Lomond Villa.

## Community Partnerships

We take great pride in the work done with our community partners.

We continue to work with the New Brunswick Community College on a research proposal looking at transfer belt design, robustness and application for improvement to the Back In Form Program for Loch Lomond Villa and the Province of New Brunswick.

The Children's Art Gallery partnership with Bayview Elementary School continues to be a highlight for our seniors and the youth of the school. After the children's art work has been on display for the month, they join the seniors for a visit and walk down the art gallery. This is what community partnerships are all about.

Reaching out for new linkages and keeping connected with our recent partners is a priority for our community within a community!!

## LIFE BIOGRAPHY PROGRAM

"Life Bio" is a reminisce tool enabling our residents to share their "life story" with us thus far. This project will help enhance the quality of care given at Loch Lomond Villa by allowing our care team to understand the uniqueness of each individual, as well it gives families the opportunity to have this wonderful gift of their loved one's story.

As we continue on our Planetree journey, we look forward to aligning the Life Bio program with this philosophy of care.



### Smoke Free Anniversary

June 21<sup>st</sup> marks not only the first day of summer but also a year since our nursing home went smoke free. This would not have become a reality without the hard work of the residents who stopped smoking, and the family members support to accomplish this feat. Any resident and or family member who do smoke are reminded to do so off the Loch Lomond Villa property and consider others when disposing of cigarette butts.

### SUMMER STUDENTS

We are pleased to welcome Laura Burnett as our summer grounds keeper staff. Laura will be looking after all of the flower beds and keeping the grounds looking ship shape. The Recreation Dept. are also pleased to have Mallory Mallette as a student in Recreation this summer.



### HAPPY SPRING FROM THE DIETARY DEPARTMENT!

#### DID YOU KNOW THAT WE HAVE A SPECIAL "BIRTHDAY PROGRAM" FOR OUR NURSING CARE RESIDENTS?

Residents are visited by our Food Services Manager just before their birthday and they make the choice of what they would like to have!

Lobster Roll Platter and Fish & Chips from Deluxe French Fries are the #1 choice items/ T Bone Steak and Pan Fried Garlic Scallops are becoming very popular

Our most challenging request was for (5) Fresh Rainbow Trout, Thanks to an employee of Loch Lomond Villa who loves to fish, we were able to do this.

**HATS OFF TO DIETARY STAFF  
WHO PREPARED AND SERVED A TOTAL OF 246,982 MEALS  
LAST YEAR**



**ACCREDITATION CANADA  
AGRÉMENT CANADA**

**QMENTUM PROGRAM**

Accreditation is a voluntary process of self-assessment and external peer review. Loch Lomond Villa measures ourselves against national standards and other tools to improve the services we provide to our clients.

The self-assessment is a structured process that helps organizations assess their current performance against the standards, determine which areas required more detailed review and follow-up, set priorities, and develop action plans to address areas needing improvement.

This program integrates accreditation into our organizations ongoing quality improvement efforts and is therefore an extension of our Quality Service Program.

A self-assessment is done against the standards' which helps us identify future actions for quality improvements. Loch Lomond Villa staff complete a Worklife Pulse Survey and a Patient Safety Culture Tool Questionnaire which helps the organization determine how well the standards are being met. The Accreditation process and the Patient Safety Tool and Worklife Pulse Survey are conducted every 3 years. The results of these surveys are shared with staff and service providers and we are able to demonstrate that the results have been used to improve client safety. Another way that Loch Lomond Villa ensures that we are meeting our resident and family needs is by conducting Resident and Family Satisfaction Surveys which are done by a third party.

Loch Lomond Villa is currently getting ready for our next survey which will take place in November 2011. Meeting the required standards and pushing quality improvements is done on a continual basis at Loch Lomond Villa.

**LOCH LOMOND VILLA FOUNDATION  
HOLDS  
10<sup>TH</sup> ANNUAL SPRING FUNDRAISING DINNER AND AUCTION**

On Saturday, May 7<sup>th</sup>, the Saint John Trade and Convention Centre was transformed into the atmosphere of a Cruise Ship as the Loch Lomond Villa Foundation held their 10<sup>th</sup> Annual Spring Fundraising Dinner and Auction. The theme this year was "Cruisi'n into the Future- Full Steam ahead" and of course our decorations and attire for the volunteers and guests reflected the nautical Cruise Ship theme.

Once again this year our guests enjoyed a wonder dinner of Seafood chowder, lobster and baked Alaska. As this was the 10<sup>th</sup> anniversary of the dinner we chose to go to a larger location and were very pleased to have 293 attendees at this major fundraising event for the Foundation.

Master of Ceremonies, Tim Maloney, kept the evening alive with excitement and entertainment as we held, not one but two Eliminator Draws this year in addition to our 50/50 draw and Live and Silent Auctions. Without the tremendous support of our Corporate Sponsors, local businesses (who donated to the auctions), volunteers and of course our attendees, this event would not continue to be the success that it is.

The goal this year was to raise \$30,000 to purchase electric beds for the residents of Loch Lomond Villa, and once again the community did not let us down. We surpassed our goal – and raised \$39,800.00 to purchase electric beds for our residents.

Thank you to everyone who had a part in this wonderful, successful evening. Watch our website at [www.lochlomondvilla.com](http://www.lochlomondvilla.com) as we will post the photos of the event as soon as possible.

Bev Wilkins

Executive Assistant

## HIGH RISE 1 & 2 RENOVATION UPDATE:

The renovations to High Rise 1 & 2 are complete. Here is a list of the extensive work: the 4<sup>th</sup> floor was completely renovated, new windows were installed on the remaining 4 floors, a new air handling system was installed, new dedicated fire alarm system, new flooring and cosmetic work was completed on the main floor, new cupboards installed on the 5<sup>th</sup> floor, all new locks (providing for a more secure facility) were installed, new push button access doors were installed at all 4 entrances for High Rise 1 & 2, new entrance flooring at the main entrance to the Villa nearest the auditorium parking lot and also in the entryway of High Rise 1 horseshoe side, new control systems for air handling and heating in the Chapel, auditorium and cafeteria, finally all four elevators were replaced with new operating hardware.

### Pet Visits

Visitations by pets at Loch Lomond Villa can be a very pleasant experience for many of our residents and for the family members that are coming to visit. We have noticed that there has been an increase in the number of pets coming in with their owners. Loch Lomond Villa does have a Pet Therapy Program that complies with the Nursing Home Standard –"Companion Animal Program Guidelines." It would be greatly appreciated if you have a pet that comes in to visit at Loch Lomond Villa or you have a relative or friend that brings in a pet when they visit, that they please make contact with Mary Lynn Steele- Recreation Manager at 643-7111. We would like to have the name of the pet on file and ensure that the animal has their immunizations up to date. Staff may approach you and ask questions when your pet is in for a visit if we do not have your animal on file. Copies of the Pet Visitation Forms are available on the Family Board or from the Recreation staff. If you any further questions please don't hesitate to call. Thank you for your assistance.



### Palliative Care Program:

We recognize the importance of the spiritual dimensions of life. We believe that end of life care is as important as any other care provided. We recognize that Palliative Care includes helping the dying person in the leaving of life on many levels including spiritual, mental and familial as well as medical.

It is impossible to be totally prepared for death. However, 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. And although individuals may feel daunted by death, our staff is well experienced in the process and will provide individualized end of life care. Spiritual and Ethical care of the resident are interconnected and part of our holistic care.

This involves medical management of pain and comfort levels supportive of both the resident's and the family's requirements; ongoing communication with designated family member as to health status; spiritual support through the resident's faith community, ritual and pastoral visits; and providing available written material and conversations on grief and dying. Our Palliative Care Suite (Garden Suite) located off the Central Lounge is a private room for residents and family to spend the final days together in a restful and home-like atmosphere during this important life passage. This includes facilities for family members to comfortably stay overnight with their loved one.

**"Often we are not able to cure, but we are always able to care."**

**Fr. Henri Nouwen**

## **Volunteer Opportunities**

We could not achieve our vision without volunteers being part of our team. Volunteers bring the community into the lives of our residents and provide special enhancements to care and service.

Volunteers assist in many capacities. To learn more about our Volunteer opportunities please contact Mary Lynn Steele (Recreation Therapy Department)– 643-7111.



## **Highlights In Recreation:**

### **LIFE ENRICHMENT**

Here at Loch Lomond Villa, we consider Recreation a most essential facet of life. People of all ages need constant refreshment of the strength and spirit which recreation provides. To be considered recreation, the activities should have a double connotation, that of restoring and maintaining health at the highest level possible and that of diversion and enjoyment so that it uplifts the spirit.

The Recreation Therapy Dept. has lots of fun programs & events planned for the summer months. Please take copies of the monthly calendars that are available in the pamphlet holder under the Family Board. Events such as our "Mexican Fiesta", Garden parties, van outings, ice cream stands, Strawberry Shortcake Social, Canada Day & NB Day celebrations are to name a few. Therapeutic Recreation programs will continue to take place during the summer months such as Music Therapy, Reminiscing, Manicures, individual visits etc.

Please feel free to share any ideas you may have for new programs and outings.

## **Research Project: Letter of Information**

A study is being conducted at Loch Lomond Villa on the building's layout and design. The purpose of this study is to understand the effect the physical environment has on the following:

- \* Working Conditions of Staff
- \* Quality of Life and Care Provided to Residents
- \* Resident and Staff Safety
- \* Resident Socialization
- \* How people use the space within the nursing home

This study will not interrupt or disturb the care provided to residents. Staff will be providing care in the usual manner and no changes will be made to any of the day-to-day activities that take place at Loch Lomond Villa.

From time to time the researchers may visit the nursing home and watch how residents, family members, volunteers, visitors and staff use the space at Loch Lomond Villa. You will be told about these visits beforehand and if you do not want anyone to look around your room or work area, the researchers will stay away from areas where you are.

Findings from this study will help identify how people use space within nursing homes. Findings may also show if design features affect resident care, quality of life, and safety within the home.

If you have any questions about the study please contact :  
CEO- Cindy Donovan 643-7173



## Portraits

**On Tues. June 21st—** Photographer – Miranda O'Leary will be in the Family Room between 1-3:30pm to take family or individual portraits of your loved ones. If you are interested please call the Recreation Therapy Department– 643-7165 to set up an appointment for the sitting. Cost is \$25 which includes sitting fee and 4– 5X6 photographs.

## News from the Pastoral Care Team

The Pastoral Care Team has made some improvements based on the results from the "My Innerview"-Resident & Family Questionnaire in 2010. The following improvements have been made– Church services on Wed, Thurs. & Fri. mornings have been changed from 9:30am to 10am to allow for more time for the residents to get ready. The dates and time of church services, and bible studies have been added to the monitor at the Reception Desk for everyone to see. The Spiritual Calendar has been photocopied larger for the residents to have in their rooms. More volunteers have been recruited to assist residents to the services.

## GIFT CERTIFICATES AVAILABLE!

Looking for a gift for that hard to buy loved one? We have options available for you.

### HAIR CARE GIFT CERTIFICATES

Gift Certificates are available in our Hair Salon which makes a perfect gift. Feel free to call (643-7161) or drop by the Salon if your loved one has any special occasions coming up. We will do our best to have them looking their best.

### COUNTRY STORE GIFT CERTIFICATES

The Country Store has a wide variety of goods available. Country Store Gift Certificates make a great gift and can be used for any item in the store. Drop by and check out the selection of "All Occasion" Gifts that are also available. The Certificates are available at the Country Store.

## SUGGESTIONS

If you have any suggestions or ideas please write them down on Suggestion Form and place in our Suggestion Box, located under the Family Board. All suggestions will be responded to and the responses will be posted on the Family Board. Kindly sign all suggestions.



## Cedar Lane Highlights

Cedar Lane staff is raising money for an awning for the Cedar Lane Courtyard to provide for the residents when they are enjoying the outdoors and gardens. **50/50 draws and tickets on 2 baskets are being sold. Donations are also being accepted.**

Cedar Lane participated in NB's 8th Annual "Walk for Memories." Proceeds support key programs and services for those New Brunswickers affected by Alzheimer's and related diseases.

## PASTORAL CARE of LOCH LOMOND VILLA

The Lord has provided some great Pastors, both men and women who volunteer their time to minister the Word of God to our residents, thus helping to meet their Spiritual needs. We have a great group of volunteers who help set up the chapel for the services and assist residents to and from the services.

Loch Lomond Villa has several different services - hymn sings and bible studies that are scheduled each week.

### **Church Services:**

-Sunday night at 7:00pm in the Chapel

-Wednesday at 10:00am in the Chapel, there is Holy Communion for our Anglican residents and anyone else who wishes to attend.

-Thursday at 10:00am Mass is held in the Chapel. Holy Communion is taken to those on the nursing unit who are unable to attend. Father Osborne is in the process of giving the Anointing of the Sick to all our Catholic Residents, so that at the time of death if a Priest is not available it will have been done. Once is sufficient.

-Friday at 10:00am in the Central Lounge there is a non-denominational Church Service, for both residents in Nursing Care and in the High rise apartments.

### **Hymn Sings & Bible Studies:**

-Tuesday at 1:00pm a Rosary group gathers in the Chapel, all are welcome.

-Two Bible Studies, Thursdays at 2:00pm in the Chapel and Monday at 10:15am in the Central Lounge. Bible Studies do not take place in the months of July & August but will resume again in September.

-Hymn Sing in the Central Lounge on Tuesdays -3:00- 4:00pm with Dawn.

-Hymn Sing in the Memorial Room on most Wednesday Evenings from 7:00-8:00pm. Please check the bulletin board by the elevators on main floor.

### **Throughout the year there are many special ministries.**

- Memorial Celebration Service is held four times a year for residents who have passed away during that particular period of time. It is a time we celebrate the lives of those who have resided at LLV.

- When each Resident arrives at Loch Lomond Villa a letter is sent to the Pastor of the Church to which they belonged or the denomination they adhered to, advising the Pastors on what unit the resident may reside and inviting them to come and visit, allowing the community spiritual connections to continue when they move to Loch Lomond Villa.

- The World Day of Prayer was held in March 2011, where residents from nursing and high rise, as well as clergy and friends from the community took part. World Day of Prayer Services take place the first Friday in March.

- A Remembrance Day Service was held in 2011 in which we honoured our Veterans. We are looking forward to another great day on November 11, 2011.

- Christmas Day Service & Easter-time Services take place in the Chapel for all to attend.

- A Monthly Calendar is made up to keep our residents informed of what Spiritual Services are taking place, Calendars are posted on all the Bulletin Boards on both High Rises and Nursing Units, as well as on the Chapel door.

- A Spiritual Schedule is posted just inside the Central Lounge on the Family Board, and on the Monitor at the Main Entrance. Families are welcome and encouraged to attend Church Services with the residents.

It is a pleasure for me to love and minister to the residents as well as their families. I am also available to minister to those who are dying. When I am called by the nurses I will go to be with a resident who needs prayer, regardless of the time of day or night. I try to visit each resident at least once a week.

I am also available to help you. (643-7164)

Yours in Christ,

Pastor Ruth Langlais