



VILLA LINKS

Loch Lomond Villa Residents Families Tenants Volunteers Staff Community

LOCH LOMOND VILLA COMMUNITY NEWSLETTER

September 2011

MESSAGE FROM THE C.E.O.



We have completed another successful year of providing quality care and services to Loch Lomond Villa residents and clients. The past year was a year of triumphs and challenges for Loch Lomond Villa. Despite the increasing difficulties due to financial constraints, we continued to focus on quality, customer service, and continuous improvement. Thanks to our committed staff team, we continued to deliver exceptional care outcomes last year. Our skin breakdown prevalence rate remains very low, and our long-term care waiting list accounted for over 40% of the regional waiting list. It is evident that Loch Lomond Villa is highly regarded as a provider of choice. The year 2010-2011 saw unprecedented challenges for Loch Lomond Villa particularly in our nursing home care. Yet we have been unwavering in our efforts to provide the best possible care for our residents. Our care outcomes offered strong evidence of our commitment to, and success in being a provider of choice.

At the same time, we worked tirelessly to meet the growing needs of hundreds of seniors in our community through our continuum of community-based social and medical services. Our goal is to enable seniors to live an active and independent life of wellness in the community for as long as possible. Upholding our philosophy and values, Loch Lomond Villa strives to maintain our excellent quality care amid challenges, through:

- Personalized care
- Interdisciplinary Approach
- Higher Number of Care Staff
- Designated Staff to champion Planetree quality improvements.

Excellence, however, is easy to claim but not as easy to achieve. For us, there are four criteria: the quality of our care is high and can be measured; we improve care through constant innovation; we contribute more to the lives of people outside our building; and we can sustain it all—for without sustainability, excellence achieved will be a fleeting accomplishment.

We will continue to foster employee innovation, as well as research advances to provide the most efficient and effective care and services for our entire community. These components will ensure that we will continue to grow and transform our services to best meet the care needs of our future clients.

The true success of our organization is based on commitment and professionalism of every one of our employees and volunteers. I am grateful for their dedication to serving Loch Lomond Villa and providing quality care every day. We are honoured to serve our clients and will continue on our journey to provide the highest quality resident-centered care for every person we serve.

Cindy Donovan, CEO

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”



LOCH LOMOND VILLA

“RENEWING OUR COMMITMENT TO CARE”

164 LOCH LOMOND ROAD



BIRDS EYE VIEW FROM NORTH-WEST



LOCH LOMOND VILLA
NEW RESIDENCE
SAINT JOHN, NEW BRUNSWICK

CONSTRUCTION UPDATE:

The new nursing home for Loch Lomond Villa is being constructed for completion in the fall of 2012. It has been designed to accommodate 100 residents, with four neighbourhoods of 25 residents each. Included in the neighbourhoods is one for Alzheimer residents and one for young disabled clients.

The resident neighbourhoods will be provided on two main levels in the Home, and a partial lower level will accommodate building services and shipping/receiving functions. The new home will meet current standards for space requirements in nursing home facilities.

The building will be of non-combustible construction using a steel

framed system; exterior materials will include fibre-cement siding, architectural block, and vinyl windows. Three courtyards will be contained within the building envelope, two of which will have glass roofs to allow year round activities for the residents.

Construction is well underway, with significant rock removal completed, the concrete foundations are completed, and the steel superstructure is being erected. This facility will provide approximately 9,300 square metres (100,100 square feet) of new construction to serve the growing needs of the community of Saint John and vicinity.





PLANETREE PHILOSOPHY OF RESIDENT-CENTERED CARE

Loch Lomond Villa has announced it is the newest member of Planetree Continuing Care, demonstrating its commitment to providing the Saint John community with the best in resident-centered care. Founded in 1978 by a San Francisco patient who endured a traumatic healthcare experience, Planetree is an internationally-recognized not-for-profit organization that partners with health care providers around the globe to advance resident-centered approaches to care. Planetree has been at the forefront of the effort to personalize, humanize, and demystify the healthcare system for 33 years. Loch Lomond Villa has become the first affiliate in Canada outside of Quebec.

Loch Lomond Villa is an invaluable contributor to the health care system of New Brunswick. For 40 years, we have been committed to providing clients with high quality long-term care, including specialized services in Alzheimer's and Psychogeriatric care. In addition to our 196 nursing home beds, we offer affordable housing to over 275 senior citizens, as well as a Seniors Outreach Day Program open to the public three days a week. Loch Lomond Villa has a reputation of being a leader in long-term care, specifically in such areas as infection control, health and safety, continuing education. As a Nationally Accredited facility, Loch Lomond Villa values continuous improvement and embraces the many opportunities to improve and enhance services within our community.

"We have a lot of wonderful programs and systems in place; however, with the changing environment and demands we need support to carry on with this wonderful work," says Chief Executive Officer Cindy Donovan. "We recognize we need something more to help us all grow in our future journey."

As a Planetree affiliate, Loch Lomond Villa is committing to the Planetree philosophy and implementing the Planetree model of care. Guided by the model's 10 core components, each member collaborates with Planetree staff to develop a plan to implement initiatives and practices designed to enhance the resident experience while also supporting the professional and personal aspirations of their staff. "In the Fall of 2010, Jim Kinsey (Planetree - Consultation Services Specialist) spent three days in our home conducting information sessions with residents, families, tenants, staff, volunteers, community partners, and Board Members (our stakeholders). Jim left us anticipating what was to be, he left the stakeholders excited, and assured us that we were up for the task ahead. In December the Planetree consultants returned to Saint John, to complete our Organizational Assessment which provided us with a very detailed report of what we were doing well and what areas of opportunity were present. The journey of culture change has begun and will continue as we strive to become truly resident-centered."

Additional information and a complete list of members are located at www.planetree.org

OUR VISION

Loch Lomond Villa will be a caring community for our residents, staff, volunteers, family and community partners. We will demonstrate to the broader community a way of life that honours and respects the rights of individuals, the power of shared values and the strength of a shared dream. Adults challenged by age or disability will choose our community as the best possible living environment. Families will choose our community as the best possible place for their loved ones to live. Staff and volunteers will choose our community as the best possible place to work.

Unwavering dedication to our values will lead us to this vision.

ANNOUNCING LOCH LOMOND VILLA BOARD OF DIRECTORS 2011-2012

Tom Creamer, Chair
Don Royal, Vice-Chair
Rosemary Boyle, Secretary/Treasurer
Sue Clack
Daryl Steeves
Eric Johnson
Harold Coughlan
Calvin Currie
Erminie Cohen
Neil Shillington

OUR VALUES

- Respect
- Concern For Individuals
- Quality Service
- Dignity
- Integrity & Honesty
- Fairness
- Positive Attitude
- Accountability
- Safety



**ACCREDITATION CANADA
AGRÉMENT CANADA**

Did you know that Loch Lomond Villa is currently getting ready for our next survey which will take place November 7th, 8th, & 9th, 2011.

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 require more detailed review and follow-up, set priorities, and develop action plans to address areas needing improvement. Accreditation is one of the most effective ways for health services organizations to regularly and consistently examine and improve the quality of their services.

Who Is Involved In Accreditation?

- Staff
- Residents
- Families
- Volunteers
- Community

Should you have any questions concerning the Accreditation process, please do not hesitate to contact

**Cindy Leavitt
Accreditation Coordinator
(506) 643-7117 or by email
cleavitt@lochlomondvilla.nb.ca**

A Resident's Perspective:

The Villa improves the lives of the residents by providing them with wonderful care. I am very satisfied with the Recreation programs and variety of entertainment. I am very happy with the choice I made coming to the Villa. My grandson was an RN here for 5 years and that was an influence on my decision. Since I moved to the Villa I have made many close friends, some of which are like family.



I have been here 18 years and certainly have made so many happy memories!

Mabel

LOCH LOMOND VILLA NURSING HOME BOASTS A "FULL-TIME" NURSE PRACTITIONER

The nurse practitioner in the nursing home helps improve the overall health and the quality of life for the resident. A nurse practitioner in New Brunswick is trained at a Master's level and has advanced clinical training which enables them to investigate, diagnose and prescribe medications and treatments for many conditions and illnesses.

Loch Lomond Villa boasts the only "Full Time" nursing home nurse practitioner in Saint John. The nurse practitioner as a member of the Nursing Home's medical nursing team is on site full time Monday to Friday and works in partnership with the physicians (who visit 3 mornings a week) and the nursing staff. The goal of the medical nursing team is to provide medical and nursing care for our residents at home while preventing disease, promoting health and where ever possible preventing hospitalization. Having a full time nurse practitioner in the nursing home provides our residents with care that is up to date but feels similar to the good old fashion "House Call" of the past. The nurse practitioner provides increased medical coverage and access to medical care and treats resident illnesses such as infections, high blood pressure, injuries and depression all at home which in turn helps to prevent unnecessary hospital transfers, which can be very stressful and at times traumatizing for the resident. Research shows that the elderly do poorly physically and mentally as a result of the stress caused by hospital transfers. At times hospital transfer is the only option and in the event that hospitalization is necessary the nurse practitioner can provide thorough communication of the medical concerns to the receiving physician.

The nurse practitioner is also able to provide more effective management of medications, and management of "Chronic Disease" (long-term illnesses) such as Diabetes, Lung Disease, Arthritis, High Blood Pressure, Heart Disease, Cancers and Kidney Disease many times without the worry of having to leave home for a medical visit. Our team believes that with excellent health care and medical management that our residents can feel well until they've reached their final destination in life and that the journey to end of life can be a pleasant and comfortable experience. When a resident has reached a palliative stage in life our medical nursing team affords them the luxury of at home 24 hour specialized and experienced palliative care provided by, those who know them and truly care for them "as a person", under the direction of the physicians and the nurse practitioner.

**"What we have done for ourselves alone dies with us;
what we have done for others and the world remains
and is immortal."**

~ Albert Pike



The Recreation Therapy Department is pleased to once again be hosting the :

**"Shops of Loch Lomond Villa"
December 7th, 2011
12:30–3:00 p.m.
In the Central Lounge.**

Please feel free to drop by and do your Christmas shopping at our various shops that will be set up that afternoon.



www.lochlomondvilla.com

HEALTH AND SAFTY:



Health and Safety is everyone's responsibility.

All of our staff pay particular attention to everything they encounter at the Villa to ensure a healthy safe workplace and home for our residents and tenants.

Think Safe!

VOLUNTEER TESTIMONIAL:



"I have been a volunteer at Loch Lomond Villa since I moved to the apartment building three years ago. I enjoy very much helping others. I am a Pastoral Care volunteer and also a member of the Pastoral Care team. I help to get the alter prepared for the Wednesday Anglican

services in the Chapel and assist with getting residents to and from the service. I also help out the Activity Coordinator with the Thursday morning Shuffleboard Program. I enjoy visiting with residents and being a companion to them. My interest in volunteering began when a dear friend became a resident in the nursing home and I came to visit her. That was the incentive for me to become involved in volunteering. I really enjoy my experience here at the Villa and get gratification knowing that I can be of assistance to the residents."

Pat S.

WE ARE CHANGING TO SERVE YOU BETTER!

In mid September 2011, Loch Lomond Villa will unveil its new and approved website at www.lochlomondvilla.com

This initiative was undertaken in order that we can provide all of our stakeholders with current, up-to-date information about Loch Lomond Villa. Not only will we be able to provide information pieces, but we will also have the ability to post photo's of activities, newsletters and calendars. We are also including a "Staff Only" page which will allow staff to log-in and access communication and educational information.

The new website will also enable those wishing to make memorial donations to the Foundation, the ability to do so on-line.

For those individuals wishing to receive regular information such as newsletters etc, you may sign up for our automatic mailing list via email.

We hope you enjoy the new format, and would appreciate your feedback once we are on-line.

DID YOU KNOW...

- that Loch Lomond Villa employs over 300 staff members?
- is home to 196 residents in our Nursing Care and 254 tenants in our three High Rise apartment buildings?
- processes over 384,000 lbs of laundry annually?
- is the first Planetree Continuing Care affiliate east of Quebec?

ATTENTION COMMUNITY SENIORS JOIN IN THE FUN AND FITNESS OF ARMCHAIR YOGA

Community Seniors are welcome to take part in our weekly Armchair Yoga classes for seniors.

Our Fall session will be on Friday, September 23rd.

Friday Mornings from 10:30 am—11:30 am
in the Simonds Lions Auditorium.
September 23rd—December 16th.
Cost is \$60.00/person for the 12 weeks.

For more information or to register for the program please contact:

Shirley Johnston at 643-7174
sjohnston@lochlomondvilla.nb.ca

SENIORS OUTREACH PROGRAM

The Seniors Outreach Program is a day center that is designed to meet the needs of the older adult living in and around our community. The program provides motivation and companionship for older adults, and programs for physically challenged seniors.

Some of the many programs offered are bingo, painting, bowling, crafts, special events and activities throughout the facility. The Seniors Outreach Program provides relief for family and caregivers and helps the aged live at home as long as possible.

For costs, eligibility, hours of operation or to schedule an assessment appointment, please contact, Shirley Johnston, Manager, Senior's Wellness Centre at (506) 643-7140 or email: sjohnston@lochlomondvilla.nb.ca

AUTUMN SAFETY:

The leaves on the trees will soon paint a beautiful fall picture for us all. When the leaves begin to fall, be cautious. They are very slippery when wet or when they have accumulated on pavement.



Also, the frost will soon be in the ground. Be careful walking in the morning thaw.

Reminders about Halloween—remind your children about Halloween safety! Use flashlights, check your treats, and try to wear something reflective so they can be seen in the dark!

WELCOME TO OUR TWO NEW RESIDENTS OF CEDAR LANE

We know from research that caring for another living being offers so many rewards for residents living in long-term care. There is a purpose to their lives and it enhances quality of life. Residents feel better because they are physically and mentally stimulated. Here at Loch Lomond Villa we have welcomed two cats to one of our neighbourhoods. Here are some of the stories we would like to share.



MAGGIE



CALLIE

Fun stories of life on Cedar Lane have begun....

- Guess who used to have a black cat and now she has Maggie who enjoys sleeping on her bed? Mrs. V!
- Mrs. A is thrilled with her new kitty. Callie is now enjoying her bed on occasion and Mrs. A could not be happier and is actually talking a bit more!
- "Callie comes to look for us at the nursing station and talks to us, she knows we are taking care of her. She loves to go up on her back legs and get her treat!"
- "Love to see all the smiles when the residents see the cats."
- "It feels like home!"



Staff Member Jeff providing some extra special care for Maggie!



The Lamplighter Program originated in 1997 and was designed to identify seniors who may be at risk in the community and link them to community services and programs. Our goal is to educate East Saint John community citizens and businesses on Elder Abuse awareness, signs to look for, and knowledge on what to do or who to contact if those signs are noticed.

Loch Lomond Villa approaches different businesses, organizations, and citizens in the community to inform them about the Lamplighter program. To date we have trained over 400 citizens.

Anyone interested in being involved with the seniors in our community, this program requires nothing other than being aware and educated on Elder Abuse and Age Friendly Communities!

PARTNERSHIPS:

Part of Loch Lomond Villa's vision is to raise the standards of long-term care and to affect a positive impact on the global healthcare system by seeking to be a model of excellence. We strive to achieve this through active partnerships with our government, community partners, teaching institutions, and research participation.

Government:

Besides maintaining a close relationship with the Department of Social Development, we have actively participated in a variety of Ministry initiatives.

- Highly regarded as a leader in long-term care, Loch Lomond Villa was invited to many consultation forums, including "Future Design of Nursing Homes."

Community Partners:

During the past year, we worked closely with several community partners to develop new projects to meet community needs. For example:

- Palliative Care Suite - "Garden Suite" was constructed to serve our terminally ill residents and their families and was made possible by the generous donations of the Simonds Lions Club, Greater Saint John Community Foundation, Loch Lomond Villa Foundation, and Shoppers Drug Mart.
- Simonds High School: we continue to support the Healthcare Program through Nursing Home Resident visits to the school and providing classroom education, to name a few.

Teaching Institutions:

We are affiliated with the University of New Brunswick - Saint John Nursing Degree Program and provide training for nursing students, as well as other teaching affiliations for Licensed Practical Nurses, Care Aides, Nurse Practitioners, and Dietetics.

Research:

Loch Lomond Villa has been asked to participate and be co-researchers in several research projects this past year such as:

- The implementation of one RNAO Best Practice Guideline
- "Caring For Persons With Dementia: Understanding the Direct Caregivers Experience"
- Along with conducting our own Research Project: "A Longitudinal Study of Existing/New Nursing Home Infrastructure Design" and its impact on resident and staff injuries, resident socialization, and staff efficiency.

POSITIVE AGING IN THE COMMUNITY

It is Loch Lomond Villa's founding vision to create caring communities in which seniors and others live life to the fullest - in the healthiest, most independent and dignified ways. To this end, we offer a continuum of services that benefit thousands in the community.

Support services are among the full spectrum of community-based services and programs that Loch Lomond Villa offers to seniors and their families. These range from the Seniors Outreach Program, Wellness Centre, and Supportive Housing Program to the Lamplighter Program.

Services and programs are developed to promote wellness and social integration, improve quality of life and counter the sense of isolation and loneliness common among seniors.

WE WANT TO HEAR FROM YOU!

We would like your feedback on the contents of this Newsletter as well as your suggestions for future issues.

Please send your comments to:
Loch Lomond Villa, Inc.

185 Loch Lomond Road, Saint John, NB, E2J 3S3
Tel: (506) 643-7130 Fax: (506) 643-7179
Email: bwilkins@lochlomondvilla.nb.ca



Loch Lomond Villa Foundation

MISSION STATEMENT

"Improving the quality of life for the residents and families, by enhancing the resources of Loch Lomond Villa through community generosity, supporting dedicated staff and effective volunteer leadership."

LOCH LOMOND VILLA FOUNDATION 10th ANNUAL SPRING FUNDRAISING DINNER RAISES \$40,000.00

On Saturday, May 7th, the Saint John Trade and Convention Centre was transformed into the atmosphere of a Cruise Ship as the Loch Lomond Villa Foundation held their 10th 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 wonderful dinner of Seafood chowder, lobster and baked Alaska. As this was the 10th 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 \$40,000.00 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 as we will post the photos of the event as soon as possible.

THANK YOU TO OUR SPONSORS.....

PLATINUM LEVEL:

- Bird Construction Company
- Simonds Lions Club
- Steen Knorr Architecture
- Don & Heather Royal
- Leisure Time RV Center

SILVER LEVEL:

- MCW Maricor

GOLD LEVEL:

- Teed Saunders Doyle & Co
- Shoppers Drug Mart
- Pro-Tech Sanitation Ltd.

BRONZE LEVEL:

- Horizon Health Network
- Rogers
- Scotiabank
- Enbridge Gas New Brunswick
- J.E. Wilson Roofing Co. Ltd.
- McDonald's
- Miranda O'Leary Photography

Memorial Donations: Memorial Donations are an appropriate way to honour a relative or friend. These donations can be made in several ways.

- Memorial cards are located at all local funeral homes. One section of the card is left for the family, the other section is sent to the Foundation accompanied by your donation. Many local Funeral Homes now have the ability to make Memorial Donations on-line and the Loch Lomond Villa Foundation is listed.
- Memorial cards are located throughout the Loch Lomond Villa complex, you may complete the card, enclose your donation and drop it off to the Foundation office.
- Memorial Donations are tax deductible and a Charitable Donation Receipt will be forwarded to you upon receipt of payment.

Tree of Life: Purchase a leaf on our "Tree of Life", an everlasting symbol of your loved one, relative or friend. Leaves may be purchased from the Foundation office and are \$200.00 each.

Buy A Brick Campaign: Purchase a "brick" in our "Buy A Brick" Campaign for \$50.00 and have your name or the name of a loved one, family member or friend attached to a brick on our recognition wall. Proceeds from this campaign go directly to the campaign to renovate Dogwood Lane.

A TRIBUTE TO A LIFETIME,
CONSIDER A DONATION TO
THE MEMORIAL FUND
(506) 643-7170

Memorial cards are located throughout the complex in addition to being located at all local Funeral Homes. All funds go toward the work of the Loch Lomond Villa Foundation.