



## “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.



### MESSAGE FROM THE C.E.O. – CINDY DONOVAN

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It gives me great pleasure to address all our tenants and families as part of our spring newsletter.

Our last High Rise Renovation project has come to an end and many improvements have been realized by all. A special thank you to all our tenants for their patience and co-operation during the construction and to the construction team for another job well done! 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 homes, 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 and Knorr 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 and 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.

**HIGH RISE NEWS SPRING 2011**

## **MESSAGE FROM THE C.E.O. CONTINUED:**

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But the most important part of “Renewing our Commitment to Care” is the development of a organization-wide 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, tenants, families, students, volunteers, our staff and our future staff.

In 2012, we will embark upon a journey of investigation and reflection while developing a new Strategic Plan, to do this we will 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 throughout our entire organization!

Thank you in advance for your assistance and believing in us.

Cindy Donovan, CEO

### **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 e-mail:

[sjohnston@lochlomondvilla.nb.ca](mailto:sjohnston@lochlomondvilla.nb.ca)

## **SENIORS WELLNESS CENTRE:**

Greetings to all and welcome to our new tenants who have chosen the Villa as their new home.

My focus as the Seniors Wellness Centre Nurse is to promote independence, wellness and healthy lifestyles. One of the ways to accomplish this is by having monthly Health Promotion and Education Presentations. These information sessions are on topics of interest related to senior health, disease prevention and wellness. Everyone is welcome to attend. Come and bring a friend. Check your bulletin board for details on times and dates.

As well, you can pick up written information on many health topics and community services in our information corner in the Wellness Centre. Drop by and see what's available and help yourself to the many information brochures and handouts.

Staying independent, keeping fit and active as you age is very important for your health and well-being. We have several fun and fitness programs available for you to take part in.

- Fitness Classes
- Armchair Yoga
- Walking Club
- Laughter Therapy

Also we have a fully equipped fitness room for you to use. The room is located off the laundry room in High Rise 1. Drop by the Wellness Centre for more information on these programs.

Several clinics are offered in the Wellness Centre as well:

- VON Foot Care
- Bloodwork
- Blood Pressure
- Podiatrist (Dr. Johnson)
- Diabetic
- Optical (Dr. Brown)
- Flu and B12 Injections
- Hearing Tests

Appointments for these clinics can be made at the Reception Office in the Wellness Centre.

### **Reception Services available in the Wellness Centre include:**

- Meal tickets can be purchased from 8:30 a.m. – 3:30 p.m. Monday through Friday. Dinner – \$6.50 and Supper – \$4.60. On weekends and holidays meal tickets are sold at the Country Store.
- Lost and found, money exchange for laundry services.
- Re-directing mail.
- Sale of hearing aid batteries (\$10.00 per package)
- Assistance if locked out of your apartment. (during business hours only)
- Distribution of memo's, menu's and monthly calendars.
- Sign up sheets for special events and van outings.
- Scheduling appointments for Wellness Nurse and health clinics.

Drop by the Wellness Centre if you have any inquiries about our services or call 643-7139. You can reach me at 643-7174 to discuss any health concerns you may have.

Shirley Johnston, R.N.

Manager, Seniors Wellness Centre

## **Supportive Housing:**

Our Supportive Housing Program has been going strong for the past 4 years. This program offers great “all-inclusive” features such as housekeeping, laundry, and meals that are prepared by our staff, who are there 7 days a week, 10 hours a day.

This floor features 14 cozy studio apartments along with two 1 bedrooms. All apartments are currently occupied at this time, but we do have a waiting list for those who are interested in potentially joining us in the near future!

If you are looking for further information, or are interested in touring this floor, please feel free to contact me. My office hours are Monday to Friday 10:00 am to 2:00 pm.

My phone # is 643-7100 or e-mail me at [accommodations@lochlomondvilla.com](mailto:accommodations@lochlomondvilla.com)

Enjoy your summer,  
Jessica Delaney, Accommodations Coordinator

### **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 “Cruis’in 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 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 from 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

## **BUY A BRICK:**

Purchase a "brick" as part of our "Buy A Brick" Campaign for \$50.00 and have your name or a loved one, a family member or friend attached to a brick on our recognition wall. A Charitable Income Tax Receipt is issued for your donation. our campaign to renovate Dogwood Lane. For more information on the "Buy a Brick" Campaign, please call the Foundation Office at (506) 643-7130 or e-mail [bwilkins@lochlomondvilla.nb.ca](mailto:bwilkins@lochlomondvilla.nb.ca).

## **Memorial Donations:**

These donations can be made in several ways. Cards are available at all local funeral homes in addition to being available at Loch Lomond Villa. Most funeral homes now have the capability of on-line donations. When making an on-line donation you may choose the Loch Lomond

## **HIGH RISE HAIR CARE:**

The staff of the High Rise Hair Salon would like to thank everyone for all their patronage. We also would like to welcome two new stylists, Bernadene Walsh and Heather McGowen (barber/stylist) to our team along with Debbie Alexander, Nora Craft, Jeannine Byers and Tracey Saunders.

**Hours – Tues. to Fri.**

**9 am to Fri.**

**Saturday – 9 am to 2 pm.**

**Phone – 643-7176.**



Villa Foundation as the recipient of the donation and it is then your responsibility to forward the funds to the Foundation.

If you would like to make a donation via Visa or Mastercard or if you would like us to forward your Memorial Donation, please contact the Foundation Office at (506) 643-7130.

## **Happy Spring and Summer from Accommodations!**

Hello everyone!...Spring has arrived and not far behind will be summer!...It sure was a long winter! I'd like to take this opportunity to welcome all the new tenants in our complex. We are so pleased that you have chosen us to be your home. I hope you enjoy living here and are taking advantage of all the wonderful amenities that we have to offer. As of December, we opened our new apartments on the 4<sup>th</sup> floor in HR 1. What a beautiful floor this is, with some of our existing tenants choosing to live here. It's nice to see the renovations come to an end. I'd like to thank everyone for their patience during this time, but the end result was certainly worth it.

I also would like to let everyone know that I'll be leaving the Accommodations Office for 6 to 8 months. I am moving down to the Finance Office temporarily during this time. Jessica Delaney will be replacing me and I'm sure you will be as welcoming to her as you have been to me.

Enjoy your summer to the fullest!!

Linda Foote, Accommodations



## Hi Everybody,

I just want to thank all of you.....staff and tenants, for being so kind and making me feel so welcome in my first few weeks here at Loch Lomond Villa. As many of you know I have taken over Linda Foote's job in the Accommodations office on a temporary basis. To those of you that I have yet to meet please feel free to pop down to my office to get acquainted.

Thanks again!

Sincerely, Jessica Delaney

### THE POET'S CORNER

A poem by Annette Bernier- Witherington,  
in memory of her mother, Helen Bernier.

#### **Memories**

Her face is lined and tired  
From the hard life she has lived,  
Looking back she wonders  
Did it matter in the end?

Seldom seen or heard from now  
Are children grown and gone,  
No one to hear the stories  
Of her life and things she's done.

Take time to listen  
To the stories she will tell,  
When she was young and life was hard  
She remembers oh so well.

Write them down while there's still time  
Precious stories to be treasured,  
And when you look at them you'll know  
Their value can't be measured.

Forever in your memories  
She was your greatest friend,  
She'll rest in peace just knowing  
That it mattered in the end.

2011

## Greetings from Tenants Council

The Tenant's Council is a group of volunteers ready to address the concerns of the tenants of High Rise 1, 2, and 3 of the Loch Lomond Villa complex. The names of the representatives can be found posted on the bulletin boards in each building.

The Tenant's Council is here to listen and help you with the appropriate channels to voice your compliments, concerns, comments, suggestions and to act as liaison between the tenants and management.

The Tenant's Council meets on the second Monday of every month in the Activity Room of High Rise 1 at 10:00 am.

The Council extends a welcome to the newcomers in our respective buildings and sincerely offers the hand of friendship.

All tenants welcome – \$5.00 yearly dues.

Sincerely, Verna Mott

President of Tenant's Council



### HAPPY SPRING FROM THE DIETARY DEPARTMENT

**IF YOU HAVE ANY MEAL ITEM REQUESTS**

**YOU WOULD LIKE TO SEE**

**ON OUR CAFETERIA MENUS, PLEASE CONTACT OUR  
DIETITIAN MARG ASHE AT 643-7145**

**"ROAST TURKEY/ CORN BEEF AND CABBAGE/ CHICKEN  
STIR FRY" ARE STILL OUR #1 SELLERS AND SALAD  
PLATES WILL SOON BE LISTED ON THE MENU**

**DIETARY STAFF PREPARED AND SERVED A TOTAL  
OF 246,982 MEALS LAST YEAR.**

## **HIGH RISE 1 & 2 RENOVATION UPDATE:**

The renovations to High Rise 1 & 2 are complete. We would like to thank all tenants for their patience and cooperation during the extensive renovations which took place. 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 and 2, new entrance flooring at the main entrance to the villa nearest the auditorium parking lot and also in the entry way 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.

## **PLEASE HELP US WITH THE FOLLOWING:**

We would like to request the cooperation of all tenants in the High Rises, to not place excess furniture or any other items in any areas throughout the facility. If you want to get rid of any items it is your responsibility to make arrangements to have it removed.

In High Rise 1 & 2 when using the garbage chutes on each floor be sure that your garbage is tied in bags small enough that they will easily go down the chute, if you have to jam it in the chute then it's too big. Do not leave garbage, bottles, bags or any other objects in this small room. If it won't go down the chute you must take it to the garbage room on the main floor. Please do not slam the chute door especially early in the morning or late at night. Be a good neighbour and thank you for your assistance with these issues.

**DO YOU LIKE GARDENING?**

**WE ARE SEEKING**

**VOLUNTEERS!**



## **WANTED: VOLUNTEERS TO HELP LOOK AFTER THE FLOWER BEDS SURROUNDING THE VILLA COMPLEX.**

If you, some friends or a service club that you know would like to volunteer to help maintain some of our beds, it will go a long way to ensuring that the Villa looks its summer best for our tenants at all times. Why not "adopt a bed" that you can maintain and watch blossom all summer long. If you are interested in helping out please leave your name and phone number on a sheet of paper, identify the area you are interested in looking after and place it in Terry Moore (Facilities Manager) mail box located at the front desk (reception).

**Community Garden:** Are you interested in planting a small garden? I have some space beside the baby barn. While there is not a lot of space there would be room for some tomatoes, lettuce, radishes, etc. If you are interested, sign up in the Wellness Centre.

"Many hands, make light work".

## **SECURITY:**

Just a reminder to tenants of the High Rise buildings to not buzz in individuals whom you are not expecting or you do not know. Also, if you happen to be sitting in the lobby and someone (you do not know) is waiting to be buzzed in to the building, please do not open the doors to allow entry. The individual whom they are visiting should be the person to permit access. We often do this as a courtesy, but if you do not know the individual, please do not allow someone you do not know into the building. Please do not prop the doors open with chairs and other items, not only is this hard on the hardware but it creates a security risk as well. If you see anything unusual (suspicious people, etc.) please do not hesitate to call the police, any time day or night.

## **Police – 648-3333**

## **MAINTENANCE REQUESTS:**

**Maintenance is on site Monday to Friday from 8 am to 5 pm. THERE ARE NO MAINTENANCE STAFF ON SATURDAY OR SUNDAY.**

There is no longer a pager number. Instead we have a cell phone that you will now call **650-8290**. The old pager number has been disconnected. This number is to be called only in an emergency and only for items that absolutely cannot wait until the next business day.

**A maintenance emergency is of an electrical, flood, or fire nature.** Leave your name, telephone number, apartment number and the nature of your **EMERGENCY** request.

**Maintenance Requests for High Rise 1 and 2 please call 643-7199**

**Maintenance Requests for High Rise 3 please call 643-7986**

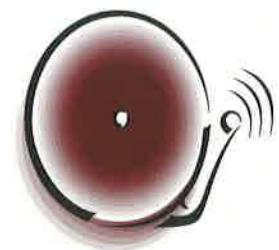
When calling in a Maintenance Request, you will be prompted to leave a message, please ensure that you leave you name, telephone number, apartment number and the nature of your request. Maintenance requests will be dealt with based on priority with Health and Safety issues being the first priority.

## **FIRE ALARM PROCEDURES:**

**Each High Rise Apartment building now has it's own dedicated alarm system, Armstrong Communications Ltd. monitors our facility 24 hrs a day, 7 days a week.**

Please make yourself aware of the Fire Alarm Procedures. In the event of **Any** Fire Alarm you are requested to proceed to the nearest stairwell and exit the building if you are able. If you are unable to maneuver the stairs, please stay behind the fire door in the stairwell and someone will come to assist you.

**DO NOT STAY IN YOUR APARTMENTS.** Please close all doors and windows and proceed to the nearest and safest stairwell.



The Lord has provided some great Pastors, both men and women who volunteer their time to minister the Word of God to our residents and tenants thus helping to meet their spiritual needs. We also have a precious group of volunteers who help the Pastors. They set up the chapel for the services and also put things back in order. Also those who help transport the residents to and from the services.

Every Sunday night at 7:00 pm the residents gather in the chapel to enjoy a great service. On Tuesday at 1:00 pm a Rosary group gathers in the chapel, all are welcome. On Thursday at 10:00 am a Mass is held in the chapel. Holy Communion is taken to those in the nursing unit who are unable to attend Mass.

Father Osborne is also 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 already have been done. Once is sufficient.

On Wednesday morning at 10:00 am in the chapel there is Holy Communion for our Anglican residents and anyone else who wishes to attend. On Friday morning at 10:00 am in the Central Lounge there is a Church Service, for both High Rise and the people in the nursing units. Volunteers help bring the Alzheimer residents out to this service.

Two Bible Studies, one in the chapel on Thursdays at 2:00 pm and one on Monday at 10:15 am in the Central Lounge. They will be cancelled for the summer and resume again in September.

There is a Hymn Sing in the Central Lounge on Tuesdays at 3:00-4:00 pm. There is also a Hymn Sing in the Memorial Room on most Wednesday Evenings from 7:00-8:00 pm. Check the bulletin board by the elevators on main floor. There is also a Hymn Sing every other Wednesday/ Thursdays at 2:00 pm in the activity room for the Outreach Department. This may be cancelled for the summer and resumed in September.

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

A Memorial Celebration Service is held four times a year for the residents and tenants who have passed away during that particular period of time. It is a time when we celebrate the lives of those who have lived here at L.L.Villa and to bring closure for their families. Our next Memorial Service is June 7, 2011 at 2:00 pm in the chapel. 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. So if possible their Spiritual connections will continue here.

When a resident passes away a sympathy card is sent to the families from Pastoral Care of the 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.

A Remembrance Day Service was held in 2010 in which we honoured our Veterans. It was well attended and we are looking forward to another great day this November 11, 2011.

A Christmas Day Service and A Good Friday Service were held in the chapel.

A Calendar is made up each month to keep our residents informed of what Spiritual Services are taking place, this is posted on all the Bulletin Boards, both High Rises and Nursing Units. Also on the chapel door.

A Spiritual Schedule is posted just inside the Central Lounge doors and on the monitor at the main entrance.

The ministry of the Lord is a Blessing for the wellbeing of our residents. Every person is made up of three parts, the Spirit, Soul and Body. Therefore it is very important to provide for the Spiritual needs of each person. It is also important that

the residents attend these services and we would like to invite their families to attend with them or perhaps they could encourage their loved ones to attend.

It is a pleasure for me to love and minister to each resident as well as their families. I know that the Lord loves them all. I am available to minister to those who are dying as well as minister to their families.

Assisting them with their loved one's funerals as sometimes I am the only Pastor that they have known for some time. 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

**Hello Everyone....**

**Greetings from High Rise Recreation.**

It sure has been a long hard winter and it's so nice to know summer breezes are just around the corner. Summer is a great time to be here at the Villa because we are always on the move. Look for Merle trips, summer drives, BBQ's, ice cream stands, visits to the beach, parks, restaurants and more. Come out, sign up and take advantage of the activities we offer. Joining in is a great way to make connections and long lasting friendships. Please come see me or contact me if you have questions, concerns or fun ideas you'd like me explore. I look forward to having a ball with you this summer.

Sarah Draper,  
Recreation Coordinator

643-7138



**SMOKING REMINDER AT LOCH LOMOND VILLA!**

We would like to take this opportunity to remind to everyone that there is no smoking permitted on Loch Lomond Villa property. Tenants of our high rise complex are not permitted to smoke in their apartments or on the grounds of the complex. Families and visitors are not permitted to smoke anywhere on Villa property except in their personal vehicles. Employees are permitted to smoke in their personal vehicles only. We would ask that you please consider others when disposing of cigarette butts. Please do not throw cigarette butts out car windows onto the property. This creates an unsightly premise and creates work for our staff who must go out and clean up the butts.

Thank you .

**Country Store Gift Certificates**

The Country Store has a wide variety of goods available for the residents and tenants of Loch Lomond Villa. 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.