



“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.

Greetings from Cindy (Chief Executive Officer);

November... “Remembrance Day”, “Poppy Day”...how fast this year has gone by...but even though our lives may be busy, it was important to remember and pay tribute to our fallen soldiers who have given the ultimate sacrifice.

Loch Lomond Villa has been working hard at “giving the best day possible” to all whom live, visit and work at our home. Embracing the Planetree philosophy of care, Loch Lomond Villa is dedicated to providing nurturing, compassionate, personalized care to residents/tenants and families. Additionally, how employees care for themselves and each other and how organizations create cultures that support and nurture staff is just as important.

According to Planetree, healing partnerships between residents, family members and caregivers are encouraged by a care model which enables residents to be active participants in their healthcare.

Core components of being a Planetree Long Term Care Organization include :

- Healing Environment: Architecture and Interior Design
- Human Interaction/Independence, Dignity and Choice
- Family Involvement
- Promoting Resident Education, Choice and responsibility
- Dining, Food & Nutrition
- Art Program/Meaningful Activities & Entertainment
- Spirituality & Diversity
- Integrative Therapies/Path to Well-being
- Healthy Communities/Enhancement of Life’s Journey

Support in this approach in programs and practices, by all staff, management and Board of Directors leads to better outcomes and enhances the quality of life and the quality of care. Loch Lomond Villa believes that changing the culture of care through a resident-centered approach is the best way to improve the experience in our home. Our goal is to make resident-centered care the norm rather than the exception.

A big thank you to all who participated in our recent Accreditation Canada on-site survey during November. We have much to celebrate and be thankful for as we carry on providing innovative, excellent care and services. Also thank you to our residents, staff and families who have given of their time to assist us in participating in the many different research projects ongoing in our home. We are very pleased with the Home’s reputation as a place to conduct research and use evidence based information in providing our services.

As we continue to grow, (build our new home) more branches on our logo, the tree of life, lets grow together to make as many buds on those branches as possible. Let’s be proud of our accomplishments and our Loch Lomond Villa family.

Wishing each and everyone a very Merry Christmas and a safe Happy New Year..

**RESIDENT/FAMILY NEWSLETTER
FALL/WINTER 2011-2012**

NO SCENTS MAKES GOOD SENSE



Some of you may already be thinking of gift ideas for your loved ones and friends or, have already begun to purchase items with Christmas just around the corner. While fragrances may be pleasing to some, they can be unpleasant to others. For many people, scents that contain chemicals cause serious health problems and reactions can vary from mild to severe. For that reason, Loch Lomond Villa is a scent-reduced facility. When gift giving for your loved one, please avoid the purchase of personal care products such as perfume, cologne, scented deodorant, aftershave, shaving cream, soap, shampoo and lotion.

Your support in creating a healthy and safe environment is appreciated

Family Council

Loch Lomond Villa Family Council welcomes all families to become involved in the Family Council.

This family council acts as a voice for all residents, families and staff members.

The meetings are held the second Tuesday of the month at 6:30pm.

You can follow the council's progress by stopping by the Family Board as you enter the Central Lounge where the minutes of the meeting are posted.

Come and join in!



"TIS THE SEASON"!!!!!!

LOCH LOMOND VILLA FAMILY CHRISTMAS DINNERS

On Wednesday, December 21, 2011, we will be having our "Family" Dinner for Ash/ Birch/ Dogwood and Elm Lane Residents and Family, at 12 noon, in the Auditorium.

On Thursday, December 22, 2011, Cedar Lane Residents and Families will have their dinner at 12 noon, in the Cedar Lane Diningroom

Due to our seating capacity, we must limit 2 guests/resident

Please make your reservation by calling Marg Ashe at

Shops of Loch Lomond Villa

Once again this year the Recreation Dept. will be featuring the "Shops of Loch Lomond Villa". This is an afternoon where residents, families and staff can take advantage of completing their Christmas shopping within the warm walls of the Villa. Various community stores will set up shop in the Central Lounge on Dec. 7th from 12:30pm– 3:00pm

Trim The Home....



The staff of Loch Lomond Villa will be decorating the Christmas tree in the Central Lounge on Dec. 2nd at 1pm. Come hang some ornaments and join us for s refreshments on this fun day!



December 2011

COMPONENT OF THE MONTH

DINING, FOOD AND NUTRITION

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

The Dining, Food and Nutrition Component Team will be the next Component Team developed on our Planetree journey. Following are the Objectives which are outlined in our Organizational assessment that we are currently working toward:

OBJECTIVES OF THE DINING, FOOD AND NUTRITION COMPONENT

- Residents, visitors and staff have access to healthy food choices 24-hours/day.
- Flexibility in dining options accommodates residents’ personal preferences and routines.
- The nutrition program caters to individual needs, including dietary restrictions, in a dignified manner.
- Residents direct their dining experience, which seeks to maintain each individual’s dignity and, as appropriate, enhance socialization.

“The dining experience maintains residents’ dignity, enhances socialization and supports independence while catering to individual needs. Examples include implementation of a restorative dining program, the provision of finger food, supporting staff and residents in dining together and providing opportunities for residents to assist with meal preparation (ex: table setting, clearing plates, etc.)”

Not only is this a very integral part of our residents’ lives, but as an Accredited Facility through Accreditation Canada we must also meet certain criteria in order to maintain our accredited status. On November 7th-9th, 2011 we underwent our Accreditation Survey in order to renew our status. As part of this survey, a number of Priority Processes are reviewed to ensure we meet standards and if we do not, a recommendation is issued in order for use to meet the required criteria. This year we received a suggestion for us to continue enhancing dining experience.

LOCH LOMOND VILLA DINING, FOOD AND NUTRITION

Although we have not officially formed our Dining, Food and Nutrition Component Team, staff have taken the initiative to begin working on the dining experience as they had individually recognized this as an area where improvement could be made.

- As part of our Human Interactions/Independence, Dignity and Choice Component Team, a “Resident Choice” working group was developed. John Perry (Chair) and his team worked very closely with the Dietary Team to examine how we could implement more meal choices for our residents. It is important to note that residents are included as part of this working group to ensure that we truly are getting their input. The Team with the input of the residents chose to look at the breakfast menu to determine how more choices could be provided to our residents. Working as a team, the working group, the members of the Care Staff including Dietary, Nursing and Recreation came up with a plan to introduce waffles on the breakfast menu. What a huge success this was....our residents thoroughly loved the experience and are now able to make choices for their breakfast meal.
- A staff group headed up by Sue Cole decided to take a look at the Dogwood Lane dining room and see what improvements could be made in order to make the meal experience a more pleasant one for our residents. The team put together a plan and submitted their budget for approval and through teamwork and collaboration with other departments had the dining room painted, the windows cleaned, the window dressings repaired, tablecloths and centerpieces purchased and added plants and artwork to the area. The residents love the changes and are enjoying the bright atmosphere and they have taken ownership of ensuring that the plants are watered and that their diningroom remains neat and tidy. The team then moved on to the Ash Lane Dining Room and have developed a plan including residents input on how the Ash Lane Dining room experience can be improved.

We are just getting started with review of our Dining, Food and Nutrition Component, but, wonderful improvements have already taken place. We encourage you to get involved with the working groups as they are developed as we look at every aspect of our dining experience. Your input is valuable to improving the experience for our residents and staff.

We need your experience and input!

Consider volunteering to sit on one of the Working Groups.

Please contact one of the Planetree Coordinators, or, the Chairperson of the working group to find out more information on how you can play a role in our Journey of becoming a “Planetree Community.”

*Don't forget to ask yourself....
“How can we, together as a Team.....”*



CHECK OUT OUR NEW WEBSITE AT www.lochlomondvilla.com

Loch Lomond Villa is pleased to announce that our new web site is now live. Please visit the site for updates on “What’s Going On” at the Villa. You can also sign up to receive your newsletters via email if you wish.

We will be updating the site on a regular basis with special event dates and items of interest.

Concept Clothing Shop

Concept Clothing— suppliers of Basic Adaptive Clothing will be in the Central Lounge on Friday, December 9th 10:00am– 3:00pm. Family are encouraged to take advantage of this shopping day to buy clothes for your loved one for Christmas. They have a great variety of clothes available. We hope to see you.....



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

Christmas Parties on the Nursing Units

Each of the Nursing Units will have a Christmas Party for the residents who live on the individual units. The following is the list of parties and dates:

- Dec. 6 Ash Lane Christmas Party– 1:30pm in Diningroom**
- Dec. 8 Elm Lane Christmas Party - 1:30pm in Diningroom**
- Dec. 10 Evergreen Lane Christmas Party– 1:30pm –Livingroom**
- Dec. 12 Dogwood Lane Christmas Party– 1:30pm Diningroom**
- Dec. 13 Cedar Lane Christmas Party– 1:30pm Livingroom**
- Dec. 15 Birch Lane Christmas Party– 1:30pm Diningroom**
- Dec. 21 Resident/Family Dinner– 12pm Auditorium**
- Dec. 22 Cedar Lane Resident/Family Dinner –12pm Diningroom**

Winter Safety Tips

Are you ready for Winter? Some reminders for Winter.

Check weather reports and heed precaution and advisories

Drive carefully- be prepared for winter driving.

Be aware of symptoms of hypothermia, snow blindness and frostbite.

Practice Sun Safety in the winter.

Dress in layers.

Wear brightly colored clothing- easier to be noticed in poor weather

WEAR PROPER FOOT WEAR. Remember to walk cautiously.

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

Another year is quickly coming to an end and the Recreation Therapy Department has lots in store for the Christmas Season. Some upcoming events are choirs, Christmas Light Tour, unit parties and our Family Christmas Dinners on Dec. 21 & 22nd. Copies of the December calendar will be available in the pamphlet holder under the Family Board which is located on the wall as you enter Dogwood Lane.

We will be celebrating New Year's on Dec. 30th at 2pm in the Central Lounge. Entertainment will be provided by Ron Maloney. Everyone is welcome to celebrate with us!

Merry Christmas & Happy New Year from the Recreation staff!!

SAFETY:

When getting out of your car when there is snow on the ground make sure you have a secure footing on the ground. Consider wearing snow cleats or grippers when it's icy. Wear proper footwear, don't wear leather soled shoes or sneakers. .

SMOKING POLICY:

Tenants, family members and visitors. of our high-rise complexes are not permitted to smoke in their apartments and are not permitted to smoke on the grounds of the Loch Lomond Villa complex, we would also appreciate it if cigarette butts be placed in the receptacles rather than being thrown Use hand sanitizers when entering and exiting the building to help protect you from germs and possible influenza.

Health and Safety at Loch Lomond Villa

Loch Lomond Villa continues to strive to keep the environment Healthy and Safe.

Some reminders for residents and families;

Bedroom Clutter: Be aware of what is in your room. Are you safe from clutter? Are your snacks in a sealed container?

With Christmas around the corner, perhaps organizing some your seasonal items and storing them at your families home.

Some resident require specialized equipment for their care, which requires plenty of space.

Proper clothing for residents. We do have a special clothing company that sells clothing for physical limitations. This allows more comfort for the resident as they have difficulty with their mobility.

Spills can go unnoticed and are a leading cause in slips and falls. Together we can keep the floors free of spills.

Be aware that scents can be harmful to others. Loch Lomond Villa has a reduced scent policy.

PARKING:

Winter is coming and like most large organizations, parking can have its challenges. From time to time you may find it difficult finding a place

to park. **Visitors** to tenants in the high rise apartments are to park in the main parking area by the auditorium / main entrance not in the tenant parking areas, in high rise 3 visitors are to park at the rear of the building .there is also no parking in the visitor parking (horseshoe area) or staff parking areas in front of Dogwood Lane between 6am and 6pm daily.

Courtesy Parking: For those who are just dropping someone off or picking them up there is courtesy parking in front of the Horse Shoe entrance and in front of each of the High Rise Apt entrances. A reasonable amount of time would be 10 to 15 min, depending on the circumstance. Please do not park in the circle by the Horse Shoe entrance as emergency and public vehicles have difficulty maneuvering to the entrance doors.

Note that care givers are not to park in the tenant parking areas.

Parking is not permitted in areas marked as fire lanes, or in front of fire hydrants. We work closely with our snow removal Contractor to ensure that the parking lots are cleared in a timely, efficient manner

.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 number which is to be called for emergencies only **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 you name, telephone number, apartment number and the nature of your **EMERGENCY** request.

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

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 is looking forward to the annual Christmas dinner with the Residents and Families, December 22, 2011 at noon. Cedar is also fundraising by selling a cookbook called "Forget Me Not". It is a compilation of recipes from LL Villa staff. Only \$10.00 a copy. Cedar is also happy to introduce a new library that we have started. There are now books on the unit that can be signed out by staff and families that may be of value regarding

News from the Pastoral Care Team Pastoral Care – Loch Lomond Villa

We have many church services conducted by our local clergy from the different denominations.

Services are held both in the chapel and in the central lounge so that we can minister to both the High Rise residents as well as our nursing units. All are welcome to attend any of the services.

Here is a list of the Spiritual Services that take place through the week.

Monday	10:15am	----- Bible Study-----	in the Central Lounge
Tuesday	1:00pm	----- Rosary -----	Chapel
"	3:00pm	----- Hymn Sing -----	Central Lounge
Wednesday	10:00am	----- Anglican Holy Communion- Chapel	
Thursday	10:00am-	----- Catholic Mass-----	Chapel
"	2:00pm-	----- Bible Study -----	Chapel
Friday	10:00am-	----- Church Service-----	Central Lounge
Sunday	7:00pm	----- Church Service -----	Chapel

Each week Holy Communion is taken around to the Catholic nursing residents who are unable to attend the Services.

The Anointing of the Sick for our Catholic residents is almost complete.

When a resident arrives at our nursing home a letter is sent to their own clergy – inviting them to come and visit so that the residents can stay in touch with their church.

Every three months, we have a Memorial Service in the Chapel for those who have passed away during that particular period of time.

A Remembrance Day Service is held in the Auditorium annually- this year (2011) we had about 170 residents as well as some of their families attending. We have at least 21 veterans living here in the Villa. It was a beautiful service conducted by the Rev. Canon Wally Corey.

A World Day of Prayer is held every March, in which our residents can participate in.

Christmas falls on Sunday this year so we will be having a Sunday evening Service with Nigerian Pastors John and Felicia Adegbenjo. We invite all to attend.

You are welcome to come and attend any of these services with your loved one. I am available to minister to the residents as well as their families for any of your Spiritual needs. You may contact me at –643-7164

I have enclosed a December Calendar with all the events that will be taking place as well as the particular pastors who will be ministering at these events.

May you have a Merry Christmas and a Blessed New Year.

Pastor Ruth Langlais- Pastoral Care Coordinator- Loch Lomond Villa