



## “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)

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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 place 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, and 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 also include architecture and interior design conducive to health and healing; the importance of nutrition and nurturing aspects of food; empowering our residents through information and education; the importance of family, friends and social support; the importance of human touch; healing arts that serve as nutrition for the soul; integrative therapies; and extending our outreach to our community that we serve.

Support in this approach in programs and practices, by all staff, management and the 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, let's 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.



**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.c](mailto:sjohnston@lochlomondvilla.nb.c)**



## **It's Influenza Season:**

One of the best ways to protect yourself and others you live with is by getting immunized. Flu shots are still available at the Wellness Centre. Contact me at 643-7174 to arrange an appointment.

Shirley Johnston  
Wellness Nurse



## **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 Holiday Season,  
Jessica Delaney, Accommodations Coordinator.

**HIGH RISE HAIR CARE** – Christmas Gift Certificates – Who doesn't need a haircut, set, color or perm. Drop in to see your High Rise Hair Care Team to purchase a gift certificate (no expiry date) You can make your loved one feel good all year round. Don't forget to enter our free gift basket draw when purchasing your gift certificate. And don't forget about the men in your life. We have an experienced barbour/stylist on site 3 nights a week. Open Tuesday through Saturday. For information call **643-7176**.



**Happy Holidays from Your High Rise  
Hair Care Team.**

## GREETINGS FROM THE ACCOMMODATIONS OFFICE



Hello Everyone!! How quickly spring and summer have come and gone! Now we have the Holiday Season and winter to look forward to.

We've had a very busy few months with many new tenants joining us here at Loch Lomond Villa. I'd like to take this time to once again welcome all of our new tenants to our family and say how pleased we are that you have chosen to live with us!

I would also like to say that I am looking forward to spending my first Christmas Season with you all here at LLV and I'd like to take this opportunity to wish everyone a Safe and Happy Holiday!!

Jessica Delaney

Accommodations Coordinator



### Christmas Safety Tips

- Use an artificial tree.
- Use Canadian Standards Association (CSA) certified lights.
- Inspect your lights before using them. Check for cracked bulbs and for frayed, broken or exposed wires and discard if faulty.
- Choose decorations that are flame-retardant, non-combustible and non-conductive.
- Avoid using angel hair (glass wool) together with spray-on snowflakes. This combination is highly combustible.
- Use no more than three light sets on any one extension cord. Extension cords should be placed against the wall to prevent tripping hazards, but do not run cords under rugs.
- Ensure that your extension cord is CSA approved and that you unplug the extension cord from the wall when not in use.
- Always turn off tree lights before retiring for the night.

## THE POET'S CORNER

### Gobble, Gobble

No turkey did I have last year,  
I should have thought to beg.  
No cranberry sauce nor stuffing,  
Not a breast or thigh or leg.  
I didn't have no taters,  
Nor pumpkin pie with cream,  
I even gobbled through the night,  
Thank God, twas just a dream.

This year it will be different,  
This time I'll have it all,  
I'll cook and bake for goodness  
sake, I'll really have a ball.

The yams and biscuits baking,  
The corn and carrots too,  
The pecan pie and my oh my,  
There's so much left to do.

Oh no, with all the planning,  
This really is absurd,  
My head so filled with details,  
I forgot to but the bird!

Jan MacInnis



## Greetings from Tenants Council

The Tenant's Council is a group of volunteers 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 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 a.m. 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, Tenant's Council**



## DIETERY

### LOOKING FOR A CHRISTMAS GIFT?

Cafeteria meal tickets make a great gift for a family member or friend. Tickets are \$6.50 for dinner or \$4.60 for supper.

(Juice/ Hot Beverage/ Dessert/ Roll included) Just visit our receptionist at the Wellness Centre, Monday - Friday, 8:30 am - 3:30 pm to make your purchase.

**Weekends/Holidays:** tickets are sold in the Country Store.

If you have any questions or need more information, please call **643-7177**.

## **ENVIRONMENTAL SERVICES**

### **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.

**VISITERS:** The 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 6 am and 6 pm daily.

**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.

**Do you have the appropriate parking sticker on your vehicle?** We are fortunate that we do have parking available for our tenants and we'd love to have more but we don't. However, it has become increasingly more difficult to identify vehicles which do not belong on the property. All Loch Lomond Villa tenants who own a vehicle are required to have a Loch Lomond Villa parking sticker prominently displayed in their windshield. If you do not have a parking sticker could you please complete the appropriate form which you can get from the Accommodations office, once completed you will receive your sticker.

### **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 on the ground.

### **MISCELLANEOUS:**

It is the tenant's responsibility to dispose of any furniture or large items that will not fit in the garbage bins. Loch Lomond Villa does not have the capability of disposing of these items. (i.e.chairs, water coolers, sofas, mattresses, etc.)

Use hand sanitizers when entering and exiting the building to help protect you from germs and possible influenza.

**LOCKED OUT OF YOUR APARTMENT:** It is the tenants responsibility to either give a key to a friend, family member or neighbour (who can be contacted to let them in their apartment) if they have locked themselves out. Thank you for your cooperation.

## Lamplighter Program

Thank you to all our Lamplighters here at Loch Lomond Villa. Keeping our community safe by watching over each other gives us all a sense of security. We appreciate all of your continued support for the program. Lamplighters continue to light the way for others.

## Senior Safety Tips

**Crime Prevention is everyone's responsibility. The following tips can assist you in helping yourself and your community.**

**Introduce Yourself** – Get to know your neighbours, including their names and phone #.

**Participate** – Join a 'Neighbourhood Watch' or 'Block Watch' Program.

**Be Aware** - Read the paper, listen to the radio and watch the news on television.

**Avoid Being a Target** – Criminals look for the easy targets. They want to enter a home quickly and efficiently. Crime Prevention and Safety not only includes securing your home and possessions, but also being aware of one's personal surroundings and limitations.

## Overall Safety

- Carry cash, credit cards, drivers' license and house keys in an inside jacket pocket, or another concealed place.
- If you use a fanny pack, wear it to the front under your clothing.
- Do not carry excess cash. Most stores accept debit and credit cards.



## Outdoor Safety

- When walking in your neighbourhood, vary your route; do not be predictable.
- Stay alert and do not wear headphones.

**Safety for Persons with Disabilities Flag Pole** - fasten a small pole with a flag to your wheelchair or scooter at the 5 foot level to make you more visible.

- **In an Emergency** - Calling 911? Tell the operator you have a disability.
- **Taped Message** - if you have difficulty speaking, keep a tape player near the phone to convey your name and address to emergency services.
- **Peepholes** - Install a wide-angle peephole in the door at your eye level.

## Elevator Safety

- **Stay Aware** - elevators & passengers can pose risks to your personal safety.

- **Trust Yourself** - check the elevator before you enter. If a passenger makes you uncomfortable, do not get in.

**Safety in Your Car** – Know how to protect yourself, your vehicle and your valuables.

### **Good Habits:**

- **Anti-theft Devices:** install and use devices such as car alarms & steering wheel locks.
- **Vehicle Maintenance:** keep your vehicle well fuelled and maintained. Check tire pressure and oil regularly.
- **Maps & Directions:** Plan your route and carry a map in case you get lost.
- **Parking Lots:** park in well lit areas, near other vehicles.
- **Keys Ready:** have your keys out & ready before you get to the car.
- **Parcels & Valuables:** place shopping bags or items out of view.
- **Vehicle Walk Around:** examine the interior of your vehicle before you get in.
- **Keep Vehicle Locked:** always lock your vehicle after entering and when leaving.

### **What if?**

If you think you're being followed, do not go home. Go directly to the nearest gas station, convenience store, house or other open business and honk your horn repeatedly to attract attention.

### **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.  
Watch the floors closely.... Be mindful that the floors sometimes are wet! Walk cautiously!

**Merry Christmas!**

**Shelley Shillington**

**Director of Operations**



## 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 tenants 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.

<b>Mon.</b>	10:15am	-----Bible Study-----	in the Central Lounge
<b>Tue.</b>	1:00pm	----- Rosary -----	Chapel
<b>Tue.</b>	3:00pm	----- Hymn Sing -----	Central Lounge
<b>Wed.</b>	10:00am	-----Anglican Holy Communion---	Chapel
<b>Thur.</b>	10:00am-	-----Catholic Mass-----	Chapel
<b>Thur.</b>	2:00pm-	----- Bible Study -----	Chapel
<b>Fri.</b>	10:00am-	-----Church Service-----	Central Lounge
<b>Sun.</b>	7:00pm	----- Church Service -----	Chapel



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.

This **Christmas** we will be having some Church Choirs come and sing in the Central Lounge as well as other groups who will be singing some of the Christmas Carols.

**Christmas** falls on Sunday this year so we will be having a Sunday evening Service with Nigerian Pastors, John and Felicia Adegbenjo. These people love the Lord. We invite all to attend.

You are welcome to attend any of these services.

I am available to minister to 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 services.

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

**Pastor Ruth Langlais - Pastoral Care Coordinator-Loch Lomond Villa**

## December's Calendar



**LOCH LOMOND VILLA  
SPIRITUAL SERVICES**

**DECEMBER 2011**

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SAT
<p><i>"You will find a babe wrapped in swaddling cloths, lying in a manger" Luke 2:12</i>  <b>Merry Christmas and a Blessed New Year</b></p> <p><i>"His name shall be called Emmanuel - God With Us."</i> Matt.1:23</p>				<p><b>1.</b>  <b>10:00 am MASS</b>  <b>Fr. Peter Osborne</b>  <b>2:00pm Bible Study</b>  <b>Rev. D. Nicholson chapel</b></p>	<p><b>2</b>  <b>10:00 am</b>  <b>Rev. A Doucette</b>  <b>Renewed Hope Church</b>  <b>Central Lounge</b></p>	<p><b>3</b></p>
<p><b>4</b>  <b>7:00 pm</b>  <b>Rev. Bob Mercer</b>  <b>St. Marks United</b></p>	<p><b>5</b>  <b>10:15 am</b>  <b>Bible Study</b>  <b>Pastor R Langlais</b>  <b>Central Lounge</b></p>	<p><b>6</b>  <b>1:00pm</b>  <b>Rosary- Chapel</b>    <b>3:00 pm CL</b>  <b>Hymn Sing-Dawn</b></p>	<p><b>7</b>  <b>10:00 am</b>  <b>Holy Communion</b>    <b>Rev. Dr. R. Ingalls</b></p>	<p><b>8.</b>  <b>10:00 am MASS</b>  <b>Fr. Peter Osborne</b>    <b>2:00 pm Bible Study</b>  <b>Rev. D. Nicholson chapel</b></p>	<p><b>9</b>  <b>10:00 am</b>    <b>Rev. D. Nicholson</b>    <b>Central Lounge</b></p>	<p><b>10</b></p>
<p><b>11</b>  <b>7:00 pm</b>  <b>Rev. Canon Wally</b>    <b>Corey Anglican</b></p>	<p><b>12</b>  <b>10:15 am</b>  <b>Bible Study</b>  <b>Pastor R Langlais</b>  <b>Central Lounge</b></p>	<p><b>13</b>  <b>1:00 pm</b>  <b>Rosary- Chapel</b>    <b>3:00pm –CL</b>  <b>Hymn Sing-Dawn</b></p>	<p><b>14</b>  <b>10:00 am</b>  <b>Holy Communion</b>    <b>The Ven. D. Edwards</b></p>	<p><b>15.</b>  <b>10:00 am MASS</b>  <b>Fr. Peter Osborne</b>    <b>2:00 pm Bible Study</b></p>	<p><b>16</b>  <b>10:00 am</b>  <b>Pastor V. Galbraith</b>  <b>Park Ave. United</b>    <b>Central Lounge</b></p>	<p><b>17</b></p>
<p><b>18</b>  <b>7:00 pm</b>  <b>Rev. Norman Murphy</b>    <b>Baptist</b></p>	<p><b>19</b>    <b>No Bible Study</b></p>	<p><b>20</b>  <b>1:00 pm</b>  <b>Rosary- Chapel</b>    <b>3:00pm – CL</b>  <b>Hymn Sing-Dawn</b></p>	<p><b>21</b>  <b>10:00 am</b>  <b>Holy Communion</b>    <b>Rev. Greg McMullin</b></p>	<p><b>22</b>  <b>10:00 am MASS</b>  <b>Fr. Peter Osborne</b>    <b>No Bible Study</b></p>	<p><b>23</b>  <b>10:00 am</b>    <b>Pastor R. Langlais</b>  <b>Pastoral Care</b>  <b>Central Lounge</b></p>	<p><b>24</b></p>
<p><b>25</b>  <b>7:00 pm</b>    <b>Pastor John &amp; Felicia</b>  <b>Adegbenjo</b>    <b>Merry Christmas</b></p>	<p><b>26</b>    <b>No Bible Study</b></p>	<p><b>27</b>  <b>1:00 pm</b>  <b>Rosary- Chapel</b>      <b>No Hymn Sing</b></p>	<p><b>28</b>  <b>10:00 am</b>    <b>Holy Communion</b>    <b>Rev. Canon Ed. Coleman</b></p>	<p><b>29</b>  <b>10:00 am Mass</b>    <b>Fr. Peter Osborne</b>    <b>No Bible Study</b></p>	<p><b>30</b>  <b>10:00 am</b>    <b>Resident's Service</b>    <b>Central Lounge</b></p>	<p><b>31</b></p>

## Greetings from High Rise Recreation

Well the festive season is upon us once again and we have lots of great holiday events planned. The December calendar will be distributed in the very near future. Please take note of all the nice entertainment we have scheduled so that you will not miss anything!

Thank you to everyone for being so understanding and supportive during Sarah Draper's absence. We are hoping to have Sarah back in the very near future! Please continue to contact Mary Lynn Steele- 643-7111 with any ideas and suggestions for programs and outings. We're hoping to have an answer on the future of our van by the end of this year.

### **Would like to make special mention of the following events in December:**

The Shops of Loch Lomond Villa will be taking place again this year on Dec. 7<sup>th</sup> 12:30 - 3:00 pm in the Central Lounge. This is an afternoon where you can take advantage of completing your Christmas shopping within the warm walls of the Villa. Various community stores will set up shop in the Central Lounge. Hope to see you there!

**Merle Stewart's Christmas Light Tour, Dec. 14<sup>th</sup>.** The bus will be arriving at High Rise 1 at 4:00 pm to pick everyone up. The signup sheet has already been posted in the Wellness Centre. Sign up soon, as space will be limited. Tenants may invite one guest on this outing. The cost will be \$20/person. We will be travelling to Sussex to the All Seasons restaurant for a nice buffet dinner followed by a nice drive home via Hampton, Quispamsis and Rothesay. We will be stopping at Cochrane's Market for hot apple cider & cookies and a little shopping. Dinner is not included in the price but the price will be available soon for the buffet. See you onboard the bus!!!

**The Tenant /Family Christmas Party will be on Dec. 16<sup>th</sup>** from 1:30 pm-3:00 pm in the Auditorium. Refreshments & entertainment by Delbert Warden will be provided. You are able to invite 2 guests each to this event. Please sign up in the Wellness Centre and the number of guests you will be bringing.

Please take note of all the nice choirs that will be coming to entertain in the Central Lounge.

**Merry Christmas & Happy Holidays to Everyone,  
Your Recreation Staff**



## The Garden

It was a cold and dreary day in the late fall as she sat at the kitchen table. Her name was Roseanne Flowers and as she sipped on a cup of tea, she started to weep. Her beloved husband Charles had died a few years before and she was still grieving. Looking at the garden in the back yard her thoughts went back to the years that the two of them spent working in the flower garden. She thought about the little bouquet of flowers that she placed at his headstone every month but she thought that somehow it wasn't good enough. She thought that she wanted something she could see every day. It was as she looked out to the garden that an idea came to her mind. She thought about it and knew that it would be a big job for her to do. However, with prayers and God's help maybe she could do it.

So she told her daughter what her plans were. While she liked the idea she said that it would be far too much work for her mother, at her age. Roseanne got out her garden tools and as the warm sun shone brightly started to work the ground. A neighbour saw her working so hard that he brought his tiller over and tilled the soil for her. Roseanne spent the summer pulling weeds and spreading fertilizer. When the following spring came Roseanne could hardly wait for the ground to warm up so that she could get out and plant her flower seeds. And of course she talked to them and told them how beautiful they were. Her daughter Lilly would drop by when she had time as she had a job and a husband and two children to look after. Lilly lived in the valley which was twenty miles away.

Then one day late in the summer when the flowers had reached their glory, Lilly stopped by and took a lot of pictures of the garden. She then took them to her church where they were having a picture contest. The first prize would go to the person with the most beautiful garden. Roseanne sat on a bench in her garden and thought how tired she was getting. That night Roseanne Flowers went to bed early and fell into a deep sleep. She had a dream where her beloved husband Charles appeared and whispered to her that her job was done and she would soon be joining him. It was about two weeks later when Lilly came with a group from the church to present Roseanne Flowers with the blue ribbon for first prize with her garden. They went to the house to congratulate her on winning the prize but she was not there. Lilly called to her mother but she was not there.

They went out into the garden to look for her. It was Lilly that found her. Her mother was lying on the ground and there was a peaceful look on her face and a smile on her lips. In her dead, cold hand was a letter and this is what it said. "I have gone home to be with your father. Our love and God's love are worth far more than a blue ribbon." T.S. Elliott once said "Only those who are willing to risk going too far can possibly know how far they can go." Roseanne Flowers knew how far she could go or as she always said "Nothing is impossible" for God had told her so.

Charles Paschal  
Loch Lomond Villa



## Country Store

Please check out our shelves for Christmas novelties some of which are 50% off. We will also be at the Christmas Gala this year which will take place on Dec. 7<sup>th</sup> from 12:00 pm to 3:00 pm in the Central Lounge. Store hours are:

**Christmas Eve – closed at 4:30 pm.**

**Christmas Day – closed.**

**Boxing Day – open for regular hours.**



### CRANBERRY EGGNOG

**3 egg yolks**

**125 ml cold milk**

**500 ml cold cranberry cocktail**

**3 ml vanilla extract**

**6 ice cubes**

**3 egg whites**

**50 ml sugar**

**Ground nutmeg**



Place egg yolks, milk, cranberry cocktail, vanilla and ice cubes in a blender. Blend until the mixture is smooth. In a chilled bowl, beat egg whites until foamy. Add the sugar a little at a time, beating constantly. The meringue must be firm and glossy. Pour the cranberry mixture in an attractive bowl and fold in the meringue. Serves 6

### CHRISTMAS PUNCH

**2 - bottles (approx. 750 ml each) of white grape juice**

**1.5 litre of cranberry cocktail**

**2 - 170 ml cans of frozen pink lemonade**

**1 - 750 ml bottle of soda water or 7-up**

**Ice Cubes**

Mix together the grape juice, cranberry cocktail and the un-reconstituted lemonade (without adding the water).

Refrigerate the mixture until ready to use.

Place ice cubes in a punch bowl and pour in the mixture along with soda water or 7-up. Serves 35.

**Tip:** if you don't want the punch to become diluted by the ice cubes, make extra punch and pour into ice cube trays. Freeze. Use to chill the punch.

**LOCH LOMOND VILLA DIRECT TELEPHONE #'S**

**FOR HIGH RISE TENANTS AND FAMILIES**

**MEDICAL EMERGENCY.....911**

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TENANT ACCOUNTS (finance).....	643-7134
C.E.O.'S SECRETARY.....	643-7130
COUNTRY STORE.....	643-7123
DIETARY (main kitchen).....	643-7142
HIGH RISE HAIR SALON .....	643-7176
MAINTENANCE (HR 1 & 2) .....	643-7199
MAINTENANCE (HR 3) .....	643-7986
RECREATION FOR TENANTS.....	643-7138
OUTREACH ACTIVITY WORKERS.....	643-7189
WELLNESS CENTRE NURSE.....	<b>643-7174</b>
WELLNESS CENTRE RECEPTIONIST.....	<b>643-7139</b>
ACCOMMODATIONS.....	643-7100
MAINTENANCE EMERGENCY #.....	<b>650-8290</b>

**(if you have an emergency that cannot wait until the next  
business day, Monday – Friday,**

**FLOOD – FIRE – POWER – HEAT**

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(please cut on line and keep for quick reference )



# **NEW EMERGENCY CONTACT PHONE NUMBER FOR MAINTENANCE 650-8290**

Memo To: All Tenants High Rise 1 – 2 – 3  
Memo From: Terry Moore Facilities Manager  
Memo Date: December 7, 2011

## **REMINDER**

That there is no Maintenance staff assigned to weekends.

If you have an **EMERGENCY** that cannot wait until the next business day - (Monday to Friday)

**FLOOD - FIRE - POWER/HEAT**

Please call this number, **650-8290** and leave a message with the following information:

- YOUR NAME
- THE HIGH RISE YOU LIVE IN
- YOUR APT #
- THE TIME OF YOUR CALL
- WHAT THE **EMERGENCY** IS

*This procedure replaces the old procedure and pager number. please discard old procedure*

(please cut on line above and keep for future reference)