Dear Residents, Families, and Community Partners:

Our Journey of Excellence!

WOW, what an exciting journey we have been on here at Loch Lomond Villa. We continue to be very excited about moving our organization forward along our next path on this journey of not only excellence, but providing a culture of person-centeredness. At Loch Lomond Villa, we are dedicated to providing individualized, respectful care and services. We continue to develop new quality initiatives with all our stakeholders to better serve our residents and their families, as well as our employees.

As CEO of Loch Lomond Villa, I would like to take this opportunity to thank you for all your support and commitment. We are proud of our history of being a leader in providing long term care within the Province of New Brunswick, serving Saint John and surrounding communities. Loch Lomond Villa is an accredited home with Exemplary Standing by Accreditation Canada.

Among all the amenities offered at Loch Lomond Villa we are very proud of the staff that care for our residents and clients, for it is their compassion that makes our organization a home. I always find it so humbling and heartfelt when our community continues to support us and believe in us. Thank you!

Cindy Donovan, CEO

PLANETREE PERSON CENTERED CARE UPDATE

So many great things have happened over the past few months, but we would like to take this opportunity to highlight a few of our most recent successes!

In October a group made the trek to Chicago to accept multiple awards from Planetree. Not only did we receive our official designation from Planetree, but also awards for our NODA (No One Dies Alone) Program, Steering Committee, and Angela Ryan, LPN won the Spirit of Planetree Award. We also had the opportunity to share the details of our Cycling Without Age Program that won the award for innovation in person centered programs. All of this wouldn’t be possible without the hard work and dedication of every staff member and community member here at Loch Lomond Villa. Having such a great team to work with makes it easier to achieve our goals as a leader in Planetree Person-Centered Care.

Missing from Steering Committee photo- Verna Mott and John Perry
**CUDDLE THERAPY INTRODUCED AT LOCH LOMOND VILLA**

It is our pleasure to announce the safe arrival of babies Gabriel and Precious, the first arrivals in our Cuddle Therapy Program. Cuddle Therapy, was introduced at Loch Lomond Villa during a trial period this past November. Since its introduction, it has become a favourite among many of our residents! This type of alternative therapy has become an increasingly popular intervention for persons in the later stages of dementia. These reborn dolls are handmade and are replicas of newborn babies in size, weight, smell, and looks. The therapy has been successful in helping to reduce responsive behaviors such as anxiousness, agitation and attention-seeking, that often derive from unmet needs - boredom, safety, belonging and loneliness. These “babies” help to address such unmet needs for individuals that are interested and able. Some of the positive outcomes include a reduction in episodes of distress, increase in level of happiness, enhanced communication, increase in a resident’s well-being, reduction of episodes of anger, companionship, comfort and diversion.

Experiences of bringing the babies on to the Houses have been wonderful to witness. Our residents have grown to miss the babies when they’re not around, and ask how they’re doing when it’s been a couple of days since a visit. Many have taken to calling themselves “Grammie” or “Grampy” when holding the babies, and hum a lullaby. The cuddle babies allow our residents to become caregivers again and the joy on their faces when they gently cradle or rock the baby is amazing to see. Our residents are not the only ones that have been supportive of the therapy; it is loved by the family members as well. They have shared their own stores of how much their loved one enjoyed caring for children. Now with the arrival of our own cuddle babies, we can look forward to watching the program further grow and make an impact at Loch Lomond Villa.

**NEW RESIDENT ASSESSMENT SOFTWARE COMING TO LOCH LOMOND VILLA!**

The Department of Social Development has invested in a care planning system known as the “Resident Assessment Instrument” or “RAI” tool for all provincial Nursing Homes. Loch Lomond Villa will begin implementation of this program in March of 2017.

In our continued commitment to excellence, Loch Lomond Villa looks forward to this transition, to a new holistic care planning program that is expected to be fully implemented by mid-spring. RAI assessment outcomes have proven to be beneficial in terms of benchmarking with other homes, promoting safer practices and providing the best possible person-centered care.

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**WHAT’S IN A NAME? PLENTY! HELP US NAME OUR APARTMENT BUILDINGS**

Loch Lomond Villa wants you (Residents, Family Members, Tenants, and the Greater Saint John Community) to help come up with names for each of our three (3) Apartment Buildings.

The name should represent the lifestyle of each building.

The submission deadline is April 21st 2017 at 4 PM the winner will receive:
- A Trishaw ride for two to Lily Lake and Dinner for two at Lily’s Café;
- Recognition in the local newspaper.

The information/submission package can be picked up at one of 3 locations; (the Wellness Centre Reception Desk -221 Ellerdale Street, or the Reception Desks at the Villa and the Village). The package can also be viewed and printed from our website at: www.lochlomondvilla.com

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**ANTIPSYCHOTIC INITIATIVE:**

The Appropriate Use of Antipsychotics (AUA) initiative helps us enhance care by focusing on person-centered approaches rather than reliance of medications. Care teams learn to consider each person’s unique story, look for underlying reasons for agitation and address needs. Family members, physicians and staff members from all departments come together to discover and try alternate approaches to care to reduce agitation and anxiety.

Since the summer of 2016 we have launched this initiative to four of our Houses. In the initial group of residents the teams successfully eliminated antipsychotics by 50%, well beyond our goal! We will continue to roll out to all Houses throughout the next year.
APARTMENT RENOVATIONS:

Under a new program announced by the Federal Government, Loch Lomond Villa was able to refinance loans held with CMHC with annual interest rates of 7.75% and 8%. This refinancing has reduced the interest rate and extended the term of repayment to provide cash flow that will be used to carry out maintenance in our apartment buildings at 219 and 221 Ellerdale Street (Buildings 1 and 2).

The first project, with a cost exceeding $600,000, will be the replacement of the original kitchen cabinets in 157 of our 254 apartments. Previously the cabinets were replaced on floors 2—5 in building 1. It is expected the new cabinets will be installed starting in the middle of April and be completed by the middle of June.

WELCOME TO OUR NEW WELLNESS CENTRE TENANTS:

We are pleased to announce two new tenants have moved into office space within the Wellness Centre.

The Saint John Office of Alzheimer’s NB (Ms. Melanie Saulnier). Melanie is responsible for providing education, support and leading programs in our province’s southern territory from Sussex to St. Stephen. Having Melanie and her resources within our complex provides greater access to their services for our tenants and those families using the Seniors Outreach Program here at the Villa.

Our second new tenant is Mr. Matt Tufts, a Registered Massage Therapist. Matt is available to provide services to the tenants in our apartment buildings, our staff and of course the general public. To book an appointment for a massage from Monday through Friday kindly call 506-663-5279.

SECOND TRISHAW ON ITS WAY TO LOCH LOMOND VILLA!

Well it’s that time of year again! Time to get ready for another exciting season of cycling. Last year we put enough mileage on to drive past Saskatchewan and enter Alberta. The trishaw is always on the move. We are very fortunate to have over 15 committed volunteer pilots and they always make themselves available to get our residents and tenants out into the community for a ride.

There has been such a positive response to the Cycling Without Age program that an anonymous donation has been received for a second bike! We look forward to the delivery of a new model; same frame, just a few new features; wider bench seat; removable foot rest for access and a couple of other improvements.

Loch Lomond Villa was the first to launch a Cycling Without Age chapter in Canada and we are now continuing to support new chapters opening all across Canada. Families, who come home to visit and have a ride with their loved one are taking the message out west in hopes of implementing the idea in their communities. So many stores...it is one thing to have the ride in the community, it is another to hear the stories! The pilots and the residents now have special relationships and the residents enjoy sharing the stories of their past, the history of their community and how exciting it is to be back outside enjoying the community again while on the bike. If you have any questions or would like to book a ride on the Trishaw, please contact Shelley Shillington at Loch Lomond Villa at 506-643-7881 or sshillington@lochlomondvilla.com

SERENITY ROOM

The Serenity Room is a place that brings comfort, peace, and mental relaxation. This room is loved by residents, staff, and family members and is located at the Village. Upon entering the room you can expect dimmed lights, calming music playing in the background, and colorful pictures and lights around the room. The atmosphere creates a space for mental relaxation and distracts from the stress of day to day life. Residents being in this space is amazing to witness. Those who are experiencing distress often deescalate within five to ten minutes in the space. It is an area in which they can be distracted from discomfort and relax within a peaceful atmosphere. This area can be utilized by all of our staff, volunteers, and family members when the room is not in use for therapy programs. If you would like to try the Serenity Room, talk to the House Manager on the appropriate House for more information.
LOOKING FOR MORE INFORMATION ON LOCH LOMOND VILLA AND THE PROGRAMS AND SERVICES WE OFFER?

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<td>Seniors Outreach Program (SORP)</td>
<td>Christa Matheson</td>
<td>643-7174</td>
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<td>Supportive Housing Program</td>
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<td>Volunteer Opportunities</td>
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<td>643-7111</td>
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<td>Shelley Shillington</td>
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<td>Research Participation</td>
<td>Cindy Donovan</td>
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<td>“Cycling Without Age” Program</td>
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<td>Loch Lomond Villa Foundation</td>
<td>Kristen Wheaton</td>
<td>643-7110</td>
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Over the next few months you will see some changes to our web site www.lochlomondvilla.com as we get a fresh new look.

HAVE A COMMENT OR SUGGESTION?

Suggestion Boxes are conveniently located in the Reception areas of the Villa, Village and Seniors Wellness Centre. We do ask that you sign your card so that we can follow up with you.

LOCH LOMOND VILLA 2016-2017 BOARD OF DIRECTORS

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Rose McCloskey (Secretary/Treasurer)
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Danny Jardine
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Visit our website at: www.lochlomondvilla.com for notices of Special Events, Activity Calendars and information on all programs and services.

Follow up on Facebook at: https://www.facebook.com/Loch-Lomond-Villa-Inc