



Report to Our Community 2015-2016

Residents – Families – Employees – Volunteers – Community

Working in Partnership



Shoreham Village
Senior Citizens Association

Our Vision, Mission & Values

Everyday our employees and volunteers work together to deliver our mission, vision and values.

Our Vision

A leader in excellence and innovation in Long Term Care.

Our Mission

To provide a high quality living experience for those who call Shoreham home.

Our Values

| | |
|--------------------|--|
| Integrity | Being honest, ethical, respectful, open and transparent. |
| Quality | Ensuring a high quality, safe and caring environment with our resources. |
| Teamwork | Embracing diversity and fostering innovation and creativity through teamwork, collaboration and partnerships. |
| Joy and Fun | Creating a comfortable, enjoyable environment where residents and their families are the focus and staff and volunteers are recognized and valued. |

Photos:

Cover photos: (clockwise from top) Residents Harry Walker, Greta Collicutt, Helen Andersen

Page 5: CEO Janet Simm and Board Chair Susan Neilson

Page 6: Resident Ruby North

Page 9: Volunteer Betty Eisnor and staff Karen Doucet

Page 11: Exterior of Shoreham Village Home for Special Care

Page 12: Boats in the Chester harbour

Message from our Chair and CEO

This past year Shoreham Village entered into a partnership with Northwood. This decision was made to ensure that Shoreham Village continues to be a vibrant, sustainable and vital part of our community for many years to come.

We are striving to “be a leader in excellence and innovation in long term care”. We are proud of the many successes of this past year in delivering our mission to “provide a high quality living experience for those who call Shoreham home”. This report provides only a snap shot of what our staff, volunteers and residents have achieved.

We are grateful for the interest and support of residents, families, volunteers, employees and our community. We also wish to extend a sincere thank you to our community partners, especially our Foundation, Auxiliary, the Municipality of the District of Chester, Nova Scotia Health Authority, Northwood and the Department of Health and Wellness as we continue working together to “Rebuild Our Future”.

Respectfully,

Susan D. Neilson
Chair, Board of Directors

Janet Simm
Chief Executive Officer

Our Leadership

Board of Directors

Shoreham Village Senior Citizens Association is community governed by a volunteer Board of Directors.

Members of the Board

Susan Neilson, Chair

Patsy Brown, Vice Chair

John Campbell, Director

John Frizzle, Director

Nancy Guest, Director

Elizabeth Henheffer, Director

Nancy Timbrell-Muckle, Director



Board of Directors: (left to right) Nancy Timbrell-Muckle, John Frizzle, John Campbell, Susan Neilson (Chair) and Nancy Guest. Missing from photo: Patsy Brown and Elizabeth Henheffer.

Management Team

Janet Simm – Chief Executive Officer

Alice Leverman – Chief Executive Officer (-2016)*

Linda Bell – Manager, Recreation & Volunteer Services

Angela Barnard – Manager of Resident Care (-2015)*

Kim Croft – Nurse Manager (2015-)

Gaye Ernst – Director of Support Services

Melissa Houghton – Director of Food & Nutrition Services

Kaila Saunders – Manager, Food & Nutrition Services (temporary)

Linda Sears-Doucet – Staff Development Coordinator (2015-)

Angie Lohnes – Director of Finance (-2015)*

Northwood Support Team

Clinical Team

Josie Ryan

Bernadette Mitchell MacDonald

HR/Organizational Health

Claire Westhaver

Shelley James

Theresa MacFayden

Finance & Corporate Services

Peter Bentley

Reinhard Jerabek

Amanda Lowe

Mary Ann Mosher

* No longer serving on the Management Team

Leadership

Our Goal

To promote a culture within our facility and our day-to-day operations that reflects how we lead and work together as a team.



During the past year the Board of Directors continued to provide sound leadership by monitoring our progress on its priorities for the next five years - high quality, safe resident care, engagement of all stakeholders and a new facility.

The Board and Leadership Team at Shoreham is excited by the results of the past year. Together they have worked closely with Northwood to put in place an innovative approach to delivering care for the residents of Shoreham Village. Careful attention was paid to ensuring the partnership addressed residents' needs and that transition to the new management structure was as smooth as possible. We said farewell to Alice Leverman as CEO and welcomed Janet Simm as our new CEO.

Highlights of our progress

Leaders in Innovation

Shoreham Village and Northwood signed an agreement forming a new, innovative partnership that allows the two organizations to work together towards a single goal: providing quality care to Shoreham Village residents. This is the first partnership of its type in Nova Scotia.

The partnership ensures that Shoreham Village remains an important part of the Chester community and opens up new opportunities for both organizations to take advantage of a new cooperative approach to delivering care to residents.

Introducing Leadershift

Leadershift is a collaborative approach to leadership, which engages front line staff in identifying opportunities to improve and working as a team to move forward and accomplish goals. This past year we have introduced Leadershift to our Resident Care team and are seeing results. Ideas have turned into reality, encouraging staff to ask "how can we improve?" and ultimately leading to better care for our residents.

Residents & Families

Our Goal

To provide excellence in care that is consistent with our mission, philosophy and values.



Highlights of our progress

From Head to Toe

Over the past year we have taken steps to review and improve our delivery of resident-centred care. This means taking the time to consider each resident's individual needs and wishes and ensuring that our care responds accordingly.

Some highlights include:

- Changing the scheduling of care conferences to better meet families' needs
- Completing medication reviews for each resident, which will be done on a biannual basis going forward
- Assessing each residents' foot care needs and integrating best practices into our Advanced Foot Care Program
- Establishing a wound care team and tracking system to ensure all proper care and monitoring for each resident
- Securing improved physician care for residents with scheduled days on site and timely follow-up
- Developing ways to track resident care and occupancy rates to help us monitor our performance and answer the question "How can we improve?"
- Adjusting meal times and menus to reflect residents' preferences.

Time and Space for Family and Friends

Being able to spend time together with a family member can make someone's day. Being able to do this in a bright and comfortable place makes it even more enjoyable.

Thanks to the generous support of the Shoreham Village Foundation new furniture was purchased for the main lounge and the lounge in C wing. The Family Room opened for use by residents and their families visiting Shoreham, offers a quiet place and privacy for a visit. Outdoor seating areas were enhanced with the donation of furniture made by the Grade 8 class and the Foundation and planters made by residents.

"Since my Mom is in a shared room, she likes to visit in the Family Room. It is a quiet, personal and cheerful space, away from the busier lounges.

- Susan MacDonald
family member

From Silent Movies to Cyber Seniors

Many of our residents remember well the days of gathering around the family radio to hear familiar voices share the news of the day. They were among those who went to the local theatre to see silent movies or watch news reels. They easily recall when television arrived in their living rooms. Large pieces of furniture, encased in wood cabinets, showing pictures in black and white. This revolutionized their world and connected people in a way they had never been.

Flash forward to 2015 and the world of the internet. This year the recreation department received a grant from the Municipality of Chester to pilot a cyber seniors program. This program builds on our partnership with students at the Chester Area Middle School. Currently, five residents are matched with five grade 8 students. The pairs meet once a week when the students teach the residents how to explore the internet. The youth enjoy sharing what they know and our residents cannot believe what you can do on an iPad.

For some they see learning how to use technology as a way of maintaining family ties. “I think it is a great idea. When I really get to know the iPad it will put me in touch with my family more because all of the kids have iPads. I’m so glad I’m in the program!” commented Inez Coolen.

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- Inez Coolen, resident

Making Dreams Come True

We all have dreams. Some we may realize in our lifetime, others we may not. Shoreham Village resident Bobby Young had a lifelong dream come true last September when he and two Northwood residents received VIP passes to go to the Maple Leafs training camp in Bedford.

Sporting his Maple Leafs’ jersey, pants and baseball cap Bobby set off for Bedford with Shoreham staff. Not only did Bobby have the opportunity to watch the players on the ice, he and other VIPs spent time with some of the Leafs off of the ice and outside of the rink. Autographs were signed by Wendell Clark and lots of pictures were taken to help capture the moment.

We asked Bobby what he thought of the day. “So exciting I can’t put in words,” was his response.

Making Bobby’s dream a reality was his application to the Jean MacLean and Zillah Bragg Wish Fund. The fund administered by the Northwood Foundation helps make the wishes of seniors come true and that’s exactly what happened for Bobby.

“So exciting I can’t put in words.”
- Bobby Young, resident

Shoreham Scrapbook 2015-2016



Top Row: Residents have some parachute time; Bobby Young with Toronto Maple Leaf, Wendell Clark; resident Audrey Sommerville with Santa.

Second Row: Shoreham sisters in residence Frances Armstrong, Jean Chandler and Amy LaChance and sister-in-law Greta Collicutt; residents enjoying some of our new outdoor furniture purchased by the Auxiliary and Foundation.

Third Row: Residents and staff relaxing on the colourful furniture built by Grade 8 students; Some of our dedicated staff.

Bottom Row: Acadia soccer team donated funds they raised for Shoreham residents; Resident Donald Barry preparing beans from his garden for dinner; Shoreham celebrates the many people who share their talents with us.

Employees & Volunteers

Our Goal

To provide a healthy and respectful work environment where employees and volunteers feel pride and satisfaction in their work.



Shoreham Village values its employees and is always looking for ways to improve our workplace.

Highlights of our progress

Workplace Learning and Transformation through Training

Providing a positive learning environment for our staff is important. Since last May there were over 100 education sessions held on various topics, and by various presenters for staff and volunteers. We have embraced increased opportunities for education and training that are taking us in exciting new directions.

Last year through experiential learning we gained an appreciation of what it is like to have dementia. This year we learned to use the Gentle Persuasion Approach when caring for people with dementia. This approach involves respecting the person with dementia as an individual, understanding the disease process and using compassionate and effective strategies to support them.

Meal times should be an enjoyable experience however they can be frustrating and isolating for some of our residents. Some find cutting their food is a challenge, others may not be able to pour tea the way they used to. This year staff and volunteers learned about feeding with sensitivity to help make eating easier and more enjoyable for those who find it difficult.

We also benefit from our partnerships with Acadia University, Dalhousie University and Nova Scotia Community College, as well as the provincial and federal governments, bringing new learners to Shoreham to gain knowledge about seniors' and issues related to seniors' health and enriching our residents lives.

Learning new skills such as Leadershift, the Gentle Persuasion Approach and Feeding with Sensitivity all lead to better care for our residents.

It takes a Village

Our recreation team, Auxiliary, community groups, volunteers, friends and families offer our residents a wide range of activities to engage their bodies, minds and spirits. In addition to our many ongoing programs, special activities this past year included our bus outings, Canada Day party, Strawberry Social, sing alongs and weiner roasts, small meal groups, gardening and many Christmas festivities. These events, which enrich the lives of our residents are made possible with the support and involvement of our community. We are filled with gratitude to the many people who share their time and talents with us.

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Appreciation for a Job Well Done

Shoreham's strength has always been and continues to be our employees and volunteers. Each year we celebrate the contributions made by our more than 140 staff and more than 125 volunteers.

Throughout this past year our staff have demonstrated their capacity for learning, adapting and taking on new challenges. At our Staff Appreciation event we were able to acknowledge their hard work and dedication recognizing years of service and presenting the Leadership Award to Lorna MacLean, Outstanding Resident Focus Award to Sherry Corkum and Celebrating Success Team Award to Anita Wilwand.

We can never thank our volunteers enough for everything they do. At this year's Volunteer Appreciation event, we were able to say thank you to the 75 in attendance. Years of Service Awards were presented in five-year increments. Imagine our pleasure at being able to recognize not one but two 40 year service awards! Richard Eldridge and East Chester Recreation Association have been actively volunteering at Shoreham since 1976. We are fortunate to have so many dedicated volunteers, many of whom have been with us for decades!

Physical Environment

Our Goal

To maintain the infrastructure needed to provide quality care in the present while we build for the future.



Many improvements made to Shoreham over the past year have made the quality of the space better for our residents, staff and volunteers to live and work, such as addressing previously identified issues of temperature control, space and privacy, outdated infrastructure and ongoing maintenance and repairs.

Highlights of our progress

- Installed a new air conditioning unit and overhead exhaust system in the kitchen.
- Furniture was purchased for the main lounge, Family Room and C Wing and blinds were replaced in family room, Board Room and main entrance hallway through Foundation funds.
- Purchased two steam cleaners for cleaning residents' wheelchairs and other equipment with support from the Foundation.
- Made progress towards our goal of replacing resident beds with the purchase of 16 new beds and mattresses, one of which was donated by Blair Armstrong.
- Installed a second generator to accommodate heating in residents rooms in the event of power failure and replaced the diesel fuel tank for the generator.
- Replaced some windows in offices and a garden door on E Wing.
- Purchased new televisions for C and D Wings. Netflix is available on these televisions along with the television in the main lounge, offering residents the opportunity to watch almost anything at any time.
- Completed replacement of sewer pipes on C Wing.
- Continued to liaise with government regarding the commitment that was made to replace our facility. A team was commissioned by the current government to evaluate our systems and structures. We are awaiting their response.

“We were honoured to donate a bed in memory of my mother, Cecelia Armstrong. She received such great care at Shoreham. We were happy to do what we could for those living and working there.”

- Blair Armstrong, family member

Community Partners

Our Goal

To work with all who have a stake in Shoreham to rebuild our future.



Shoreham is fortunate to have a strong long-term relationship with the community. Each day dozens of people come through our doors to work, volunteer their time or visit. To live up to the vision of our founding members and to be successful into the future, we strive to deepen and broaden our ties with our community, both internally and externally.

We celebrate and are thankful for all of those who contributed this past year to Shoreham.

“Forget Me Not” – A gift from the youth in our community

This past year, a respectful, thoughtful and humorous tribute to the residents of Shoreham Village and the role of Shoreham in the community was presented by the Chester Playhouse After School Program. The musical profiled the life of character David Swinemar through a series of flashbacks: fishing, exploring in the woods with friends, the war, his marriage and family – and learning he still has something to offer and that people still need him.

The understanding of the experiences - both past and present - of older adults living in our community, built a bridge between the generations and demonstrated for us the value the community places on the work that we do. Thank you.

Highlights of our progress

- Celebrated the incredible community participation in the Shoreham Foundation’s Annual Swing for Shoreham golf tournament, in support of Shoreham Village.
- Continued our monthly newsletter, *ShorehamNews*, which is widely distributed in print and electronically to our community and beyond and added the Transition Times to keep our community informed of our strategic partnership with Northwood.
- Made progress on shared issues between the Shoreham apartments and our Home.
- Continued to collaborate with Our Health Centre in support of Primary Health Care in our community.
- Worked closely with Municipal and Provincial counterparts on issues of mutual interest.
- Purchased new and required equipment, furniture and supports with funding from the Shoreham Foundation, Shoreham Auxiliary and others from our community so that we could provide safe care and excellence in living for our residents as well as training opportunities for our staff.

Financial Report

Shoreham Village Senior Citizen Association Statement of Operations

| Year ended March 31 | 2015-2016 Budget | 2015-2016 Actual | 2014-2015 Actual |
|---|---------------------|---------------------|---------------------|
| Revenues | | | |
| Resident fees - Department of Health and Wellness and Private pay | 6,909,224 | 7,185,365 | 7,003,345 |
| Respite care | 55,608 | 55,788 | 56,538 |
| Advances - Department of Health and Wellness | -- | 460 | 73,359 |
| Donations and fundraising | -- | 30,168 | 139,128 |
| Sundry | -- | 30 | 301 |
| Grants | -- | -- | 60,075 |
| | <u>6,977,032</u> | <u>7,287,873</u> | <u>7,346,790</u> |
| Expenditures | | | |
| Administrative | 344,267 | 397,038 | 333,011 |
| Capital | 50,042 | 388,457 | 237,029 |
| Debt charges | 135,546 | 134,817 | 138,621 |
| Dietary | 279,500 | 332,142 | 306,507 |
| Environmental services | 55,500 | 57,099 | 54,555 |
| Maintenance | 249,000 | 283,520 | 285,899 |
| Program support | 25,863 | 30,490 | 39,414 |
| Resident care | 101,000 | 105,633 | 119,315 |
| Salaries and wages | 4,802,495 | 4,591,180 | 4,818,872 |
| Employee benefits | <u>1,133,819</u> | <u>1,080,717</u> | <u>1,113,024</u> |
| | <u>7,177,032</u> | <u>7,401,093</u> | <u>7,446,247</u> |
| (Deficiency) excess of revenues over expenditures | <u>\$ (200,000)</u> | <u>\$ (113,220)</u> | <u>\$ (99,457)</u> |

Copies of the financial statements are available by calling 275-5631 ext. 222 or online at www.shorehamvillage.com.

Some facts about Shoreham Village

In 2015-2016

- We are the largest employer in the village of Chester and one of the largest in the municipality, with nearly 140 employees.
- We hired 36 new employees.
- We congratulated 4 employees on their retirement.
- The average age of our employees is 47.
- We welcomed 38 new residents in our home and 8 who were with us for short term respite.
- The average age of our residents is 85; our youngest is 53 and our oldest is 105.
- We have 2 residents over the age of 100.

Shoreham Village Senior Citizens Association
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