

# Shoreham *News*

Issue 14

February 2015

## NEW!

### OUR MISSION

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

### OUR VISION

A leader in excellence and innovation in Long Term Care.

### OUR VALUES

Integrity – Being honest, ethical, respectful, open and transparent.

Quality – Ensuring a high quality, safe and caring environment within 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.



## Message from the CEO

### Changing for the Better

As part of our ongoing efforts to improve all that we do at Shoreham, and in response to input from staff, physicians and others, we are making some changes. We believe these changes will improve efficiency in our day to day operations; create a better work environment for staff; enhance collaboration, teamwork and communication among all members of the Shoreham team and ultimately, positively impact the care and quality of life for our residents.

In keeping with the trend towards smaller groupings of residents in long term care we are creating two distinct resident “communities” within our home – one comprising A/B wings and the other C/D/E wings. Each of these communities will have its own Nurse Manager and a team of consistent RN’s, LPN’s and CCA’s. Other members of the care team, such as physio, dietary, recreation and environmental services, will be integrated into



Small kindnesses are never small.

January 13 was a cold morning. It took some digging and scraping and driving on bad roads to get here, but the day was brightened with an act of appreciation when our co-worker, Anita Wilwand (Physio Assistant) decided the gang needed some cheer and our boss, Alice Leverman couldn’t have agreed more. Shown here are Alice and Anita serving hot chocolate to staff throughout the building.

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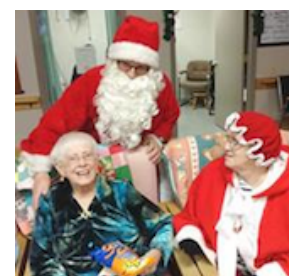
the operation of each of the communities. Residents will remain where they are and should see no direct change in their care. It has been suggested that these new communities be named “Front Harbour” and “Back Harbour” and we welcome your thoughts on this and other possible names. We will monitor and assess the effectiveness of these changes on an ongoing basis and if further adjustments are required, we will make them.

There will be new work processes, new ways of working together and also refurbishing and relocation of team and staff offices throughout the building because of these planned changes. We will also be creating a new staff room, where staff can relax during their breaks, and a new family room for the exclusive use of families.

As with all components of the health care system, long term care organizations such as ours must continue to respond to the needs and expectations of our residents and their families within available resources. We know changes can be hard. We have great employees, volunteers and physicians at Shoreham and with the support of our community and our Northwood partners we have many to help us achieve our goals.

We thank you for supporting Shoreham as, together, we “Rebuild Our Future”.

Alice Leverman, CEO



## Thank you!

Shoreham would like to thank the many staff, volunteers and community members who helped to make the Christmas season merry and bright.



## Welcome to New Staff

Jackie Mailman-Foster, PCW  
Jamie Leigh Haughn,  
Recreation Department

## New Volunteers

Susan Conners  
Debbie Robidoux

## Shoreham Village Auxiliary

Gerri Allen, Chair

## Shoreham Village Foundation

Janet Creaser, Chair  
Gregor Fraser, Treasurer  
Eric Christiansen  
Nancy Murray  
Susan Pattillo  
Lara Parsons  
Sandra Matthews

## Board of Directors

Shoreham Village is governed by a volunteer Board of Directors.

Susan Neilson, Chair  
Patsy Brown, Vice-Chair  
John Campbell  
Nancy Guest  
Nancy Timbrell-Muckle



Rena Rafuse's favourite social activities are card playing and bingo.

## Rena Rafuse – Resident Profile

My name is Rena Rafuse. I was born May 31, 1934, in New Ross. My father's name was Austin Reeves and my mother was Hannah Hiltz. I had five siblings Emery, Curtis, Florence, Frances, and Mable. Growing up we would sneak out and steal apples, go sleigh coasting, dance, and pick berries to sell. On Sunday we would go to Sunday school and church.

I attended Lake Ramsey School until Grade 10. We went to school on a wagon pulled by a horse. After school I went to work cleaning houses until I got married.

I met my husband Neil while I was at a friend's place; he dropped off some funny books for my friend. We were married on February 14<sup>th</sup> and were together 62 years before he passed. We had eight children Harold, Billy, Gregory, Karen, Shelia, Marie, John, and Forbes.

**“My favourite singer is George Canyon and I love movie star Doris Day.”**

- Rena Rafuse  
Shoreham Resident

My favourite social activities are card playing and bingo. My favourite food is sauerkraut and corn beef. I absolutely do not like smelts, scallops and lobster.

I love cats and had a cat named Princess. My favourite singer is George Canyon and I love movie star Doris Day. I love to read true story books.

I used to love to knit and sew. I would make mittens, cushions, jumper dresses, skirts, and blouses. I would also sell items to make some money but most times I would just give these things away to my friends. I also enjoyed going for walks with friends, singing in the choir, and going to church and Sunday school.



We look forward to Tuesday mornings around Shoreham Village when students from CAMS come by. These days they organize bingo, but whatever their activity they always brighten the place. Thanks to all of you for taking part.

## Staff Profile – Tammy Leopold

Tammy Leopold is often the first and last person you see when you visit Shoreham and is frequently described as “doing everything”. Over the eight years she has been at Shoreham her role has evolved with the needs of the organization.

The majority of Tammy's past work experience has been within the health care sector. However, before coming to Shoreham she had never worked in a long term care home. She finds that being able to work with the residents has made this job the most “meaningful” job that she has had.



Often the first and last person you see on any visit to Shoreham, Tammy Leopold, has been with Shoreham Village for eight years.

**“I enjoy getting to know the residents and feel privileged to be a part of their lives.”**

- Tammy Leopold  
Office Assistant

When not at Shoreham, Tammy loves spending time with family and friends – especially her two children who mean the world to her. She enjoys walking, reading and baking, and just recently started knitting, which she is really enjoying. Jumping in the car for a long road trip is nothing for Tammy, who has already done two cross-Canada road trips and hopes to do it again someday.

## NEW!!

Check out our new and improved website at [www.shorehamvillage.com](http://www.shorehamvillage.com) and follow us on facebook to see what is happening at Shoreham!



The Healthy Workplace Council recently met with representatives from Public Health and Addiction Services to discuss offering tobacco education and awareness sessions for staff beginning in February. Stay tuned for dates!



Residents enjoyed the Teddy Bears Picnic. Thank you to volunteer Doris Eagles and friends for sponsoring this fun event.

Partners in Progress

We have been working together with Northwood for a few months and exciting things are happening. Here are just a few examples of our ongoing progress:

Foot care – As a follow up to the family meeting last October, a foot care and wound care assessment has been completed for all residents. Advanced foot care was provided to those identified as requiring it.

Admission process – We are reviewing our admission process to ease the transition to care for resident’s and their families.

Division of care areas – Building care communities on A/B wings and C/D/E wings, which will support teamwork and clarify responsibility and accountability for our care teams.

Falls Prevention – Finalizing plans to improve prevention and management of falls.

Human Resources – Addressing attendance issues, managing WCB cases and preparing for NSNU bargaining.

Influenza Immunizations – Staff immunization clinic was offered in the fall. Another will be scheduled soon.

**\*\* NOTICE \*\***

Shoreham has confirmed an outbreak of a respiratory virus affecting the lungs and respiratory tract. Symptoms include: coughing, sneezing, runny nose, congestion, and lack of energy with or without fever. Healthy people usually experience mild cold like symptoms and recover in one to two weeks.

Family who do not have any of the above symptoms may visit. Children should not visit. All visitors are reminded to wash your hands as you enter and leave the building and only visit your family member.

All large group activities will be cancelled and there will be no admissions or discharges to other facilities until the outbreak is declared over by Public Health.

Residents affected by the virus will be isolated to their rooms; healthy residents will be monitored and are still able to go to the dining room for meals.

If you have any questions please contact the RN or LPN on the wings.



- Feeling overwhelmed or stressed?*
- Are your eating habits out of control?*
- Need help managing your health?*
- Concerned about a loved one?*

You’ve heard it before. You need to take care of yourself before you can take care of others. But, all too often, we become busy and forget about our health and welfare.

All employees of Shoreham Village have access to our Employee Assistance Program – a one-stop support system for health and wellness. Whether your New Years’ resolution was to quit smoking, eat a more balanced diet, get more exercise, learn how to live with change or get your finances in order, the Employee Assistance Program offers confidential, anytime, anywhere access to personalized counselling, articles, videos, advice and assessments. It also offers coaching and motivation for employees and their families. And, it is only a click, phone call or app away.

**WWW.WORKHEALTHLIFE.COM**  
**1-800-387-4765**

Board Highlights

At their December 17 meeting, the Board approved the new Mission, Vision and Values following the completion of focus groups with staff, volunteers and family members.

The Board also agreed on their strategic priorities for the next five years: residents, engagement of all stakeholders and a new facility. More details on the plan to achieve the priorities will follow in the spring.

DID YOU KNOW?

**There are helpful strategies for dealing with changes in the workplace:**

**Awareness is strength.** Many people go through a kind of "grieving process" when faced with change. You may not be able to control the circumstances you’re facing, but you *do* have power over *how* you react.

**Watch the talk.** It’s easy to drag yourself down with negative self-talk. Stop this bad habit by writing out a list of all the things you feel you’re good at and those you think need improvement and devise an action plan.

**Keep it positive.** Resist the urge to unload complaints while on the job. Instead, identify a time for stress relief at work – go for a quick walk.

**Prioritize.** Stay focused on managing your time well.

**Empathize.** It can be tempting to criticize others, especially when they’re in a position of power. Try to put yourself in his or her shoes.

**Be gracious.** At any point of your life where there is an ending, or a new beginning, your reaction has the potential to define your life and character. By remaining open-minded and flexible change can be positive.

\* If you have any questions about changes that are taking place, please speak to your manager.

Compliments for a job well done.

**Juanita Boutilier** – for doing an excellent job in keeping our offices and OT room clean. “I can recognize her work even before seeing her in the next room.”

**Angie Weagle**- for being fantastic in her role as our scheduler, taking on any task with a smile and a great attitude.

**Clarence Rafuse** – for doing an excellent job cleaning our offices. He takes great pride in his work and it shows.

**Trudy Connick, Lorna Collicut, Debbie Harlow, Wendy Hamm, Rosalind Jones** –for going above and beyond to make a difference in a resident’s life and for facilitating a move of a resident during a difficult time.

**Colleen Pepin**—for coming to the rescue of a colleague on Boxing Day to help her find her lost keys.

**Anne Veinot** – for showing amazing teamwork by helping in numerous ways when nursing staff had to deal with a challenging situation.

**Anita Wilwand** - for her dedication to Shoreham in helping out with residents and staying on past her scheduled time to leave, always with a smile on her face.

**Karen Doucet** – for being an excellent team player, always going above and beyond and for giving well over 100 per cent while we had a staffing shortage during recent weeks.

**Edwina David** – for being caring and helpful during a hectic shift by checking regularly to see how she could help to ensure the residents’ needs were met. Her thoughtfulness was touching and appreciated.

## Education Sessions

for Staff & Volunteers

### Emergency Planning Training

Emergency Planning Training Sessions for RNs and LPNs will be held in February. This training is mandatory and staff are required to attend one of these sessions.

**February 17, 9:00am-12:00pm**

**February 19, 1:00pm-4:00pm**

**February 26, 1:00pm-4:00pm**  
in the Training Room

\* Please confirm with Angela Weagle which session you will attend.



Tell us what you think

Do you have compliments, concerns or suggestions?

We want to hear from you!

Contact us:  
[info@shorehamvillage.com](mailto:info@shorehamvillage.com)  
or 902-275-5631

## Receive ShorehamNews!

Shoreham News is published monthly. The newsletter is distributed to residents, families, staff, volunteers, and visitors and is also available on our website:

[www.shorehamvillage.com](http://www.shorehamvillage.com)

If you would like to be added to our distribution list please contact:  
[info@shorehamvillage.com](mailto:info@shorehamvillage.com)



## Home Improvements

With the upgrade of our telephone system we have added voice mail to each of the wings. Supervisors check messages on a regular basis. However, if it is an emergency and you need to speak to the RN immediately, you may call the RN cell phone at 902-277-0545.

Upgrades to digital cable have been completed. This is a learning process for residents. If your loved one is experiencing any issues, please inform the nursing staff and they will notify the maintenance department.

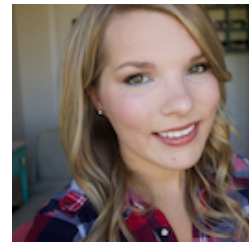
Over the next few months we will be installing a second generator that will support heat for the residents' rooms. This will involve some power interruptions at times that will have minimal impact on residents and staff. Please check the bulletin board for families for updates as we carry out this project.

If you have any questions please contact Gaye Ernst, Director of Environmental Services, at 275-5631 ext.227 or [g.ernst@shorehamvillage.com](mailto:g.ernst@shorehamvillage.com).



## Safety Tip of the Month – Winter Road Safety

- Install four matching winter tires.
  - Pack an emergency kit.
  - Learn and practice winter driving techniques before you need them.
  - Plan your trip, check road and weather conditions.
  - Remove all snow from your vehicle before each trip.
  - Give yourself extra travel time in bad weather.
  - Avoid using cruise control on slippery roads.
  - Travel with a fully charged cell phone.
- SLOW DOWN and WEAR your seatbelt.



LEFT: Welcome to Jamie Leigh Haughn who will join the Recreation team in February to cover Niki's maternity leave. BELOW LEFT & RIGHT: New volunteers Susan Conners and Debbie Robidoux



## A place for everyone!

2015 couldn't have started out any better for Volunteer Services than with the arrival of two new volunteers, Susan Conners and Debbie Robidoux.

Susan is the mother of staff member Melissa Conners and Debbie Robidoux is the family of a resident who passed away.

Debbie came back because she missed Shoreham Village after her dad Joe Morrison passed away. She is volunteering as a Dining Room Assistant and really feels that she has found her niche.

*"I really like the work, and helping at suppertime. The staff are so good to work with and the residents I get to help and talk to enjoy me being there. It is so good to get out and to help this way. It just makes me feel great."*

Susan says that her daughter promoted Shoreham to her, telling her about how special the residents are and that there are people who need company and help.

If you would like to volunteer please contact Corinne Webber, Volunteer Coordinator, at 275-5631 ext.246 or [volunteer@shorehamvillage.com](mailto:volunteer@shorehamvillage.com).

## Upcoming Events

- **Caregivers Nova Scotia Monthly Support Meeting, First Wednesday of each month, 1:30-3:30pm, Aspotogan Heritage Trust, Hubbards**

Caregivers NS offers a caregiver support group for Hubbards/Chester and surrounding area. For more information contact Jennifer Briand at 1-877-488-7390 or visit [www.caregiversns.org](http://www.caregiversns.org).

- **Meet and Greet with Northwood, February 10, 2:00pm in the Dining Room**
- **Valentines Day Party, February 13, 2:30pm**
- **Chinese New Year's Party, February 19, 2:30pm**
- **Birthday Party, February 23, 2:30pm**
- **Staff Appreciation Night, February 26, 6:00pm – St. Stephen's Parish Hall, Chester**  
Join us for an evening of celebration. Please let Tammy Leopold know if you are planning to attend.