

Shoreham *News*

January 2014

Inside this issue

- Message from the CEO, Model of Care 1
Resident Profile, Board Profile 2
Loneliness is Serious Business, High Fives 3
Education Sessions and Upcoming Events 4



MISSION

Shoreham Village supports and encourages resident dignity, individuality and independence in a safe, caring environment.

VALUES

Shoreham Village believes that all of us should be governed by certain values. These values will enhance the quality of life of our residents and the quality of our relationships with other employees, residents' family members, volunteers and visitors.

Each newsletter will feature one of Shoreham's values.

COMMUNICATION

Shoreham Village views good communication as an essential component of providing resident-centered quality care and service and fostering teamwork to accomplish organizational goals.

Next issue

Teamwork

Message from the CEO

Happy New Year!

I hope you had a chance for rest and relaxation over the holidays and are looking forward to 2014 and the opportunities that a new year brings. I am confident 2014 will be a good one for Shoreham. We are putting the finishing touches on our 2014-2016 Quality Improvement Plan to ensure Shoreham continues to deliver excellent care. The plan will be released shortly, so look for more information on that in our next newsletter.

This month's featured value is Communication.

We are always communicating. All day every day - at home, in our community, at work - whether we are speaking or not. Communication is not just about the written or spoken word but how we deliver those words. Studies have found that only 7% of the meaning of spoken communication comes from words alone - 55% is from facial expression and 38% from how the words are said.

In this age of increasing reliance on technology and specialized skills it is easy to forget that good communication should be at the heart of everything we do. When we communicate effectively we are engaged in active listening, aware of body language, respectful, assertive,

empathetic, clear, attentive, honest and non-judgmental. The quality of care we provide and our workplace environment are strengthened by good communication.

At Shoreham, communication includes sharing information between a resident or family member and a care provider or between individual or groups of employees. The information may be written, verbal or nonverbal, personal or impersonal, issue-specific, or even relationship-oriented.

Our words and perhaps more importantly, how they are delivered, can determine whether or not we put a resident or family member at ease and whether or not we promote productive and healthy professional relationships.

Healthy and effective communication is something that we can all work on together - so that we continue to improve the experience for all who enter Shoreham - to live, work or visit.

A handwritten signature in black ink, appearing to read 'Alice', written in a cursive style.

Alice Leverman, CEO

The Journey Continues – Model of Care at Shoreham

Resident-focused care is an approach that recognizes that every one of our residents is unique and has individual needs and preferences. It is built on the belief that every resident deserves to be treated with dignity and respect. Shoreham Village embraces these beliefs and values. We are committed to creating an environment where residents feel respected and safe and where they receive excellent care. We believe that every resident has a basic right to participate, to be listened to, and to receive care that is individualized and meaningful to them.

In the past, many nursing homes used a medical model with treatments and procedures being the main priority. Today, long term care facilities across Canada and the United States are listening to what is important to residents and their families. Facilities are changing their model of care to provide a homelike experience and a improved quality of life. Nursing and medical care are an important and necessary service for residents, however these need to be provided within a loving homelike environment that fosters close personal relationships and many opportunities to continue to grow, learn and enjoy life.

Continued on page 2



New Staff

Theresa Wentzell, LPN



Leroy Hiltz, Shoreham Resident

Resident Profile – Leroy Hiltz

Leroy came to Shoreham in August 2013, from his home in Martins Point where he lived all of his life. He has five daughters, one son, ten grandchildren and seven great grandchildren.

Although he worked in road construction, in his leisure time he enjoyed fixing small appliances for his friends and family and building radio controlled boats from scratch. He also spent time talking to people all over the community using his CB set.

In his younger years Leroy played hockey with the Lunenburg Falcons. These days he enjoys watching hockey games and thinks highly of Sidney Crosby.

Leroy's family is very musical. He is particularly fond of country music and remembers when he and his wife would play their guitars and sing, going from place to place.

He loves to chat, socialize, play crib and tell jokes. Leroy is a wonderful addition to our Shoreham family.

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Model of Care *(continued from page 1)*

What does this mean for the future?

- It means always asking ourselves, what do our residents think about this, what is important to them, what do they want and how can we move in that direction?
- It means rethinking how care is delivered to make each resident's day the best it can be
- It means recognizing the 3 most serious issues many seniors face - loneliness, boredom and helplessness
- It means encouraging spontaneity and variety in the daily lives of our residents
- It means providing opportunities for Residents to spend time doing things that are meaningful to them

Shoreham Village has started on this journey. Our staff, residents, families and community all play a very important part in our future success. We are very lucky to have such wonderful support and we invite our residents, their families and our community to join us as we continue this journey.

Correction – In the last issue of Shoreham News we said that Susan Neilson, Board Chair, lived and worked “throughout Canada and around the world”. While Sue lived and worked throughout Canada and worked around the world, she did not live abroad.

WANTED – New Board Members

If you would be interested in serving on Shoreham's Board of Directors please contact Susan Neilson, Board Chair at lloydslanding@gmail.com

Our Board is in Good Hands

Patsy Brown is Vice-Chair of Shoreham's Board of Directors. A proud Atlantic Canadian, she was born and raised in Newfoundland before pursuing a Business Management degree from Sheridan College in Ontario. She moved back to Nova Scotia from Ontario in 1991, living first in St. Margaret's Bay before moving to Chester seven years ago.

During her 43 years in the Pharmaceutical Industry, Patsy has held various Sales and Marketing Management positions and now owns her own company, Rincon Consulting. She is a mother of two and has four grandchildren.

Patsy joined the Shoreham Board of Directors in January 2011 and also volunteers on the Communications Committee for Our Health Centre.



Patsy Brown, Vice-Chair, Shoreham Board of Directors

Shoreham Village Auxiliary

Gerri Allen, Chair

Shoreham Village Foundation

Janet Creaser, Chair
Gregor Fraser, Treasurer
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
Pauline Kelly, Treasurer
Cait Maloney, Secretary
Eric Hagen, Director

Loneliness is Serious Business

Loneliness indicates a legitimate need and should not be ignored or taken lightly – not in ourselves, not in the people around us. Our need for other people and especially close relationships is fundamental. The quality or lack of quality in relationship significantly impacts our health – our cognitive function, behavioural adjustment, and emotional fulfillment.

The World Health Organization (2003) says that lonely people suffer more pain from chronic illness and have higher rates of heart disease and depression. They say that lonely people don't sleep well either, and never feel rested. In short, meaningful relationships matter to how we think, how we act and how we feel.

Relationships and connections seem to be the solution but it is not a numbers game. Loneliness is not about a lack of a social network, but a lack of quality in the relationships we have.

Congratulations Caitlin!

Please join us in congratulating Caitlin Coolen who has worked at Shoreham Village as a CCA for more than a year and has now completed the Practical Nursing Program at the NSCC in Bridgewater.

Caitlin recently finished her two-year program and is now waiting the results of her national exam, which will qualify her to be an LPN. She has managed to achieve this while still regularly providing care to the residents of Shoreham.

We are very proud of Caitlin and pleased that she has decided to stay with us at Shoreham as an LPN. Thanks to Caitlin for her dedication.

Everyone experiences loneliness at some point in their life, but aging can increase the chances of loneliness. As we become elderly, we lose spouses, outlive family members and are often separated from close friends. Here at Shoreham Village, we have many faithful friendly visitors – volunteers who are regular features in residents' lives and we need more just like them.

The Friendly Visitor Program

Through one hour per week friendly visitors create meaningful relationships with our residents in a non-structured environment. With regular visits, these sometimes isolated people can experience improved physical, mental and emotional health and gain a more positive outlook on life. No clinical care is required. It's the connection that counts.

For more information on how you can become a Friendly Visitor, contact volunteer Services at 275-5631, ext. 246 or volunteer@shorehamvillage.com.

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Caitlin Coolen, recently became an LPN

Did you know?

Everyone experiences loneliness sometimes. However, loneliness can be more common among the elderly. It can happen when:

- You are alone and you don't feel you have a choice not to be.
- You feel that you're lacking relationships or connections that you formerly had.
- Your life-situation is changing – whether for the good or not.
- You feel that there isn't anyone in your life who you can open up to and share your feelings and experiences with – even the everyday.
- You feel as though you're unacceptable, unlovable, and not worthwhile.

HIGH FIVE!

Compliments for a job well done.

Lorenda Swinimer- for obtaining her CCA through hard work and self-study.

Caitlin Coolen – for completing the Practical Nursing Program at NSCC to become an LPN!

Christmas Day volunteers Sharon and Wayne Arnold, Debbie Robidoux, Tim Pico, Wendy LeBlanc, John Fowke, Lily and Jarah Theriault, and Sharon Josey - for their generous gift of time on Christmas day.

All staff – For going above and beyond during the last two nasty storms to ensure our residents were safe and well looked after—and staff were safe. The great teamwork and support among the staff was awesome!

Ken Mosher and Ocean View Landscaping – for picking staff up and delivering them safely home during recent storms.

Jordan Hunziker - a big thank you and best wishes as she leaves us this month. Jordan has done a fine job filling in (for **Melissa Houghton's** maternity leave). We wish her well as she takes on new and exciting responsibilities in Cape Breton. Welcome back Melissa!

Jenn Daigle – a fond farewell to Jenn who filled a maternity leave as Recreation Programmer. Jenn has made a huge impact on our residents lives while she was here. We will miss her. All the best Jenn. We welcome **Niki Rhodenizer** back from her maternity leave!

Education Sessions

for Staff & Volunteers

Outbreak Management for RNs and LPNs

Come discuss the steps of dealing with a respiratory outbreak, including information on the role of tamiflu and how to coordinate it for the residents.

Delivered by Alison Hakkert Sly
January 22 at 2:00pm

Elder Abuse and the Protection of Persons in Care Act

Short sessions will discuss and review the Act

January 23 *

Crisis Intervention

Short sessions will be offered
February 11 and 13 *

Check the bulletin board for other dates.

*To register, please contact:
Connie Duchene (ext. 244) or
Corinne Webber (ext. 246)

Fire Safety Training

All staff are required to attend one session. Training includes a review of changes to the fire safety plan and staff responsibilities in the event of a fire.

January 17, 2:15pm (B Wing)

January 21, 1:30pm (Dining room) and **2:15pm** (D Wing)

January 22, 10:30pm Evening Staff and **11:00pm** Night Staff*

January 30, 10:30pm Evening Shift and **11:00pm** Night Shift*

* B Wing.

Share with Us!

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

If you have story ideas or would like to be added to our Shoreham News distribution list, please contact Tammy Leopold
Email:

t.leopold@shorehamvillage.com

Phone: 902-275-5631 ext 221



Volunteer Services along with the residents and staff of Shoreham Village, wish to extend their heartfelt thanks to all the volunteers who worked to make Christmas so special.

Your gifts of time and kindness were priceless.

Important Flu News!!

- Nearly 50% of all staff have received the Flu shot!
- 63% Environmental Services staff, 46% Resident care staff, 32% Dietary staff received the shot
- H1N1 is the dominant flu strain this year
- This year's flu shot protects against H1N1
- Flu cases are expected to rise
- Stay healthy with careful and frequent hand hygiene, cleaning of high-touch surfaces, morale-boosting teamwork, and maintaining a respectful environment (our immune system is connected to our mental health)

~ STAFF CELEBRATION ~

On February 3rd at 2:30pm, we will celebrate everybody's infection control efforts towards making Shoreham Village a safe environment for working and living.

All staff who received the flu shot will be entered in a prize draw. The department with the highest percentage of immunized staff will also receive a prize.

NOTICE – The Healthy Workplace Council is actively moving forward with initiatives to enhance team spirit and morale. Check out the Healthy Workplace Council Bulletin Board in the main hall.

FIRE! – Amendments have been made to the Fire Safety Plan. It is mandatory that all staff review the plan by January 31, 2014. Once reviewed, employees are required to sign and date under Section 13 of the plan. There is a copy of the plan available in each department. See details about Fire Safety Training times.

Upcoming Events

• Discussions about Dementia – January 21st, 1:00pm-4:00pm

Enjoy a cup of coffee while learning about dementia and related issues from local experts.

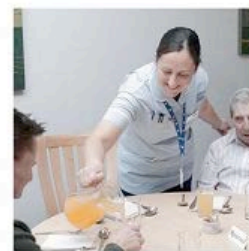
Bridgewater Firehall, 81 Dominion Street, Bridgewater

Delivered by: MOSAIC Network

RSVP by emailing: info@mosaicnetwork.ca or by calling 902 521 2213

WANTED

Dining Room Assistants



The Dining Room Assistant ...

- Porters residents to and from the dining room
- Assists with packaging, and aprons,
- Pours glasses of water, get extra cups of tea
- Helps butter bread and biscuits

Each Day of the Week 4:15–5:30

REWARD GUARANTEED

When we seek to discover the best in others, we somehow bring out the best in ourselves.

William Arthur Ward