

# Shoreham *News*

May 2014

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## 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.

## OUR SIX VALUES:

- Respect
- Organizational Support
- Safety
- Communication
- Teamwork
- Fiscal Responsibility

## Message from the CEO

Spring has arrived in Chester, albeit a bit more slowly this year. The birds are singing, the grass is greener and we have had our annual spring licensing visit from the Department of Health and Wellness.

As a licensed home, we are required to abide by the Homes for Special Care Act and the Regulations that accompany it in order to remain licensed. Twice a year, we have an unannounced visit to assess how we are doing in relation to what we are expected to do. We welcome these visits as a means of confirming the things we are doing well and to identify those areas that need improvement.

Residents spoken with during the visit reported they receive good care; families spoken with said staff are approachable and open to discussing and addressing concerns. We were also commended for our varied and meaningful recreation programs for residents. We are pleased to hear those comments.

However, there were a number of areas noted where we need to improve, including tightening up on issues of confidentiality, documentation, residents' personal belongings, staff performance appraisals, policy development compliance and appearance of the building. Many of these issues have already been identified in our Quality Improvement Plan and are in progress – others will be addressed in the coming months.

We have advised the Department of Health and Wellness of our timelines to complete the areas for improvement and as a result we have been re-issued our annual license.

Thanks to all staff and volunteers for continuing to do your part to ensure we meet our obligations and commitments and to our residents and families for your ongoing participation and support as we continue on our journey of improvement.

*"Alone we can do so little  
Together we can do so much"  
- Mahatma Gandhi*

Alice Leverman, CEO



Volunteer Led Sensory Program for residents  
(Left to Right): Coral Janes, Christine Hirtle (volunteer), Sylvia Gardner, Charlotte Corkum (volunteer), Edna Harnish and Rhoda Stanford

## Milestones

Special Anniversary wishes to **Bill and Verna Murphy** who will celebrate their 70<sup>th</sup> anniversary on June 10, 2014



## Welcome to New Staff

Amanda Leopold – PCW  
Chelsea Coolen – LPN student (working as CCA)  
Brittani Lefort - CCA  
Tara Demont - CCA  
Alyssa Fancy - RN Student (working as CCA)

## Welcome to New Volunteers

Johona Cedon  
Natateen Zinck

## Welcome back

Carolyn Dobek  
Jacob Roswell

## 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  
John Campbell  
Nancy Timbrell-Muckle



Residents and grade nine volunteers from CAMS spent some time planting seeds

## Roadtrip to Eden anyone?

In May, three teams comprising an RN and an LPN visited The Sagewood Continuing Care Community in Sackville. These visits provided an opportunity for Shoreham Village staff to see the Eden Alternative model of care in action. The Eden Alternative model of care creates a relaxed home environment that focuses on delivering care based on the residents' needs and desires and not on the convenience and routines of staff and the organization.

"Sagewood was awesome!" exclaimed Roz Jones.

Her teammate Renee Smith expanded with a few reflections, "It was a good experience to see Eden in practice. I am excited to see these changes here at Shoreham."

At The Sagewood there are four cottages within the home. Staff are dedicated to each cottage so consistency and familiarity grow. This reduces the number of people coming and going from each cottage and creates stability and comfort for all residents and staff.

"The residents and staff seemed so happy and positive," continued Renee. "It didn't look and sound like a facility. It felt homey."

## Partnership with Dal Nursing

Shoreham Village is pleased to partner with the Dalhousie School of Nursing to provide an opportunity for student nurses to learn more about seniors health. Join us in welcoming Innikki Belajac, Cora Lynn Jollymore, Emilee Lake and Garrett Lynds, who are finishing their first year of the Bachelor of Science and Nursing program, towards becoming Registered Nurses. The students will work with our residents and staff for three weeks from May 20 to June 5. The Nursing Instructor for Dalhousie is Connie Duchene and we are so happy to have Connie back at Shoreham sharing her knowledge, skills and expertise.

## Way to go Gerri!

Those who work alongside Gerri Allen say that she is a joy to work with and she makes everyone feel special. Gerri received the Caring Canadian award from the Governor General earlier this month for her involvement in numerous community groups. She is the go-to person for organizing celebrations, coordinating funeral receptions, and raising funds for community causes. She is currently Chair of the Shoreham Village Auxiliary and has been a part of the auxiliary for nearly 20 years. She has also served on the Board and the Foundation. Wherever a helping hand is needed, Gerri is there.

*"It is so rewarding to see a smile on a resident's face when you extend a helping hand. It gives me so much pleasure to help to provide our seniors with a better quality of life they so deserve."* - Gerri

The Caring Canadian Award recognizes Canadians who have made significant, sustained, unpaid contributions to their community. Others from the Chester area to receive the award are Alberta Baker, Jim Barkhouse, Florence Hiltz, Robert Hutt, Joe Vidito, Sandra Zwicker. Thank you all for giving of yourselves to make the lives of others better.



Gerri Allen was recognized as a "Caring Canadian" by Governor General, David Johnson earlier this month.



## Summer scheduling underway

Summer vacation planning is underway. We understand how important it is for staff to have time off to spend with friends and family. It is equally important to have the right number of the right staff to meet our residents' needs and provide them with the care they deserve. We will keep you informed as we work through this process.

All chemical products such as cleaning supplies and hairspray should be securely locked when not in use.

## Getting it Right

As part of our shared commitment to: clarify individual roles/responsibilities, build strong and positive labour/management relationships, enhance effective and respectful communication and ensure the collective agreement is being consistently followed, our CUPE leaders and Shoreham Management/Non-Union leaders participated in a one day training session on May 8.

The training, offered by the Department of Labour and Advanced Education, focused on relationship-building skills and promoting a respectful workplace. It was designed to complement the training Shoreham provides its supervisors and the union provides its stewards and officers.

All who attended felt the day was very productive and helpful in supporting our shared goals.

## The magic of music

The recreation department will soon begin a pilot project on Music and Memory with some of our residents. Music is an important part of our lives, from the time we are born to when we die. Music imprints itself on the brain deeper than any other human experience. Music evokes emotions that can trigger memories.

Individuals with memory loss seem to "awaken" when they hear music to which they have an emotional attachment. Engaging in a rich personal music environment is very therapeutic, regardless of physical, cognitive, or social condition.

Our program will start contacting families to learn what music may appeal to each resident. We will use ipods and ipod shuffles to load each resident's preferred music.

If you have an ipod or ipod shuffle that you are no longer using, the recreation department would love to accept it. You can be assured that it will be put to a good use in our new program!

## Testing, testing...Taste testing!

As part of our continued efforts to maintain and improve the meal service to our residents and their families, Kaila Saunders (Dietetic Intern) and the Food Service Team have been completing taste test audits over the past month.

### Enough Food Waste Already!

To end her last week with us Kaila will be out in the Main Dining Room assessing how much food waste there is. Let's see how much food, drink and money we pour down the drain!

A big thank you to Kaila and the Food Service Team for all their help in completing these audits! We look forward to reviewing the report, so that we can make the necessary changes to improve the meals here at Shoreham Village.



### What's cooking?

Kaila Saunders, Dietetic Intern, and Jason Dorey, prepare soup for a taste test audit.



## Learning about Lawtons

Some staff recently toured the Lawtons distribution centre in

Bedford to see how medicines are packaged and understand operations to help us work towards improved services between Lawtons and Shoreham Village. Lawtons will be on site at Shoreham for a training session in June.

## HIGH FIVE!

Compliments for a job well done.

**Nancy Richardson, RN** – for achieving your certification in Gerontological nursing from the Canadian Nursing Association. Congratulations on this accomplishment!

**Ralph Bell** – for his generosity. Every year we know that spring is here when we get a visit from Ralph Bell. Ralph's wife Betty was a resident at Shoreham Village. Since her passing eight years ago, Ralph faithfully and proudly visits every spring to make a generous donation to Shoreham Village. We offer our sincere appreciation to Ralph.

**Recreation Team: Linda, Karen and Niki** – for providing wonderful programs for all of the residents. "They are always ready to engage and to find interesting things to motivate, educate, exercise and provide positive experiences for the residents."

**Staff from Forest Heights Community School** – for helping to make our residents' first spring bingo outing such a success. We appreciate your support!

## DID YOU KNOW?

Teamwork is essential to providing the best experience for residents and colleagues but how do you and each member of the team make that happen? Here are a few tips and techniques to try:

- **Look for opportunities to contribute to others' success.** If you see a colleague struggling and falling behind, pitch in ... lend a hand. Share your talents and your time to help others learn, grow, and get through tough situations.
- **Be considerate of others.** Remember that the workplace is a shared environment. Build a reputation for being a thoughtful, considerate colleague by doing things like: cleaning up after yourself, sharing equipment and resources, and respecting others' time.
- **Keep your promises and agreements.** If you tell a coworker you'll do something - remember it ... and do it! Making sure that your colleagues can always count on you is one of the best ways to show that you are worthy of their trust.

## Education Sessions

for Staff & Volunteers

### Staff Training on

**Evaculeds** will be held in the Dining Room

**Thursday, June 5, 2:00pm**

**Thursday, June 19, 3:15pm**

### Lawtons Education Session for RNs & LPNs

Sessions will be offered for day and evening shifts to improve medicine use and resident safety.

**Thursday, June 5, times TBC**

### Eden Training for Management and some RN Leaders

This half-day session will provide training on the Eden model of providing a home-like care environment.

Mahone Bay Nursing Home

**June 16, morning**

### Safety Program

Different components of the safety program will be covered, with a completion of the roll out in the Fall.

The first set of sessions are scheduled as follows:

**Senior Leadership Team**

**June 9, 11:00am – 12 noon**

**JOHS Committee members**

**June 26, 1:30pm**

**All employees**

**June 30, 2:00pm during**

**General Staff Meeting**

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

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

[t.leopold@shorehamvillage.com](mailto:t.leopold@shorehamvillage.com)

Phone: 902-275-5631 ext 221

## Opening soon! Community Art Gallery

We are starting to exhibit work of local artists in a section of our main corridor beginning in June. Artists will be able to feature their work for a three month period. Our first exhibit will feature photos by Doris Eagles.

We would also like to say a special thank you to Doris Eagles for the donation of the photo of Aspotogan displayed in the main corridor.

If you are an artist and would like to display your art, contact Gaye Ernst, Director of Support Services at 275-5631 ext 227.

## The ants came marching...

As spring arrives we expect to see ants. You can help.

- Keep food and drinks out of your room.
- Ask staff to clean up spills, crumbs, dishes and wrappers immediately.
- Make staff aware of areas that have ants.
- Do not bring any pesticides or other chemicals into the building at any time (e.g. Raid, ant traps, homemade remedies).
- Keep treats such as gum, candies, chips, crackers and chocolate in a sealed container (e.g. Tupperware, Glad, Rubbermaid).



## Safety Tip of the Month – Bed Safety

Loose bed rails are a safety risk for our residents.

For family, friends and volunteers: If you find a loose bed rail please promptly notify a staff person who will take appropriate action.

For staff: If you find a loose bed rail, it is important that you fill out an Occupational Health & Safety Work Order form and deliver it to the Maintenance Department.

**IMPORTANT NOTICE** - Thank you for protecting the privacy of our residents, their families and our staff and volunteers by only taking photos and videos with consent. More on this important issue next month.

## Upcoming Events

### • Volunteer Appreciation Night, May 29, 6:00pm

Volunteer Appreciation Night is our chance to say thank you to all of our volunteers.

### • Shoreham Village Senior Citizens Association Annual General Meeting, June 16, 1:30pm

Guest speaker Ruby Knowles, Department of Health and Wellness.

### • Palliative Care Room Opening, June 18, 1:30pm

All are invited to join us at the official opening of our new Palliative Care room.

### • Relay for Life, June 20, 7:00pm-7:00am

Mark the date! Sign up to join us or sponsor our team.

### • Bench and Tree dedication in Memory of Roxanne Andrews, June 25, 1:30pm

Join us as we remember our friend and colleague Roxanne.

### • Swing for Shoreham Golf Tournament, June 27, 9:00am

Register with [karen@innovativeplanning.ca](mailto:karen@innovativeplanning.ca) for this fun filled day in support of Shoreham Village Foundation.



Fourth year Acadia music student Melina Coolen will be joining us for the summer!

## Summer's here and so is ...

We are happy to announce that Melina Coolen will be joining the recreation team beginning May 26 for 14 weeks. Melina will be returning in the fall to complete her 4<sup>th</sup> year of her Bachelor of Music at Acadia University. Melina plays 13 instruments and also paints. Welcome Melina!

## Have an issue or concern?

The Resident Council exists as a forum for residents to voice issues that concern them. Those issues are brought forward to the appropriate person for discussion and timely resolution. The Council meets monthly and is capably chaired by Niki Rhodenizer, one of our recreation staff.