

# Shoreham *News*

November 2014

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## Message from the CEO

“Change is about fixing the past, transformation is about building the future.”

Every day we do amazing things at Shoreham to make a difference in the lives of those who live and work here and we are very proud of that. However, every day we also face great challenges and see our frontline staff, volunteers and managers making extraordinary efforts to meet those challenges. The necessity for these heroic efforts is not desirable, nor is it sustainable over the long term.

Together over the past year, we defined what needed to change and we put a plan in place to improve the quality of all that we do – for our residents, for our employees and volunteers and for our community. We were enthused about our plan for *Rebuilding Our Future*. However, the reality is that we have struggled to implement the necessary changes in as timely a manner as we had hoped - in part because we did not have the required resources to do so.

For that reason, we had to think and act differently and be more strategic and creative. We had to have the courage to search beyond the walls of Shoreham for

new solutions and opportunities that would allow us to retain all that we value at Shoreham while also enabling us to move in the direction we knew was necessary for our residents and our home.

As a result, this month we entered into an exciting new partnership with Northwood Group of Companies. This partnership allows us to access the resources we need, with a non-profit organization whose roots are similar to ours and whose values and approach are very much in alignment with Shoreham. We are very optimistic that working together with Northwood will yield new energy, new ideas, and new results. The spirit and commitment behind our new partnership - and indeed behind all of our changes - is to put the overall care of our residents at the centre of all that we do.

We are blessed with many partnerships at Shoreham - individuals, groups and organizations who care about us. With the tragic events in our country this week we are reminded how lucky we are to live and work where we do.

Alice Leverman, CEO

## 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



## After, Ever After - with a twist Dinner Theatre

After the success of last year's dinner theatre fundraiser the Shoreham Village Ladies Auxiliary are pleased to be sponsoring *After, Ever After – with a twist*, presented by the Accidental Actors. The play and roast pork dinner are on Saturday, November 15 at the Chester Legion.

Doors open at 5:30pm with the show starting at 6:30pm. Tickets are \$25.00 per person and are available at the Shoreham Village Business Office and Bank of Nova Scotia, Chester Branch.

For more information please contact Gerri Allen at 902-275-3817.

## Shoreham Welcomes new CAMS Student Volunteers!

This month we welcomed 17 grade 8 student volunteers and their leader Teri Cochrane. We are working with grade 8 students for the first time this year as grade 9 has been moved to Forest Heights. This is our eighth year partnering with CAMS.

On October 14, the youth were trained on wheel chair safety, hand washing, dementia and communication.

Beginning November 21, they will visit every Tuesday from 10:00am to 11:00am and assist residents with Bingo. Other activities may be added in the New Year.



## Welcome to New Staff

Ashley Allen, LPN  
Angela Barnard, Nurse  
Manager  
Ann Corkum, LPN  
Louise Martin, PCW  
Charlene Nelson, Nurse  
Manager

## Welcome to New Volunteers

CAMS Grade 8 students

## 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  
Barbara Fry  
Nancy Guest  
Leigh Milne  
Nancy Timbrell-Muckle



Phyllis Levy celebrates her 100<sup>th</sup> birthday on November 1, with an Open House between 2:00pm and 3:00pm.

## Phyllis Levy – 100 years young

Phyllis Dorothea Levy was born the eldest of three daughters to Evelyn and William Hyson of Indian Point on November 1, 1914.

Her only living sibling, Treva, has fond memories of Phyllis helping her make valentine cards when they were children.

At 17, Phyllis left home to work for a family on Little Tancook Island where she met and fell in love with a young fisherman Kingsley Levy. They married and made their home on the island and raised their family. After their children left home Phyllis and Kingsley moved from the island to Chester Basin in 1984, where Phyllis became a devoted member of the Aeon Baptist Church. She enjoyed working with the Ladies Auxiliary and being a member of the “Over 40’s Club”.

Her life-long passion was gardening. She also spent many happy hours hooking mats. Phyllis had a screened-in room on her deck, in which she loved to sit and read, work on her find-a-word puzzle books or just pass the hours happily talking with friends that dropped by to visit.

In 1987, Kingsley passed away but Phyllis’s life and home were often filled with family. Her daughter Shirley, her sons Wayne and Robert and their families and friends visited often. Shirley and Phyllis took an Alaskan Cruise and went on many road trips together. Phyllis loved to play bingo and just getting out for drives around with Shirley, who passed away nine years ago.

A few years later Phyllis decided to move to Shoreham. She knew she would be happiest where she could make friends and have lots to do. So these days Phyllis enjoys playing Bingo, going for outings on the bus, entertainment like the Belly Dancers and tapping and singing to all the music provided by volunteers. Many of her other hours are spent in the quiet room relaxing in her recliner, always ready to welcome visitors.

Phyllis is a lovely lady with warm and bubbly personality and a beautiful smile. She is loved very much by her family, including her sons Wayne and Robert, 6 grandchildren, 12 great-grandchildren and 1 great-great grandson.

Happy 100<sup>th</sup> Birthday Phyllis!

Family and friends are invited to drop by Phyllis’s Birthday Open House on November 1, between 2:00pm and 3:00pm.

## Shoreham welcomes new nurse management team

We are pleased to welcome Charlene Nelson and Angela Barnard as the Resident Care Managers who joined our team on October 20, 2014. Both Charlene and Angela are Registered Nurses with extensive experience in Continuing Care, Home Care and Long Term Care.



Charlene comes to us from the Timberlea area. With over 25 years experience, Charlene is passionate about resident focused care. She has been in many different roles including staff nurse, supervisor and manager. She believes in supporting staff to work to their full scope of practice.



Angela lives in Black Point and she is very excited to be finally working in the community where she lives. Angela started working in long term care as a Nurse’s Aid when she was 17 years

old. She decided on Nursing as a career and graduated as an RN in 2002. She has spent most of the last 12 years in different nursing roles working with seniors.

We are very fortunate to have found two nurses who are so experienced and share our commitment to resident focused care.

## Family Matters

On October 21, the Family Meeting was well attended with lots of great discussion. Meeting participants heard about the recent visit of the Minister and Deputy Minister of Health and Wellness to Shoreham, our new partnership with Northwood and were introduced to Josie Ryan. We discussed some family concerns about meals, footcare and staffing shortages. We also heard families speak positively about the caring by staff and noted improvements both inside and outside the building. Next meeting: January 20 at 6:30pm



## Christmas Dinner

The Food & Nutrition Department is looking forward to the upcoming holiday season – a time for family, friends and good food. We are pleased to be offering Christmas Dinner at the noon meal on Christmas Day again this year.

We are able to accommodate 25 guests and will provide prearranged seating. Tickets are available on a first come first served basis and may be purchased from the Business Office until December 15 for \$10 per person.

### Shoreham enters strategic partnership with Northwood

The Board of Directors of Shoreham Village Senior Citizens Association has decided that Shoreham will enter into a one-year strategic partnership with Northwood Group of Companies.

“This arrangement will allow Shoreham to benefit from Northwood’s extensive expertise and resources.”

- Susan Neilson, Chair of Shoreham’s Board of Directors

The partnership will provide Shoreham with access to Northwood’s clinical team, human resource personnel, policy and program development expertise, occupational health resources and other supports as required. The arrangement does not commit either organization to a long-term partnership.

“Northwood and Shoreham share a similar history and community focus.”

- Alice Leverman, CEO of Shoreham Village

“This is a positive decision for Shoreham. As non-profit organizations, Northwood and Shoreham share a similar history and community focus. Working with Northwood will help us continue to provide safe, quality care to our residents, offer enhanced support for our staff while at the same time enabling us to move forward with our Quality Improvement Plan,” comments Alice Leverman, CEO of Shoreham.

“We are excited about the opportunity to work with an organization whose values and focus on the client reflects our own approach,” says Janet Simm, President and CEO of Northwood. “Our team stands ready to work with Shoreham Village to support them in reaching their goals.”

Northwood’s leadership team will work with Shoreham’s management team and provide support and expertise in bringing about necessary and previously identified improvements at Shoreham.

Northwood manages facilities and services in Halifax and Bedford serving over 6,500 clients daily, providing various programs and services in long term care, residential care, assisted living, seniors’ housing, adult day programming, home care and community outreach initiatives. Northwood has over 1,600 staff, 500 volunteers and is recognized as one of Atlantic Canada’s and Nova Scotia’s best employers in 2014.

### Twenty minutes in their shoes Virtual Dementia Tour

Experiencing what another person experiences, if only for a short time, helps us understand and appreciate their daily challenges and offer the care and support they need.

On September 30<sup>th</sup> and October 1<sup>st</sup>, Paul Fieldhouse, Challenging Behaviour Resource Consultant with *South Shore Health*, brought The Virtual Dementia Tour to Shoreham Village. The twenty-minute “tour” involved modifying participants’ senses and motor functions to simulate the symptoms of dementia.

“Dementia’s not what you think it is. The limitations aren’t what you think they are...they are different than what you expect.”

- Greg McCurdy, Maintenance

Dementia is not a specific disease. It is a group of symptoms resulting in impaired judgement, impaired language and the inability to perform some activities of daily living as well as memory loss. It becomes increasingly difficult for a person with dementia to communicate. Sometimes they can’t tell people what they need or how they feel. With this change in communication often comes changes in behaviour and we can be lost to know what they mean or understand how to help.

“ This time I got to observe people taking the tour. I learned a lot from watching how people reacted. For anyone working in a facility like this, the Tour is really important.”

- Caitlin Coolen, LPN is now trained to deliver the tour

“We brought the Virtual Dementia Tour back to Shoreham so that more of our staff and volunteers could learn what it is like to experience dementia and develop a greater empathy for our residents who suffer from dementia. It is an opportunity to walk in someone else’s shoes,” says Linda Bell, Director of Recreation and Volunteer Services.

## HIGH FIVE!

Compliments for a job well done.

**Kim Levy** – for always being the last to leave and staying on to finish the job. “Fun to work with.”

**Christine Schnare** – for pitching in and doing things without being asked

**Margie Benteau** – for being a team player who is always ready to help out her colleagues.

**All staff working on evening September 27** – for working together and helping each other on an evening that we were short staffed.

**Joann McDow and Melissa Connors** – for being great co-workers when things get busy, they go the extra mile, they keep things calm and running smoothly. “It is a pleasure to come to work with them.”

## DID YOU KNOW?



Walking is great medicine and benefits our general well being. Walking at least a few times a week for 30 minutes or longer can:

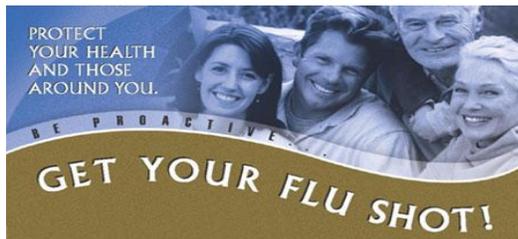
- Greatly improve cardiorespiratory fitness and function
- Strengthen bones
- Improve mobility and flexibility
- Lead to faster recovery from illness
- Reduce depression and anxiety and improve sleeping



## Home Improvements

In an effort to provide for residents' privacy and security for their belongings, each resident will have a drawer in their room to keep treasured items, which can be locked. This work will be completed by November 14.

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).



Come to one of Shoreham's Influenza Vaccine Clinics for staff and volunteers.

November 13 3:00pm-6:00pm  
8:00pm-midnight  
November 14 10:00am-4:00pm



## Let's Talk Meals

Food and Nutrition Services and Recreation and Volunteer Services recently met with residents to discuss meals at Shoreham. The residents provided great suggestions and confirmed that many of the meals offered meet their needs.

Highlights of the discussion include:

1. Residents would like to be offered meal alternatives before being served the main option.
2. Residents who eat in the dining areas on the wings would like to be offered the same options as those available in the main dining room.
3. Residents would like the supper meal to begin at 5:00pm.
4. Residents suggested preferred menu options for the fall and winter.

We would like to thank all of those residents who attended the discussion and we are working towards implementing the suggested improvements.

### TIPS - Together In Providing Support

Getting dressed shouldn't be a struggle.

Adaptive clothing, such as shirts and pants with Velcro closures instead of buttons, make things easier. Check local retailers, like the Chester Pharmasave, to see what is available.

## Safety Tip of the Month – Safety doesn't happen by accident



Having a safe work place involves:

- an understanding by staff of potential workplace hazards and emergency procedures
- staff working within their roles, responsibilities and safety requirements
- following infection control practices
- ongoing training for new and existing staff and volunteers.



One summer evening during a violent thunderstorm a mother was tucking her son into bed. She was about to turn off the light when he asked with a tremor in his voice "Mommy, will you sleep with me tonight?" The mother smiled and gave him a reassuring hug. "I can't dear," she said. "I have to sleep in Daddy's room." A long silence was broken at last by his shaky little voice: "The big sissy."

**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)

## Upcoming Events

- **Board Meeting, October 28, 2:00pm**
- **Halloween Party, October 31, 2:30pm**
- **General Staff Meeting, November 4, 2:00pm – 3:00pm**
- **Music Therapy with Derrick LeLacheur, November 6, 2:00pm**
- **Studio Singers, November 12, 7:00pm**
- **November Birthday Party, November 26, 6:30pm**
- **December Birthday Party, December 2, 6:30pm**
- **Resident and Family Christmas Tea, December 12, 2:00pm**  
Residents and families are invited to enjoy this annual tea hosted by the Auxiliary.
- **Christmas Tree Decorating Party, December 16, 2:00pm**  
Join residents, families, staff and volunteers as we decorate our Christmas tree.
- **Resident and Staff Christmas Tea, December 19, 2:00pm**  
Residents and staff are invited to share in celebrating this special time of year.

\* Friends and families are welcome to attend programs with their loved ones. Please watch at the first of the month for additions of special programs.