

REPORT
TO OUR
COMMUNITY
2017-2018

GROWTH THROUGH RELATIONSHIPS

RESIDENTS - FAMILIES - STAFF - VOLUNTEERS - COMMUNITY



SHOREHAM VILLAGE
SENIOR CITIZENS ASSOCIATION

Our Vision, Mission & Values

Everyday our staff, volunteers and family members 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 within our resources.
- Teamwork** Working together efficiently, effectively and respectfully to achieve shared goals.
- Joy and Fun** Creating a comfortable, enjoyable environment where residents and their families are the focus and staff and volunteers are recognized and valued.

About this Report

This Community Report is intended to provide highlights of our achievements in 2017/2018 toward attainment of our goals. In November 2016, the Board of Directors of Shoreham Village established two key strategic priorities for the upcoming years:

1. Facility Replacement/Renovation
2. Achieving Accreditation



Our Leadership

Board of Directors

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

Members of the Board 2017-2018

Susan Neilson, Chair
Patsy Brown, Vice-Chair
Nancy Timbrell-Muckle, Director
Elizabeth Finney, Director
John Frizzle, Director
Alice Leverman, Director

Management Team

Our success is based on the contributions of all our staff. Our management team leads by example in delivering our values and mission.

Corporate Leadership



Janet Simm
CEO



Josie Ryan
Executive Director Long Term Care

Managers



Angela Caine
Resident Care



Gaye Ernst
Support Services



Kim Croft
Resident Care



Melissa Houghton
Nutrition Services



Niki Rodenizer
Recreation and Volunteer Services

Strategic Priority: Facility Replacement/Renovation

A Message from our Chair:

On behalf of the Board of Directors of Shoreham Village Senior Citizens Association, I am writing to give you an update on the replacement of our home, as promised by the provincial government in 2013.

We are proud of our history of providing residents with a caring environment that enriches and supports them as they age. Their safety and comfort, and ensuring the quality care given by our dedicated staff is our priority, as defined in our mission, vision and values.

When Shoreham Village was built in 1975, it was state of the art. Now, more than 40 years later, our building does not meet current standards as identified by the Department of Health and Wellness. Major issues have developed, which compromise our ability to care for residents with the dignity and respect they deserve. We want and need to do better.

We have made every effort to maintain and upgrade our home. Improvements such as structural, plumbing, electrical and ventilation, which are not easily visible, are needed to ensure the comfort and safety of our residents.

The Department of Health and Wellness has been very supportive in providing emergency funding for critical repairs. However, we look forward to a time when our building and infrastructure are positive elements in our residents' quality of life, and a time when maintenance is scheduled and not overcome with emergency repairs.

Over the years, we have presented our situation to the provincial government. In 2013, the government announced that Shoreham Village, and several other long-term care homes, would be replaced. The current government announced that they would honour this commitment; the Board met with the previous Minister of Health and Wellness and senior government officials to discuss a plan.

In 2017, a review of Shoreham Village, and other homes identified for replacement, was commissioned by the government. Based on the results of the review and in consultation with the Department of Health and Wellness and the Department of Infrastructure, the Board recommends we pursue a complete renovation of our home instead of a replacement.



The renovation would be completed in stages to allow uninterrupted care for our 89 residents. The work would bring our home to current standards for long term care and meet building code requirements.

While a new home would cost approximately \$35 million, our proposed plan for the renovation is estimated to cost \$18-20 million, and allow us to remain in our current location. With a phased-in approach, we anticipate that the project, once started, will take approximately three years. However, we have not yet secured a funding plan or time frame for the project from the provincial government. We are looking forward to meeting with the current Minister of Health to express the need for action.

We have prepared a preliminary cost-effective plan, addressing all existing electrical, plumbing, ventilation and structural issues. This plan would also include an addition to our current building, and will provide:

- Enhanced dining, leisure and visiting experiences for residents with comfortable living and dining rooms on each wing and a new family room
- Improved safety and privacy for residents with larger, fully accessible resident rooms and washrooms
- Greater dignity for residents with one therapeutic bath per wing
- Increased safety for residents and staff with ceiling mounted lift tracks where needed
- Additional space for resident activities and community events
- Separated soiled utility and clean utility rooms to meet current standards
- Improved service for residents and working environment for staff with laundry services on the main floor
- More easily accessible storage for necessary equipment and supplies.

The Board and the entire Shoreham team are committed to creating living spaces that support the level of care we strive to provide to our residents. We will continue to advocate on behalf of our residents for action on this project and will provide regular updates on our progress.

If you have any comments or questions, I am pleased to respond. My email address is: lloydslanding@gmail.com.

Thank you for your interest and continuing support,



Susan D Neilson, Chair
Shoreham Village Senior Citizens Association Board of Directors



Strategic Priority: Achieving Accreditation

Our Goal: Allocating resources and building infrastructure

Highlights of our Progress:

Accreditation Canada has identified leadership standards for small community based organizations to help health care organizations achieve excellence in leadership within organizations that have a true commitment to person-centred care. The standard specifies the requirements for effective operational and performance management supports, decision-making structures, and infrastructure needed to drive excellence and quality improvement with the primary focus being on creating a culture focused on person-centered care. We are pleased to provide this report and update you on the work we've been completing to achieve our strategic priorities. The Board has approved balanced budgets for the last two years. The organization ended the 2017/2018 fiscal year with a small surplus.

With support from our Ladies Auxiliary and Foundation, we have been able to make physical improvements to our building that improve the aesthetics. We've also made system improvements to the building and made equipment purchases to improve the quality of life for residents and the safety of our clients. The Board continues to balance between payment of previous year deficits and reinvesting in to our building as we achieve operational efficiencies.

Highlights of facility and grounds improvements include:

Storm Water Gardens Project

This project kicked off in June with a community planting day, where participants created beautiful rain gardens. This project and the community planting day were made possible by the Bluenose Coastal Action Foundation, a charitable organization in Lunenburg, who has partnered with Shoreham Village to install rain gardens outside our B and E Wings.



Signage (Resident Rooms)

We have designed and authorized the purchase of new resident room signage, which will include a resident photo, through the entire building. This project was made possible by a donation.

D/E Wings Renovation

We pursued the opportunity to obtain funding through a CMHC program that allowed Shoreham Village to refinance our CMHC mortgage at a lower rate. This supported replacement of an unused Nursing Station with a new kitchenette and sitting area (CDE Wings) with access to the garden for residents and families. We have received very positive feedback from residents and families.



Elevator Replacement

The elevator replacement project has been completed and we thank everyone for their patience during this time.

C Wing Improvements

Shoreham offers a secured living area for residents with special needs (i.e. exit seeking). C Wing is equipped with a key pad locking system that prevents residents from leaving the area without supervision. Family members and staff had expressed concerns and have offered suggestions for improving the quality of life for residents residing in this area. We have continued our efforts to improve the environment and quality of care in this area.

Equipment and Furnishings Purchased:

Ceiling lifts
Fire place
Love seat
Bedside side tables
Desks for A/B
Portering chairs
Artwork
Blood pressure machines
Tympatic thermometer
Winged chairs
Rockers
Tilt shower chair
Adjustable dining tables
Warming cart for food trays
Treatment cart
Video surveillance system update
Wheelchair scale
Covered laundry carts



New counter tops were installed in C Wing.



Residents enjoy new adjustable dining tables.

Donation received from Acadia Axemen

Thank you again to members of the Acadia Axemen male soccer team for their annual donation to Shoreham Village. This year, they raised \$970 to support building improvements at Shoreham.



L-R Janet Simm, Gordon McLaughlin, Zach Visser, Ryan Parris, Daniel Whalen & Susan Neilson.



Gordon McLaughlin with Hilda Boutilier.

Strategic Priority: Achieving Accreditation

Our Goal: Creating and sustaining a caring culture

Highlights of our Progress:

While we make small improvements to our building and continue to advocate for a full facility refurbishment, we know that it is the people who work with Shoreham's residents and families that have the greatest impact on our caring culture. Recruiting and retaining the right people is essential to our success.

Long Service Awards

On May 31, we were pleased to recognize a number of staff for the years of services in providing care and support to residents and families:

Nursing Services

40 Years- Melissa Porter

35 Years- Sharron Myler

25 Years- Sally Webber and Marie Gervais

20 Years- Evyleen Boehner

10 Years- Roma McIvor and Paula Cameron

Financial Services

10 Years- Tammy Leopold

Food Services

25 Years- Angela Kaizer



Receiving awards L-R:

Angie Kaizer
(Dietary - 25 yrs. service)

Tammy Leopold
(Business office - 10 yrs. service)

Melissa Porter
(CCA - 40 yrs. service)

We are also pleased to celebrate the winners of the peer nominated, Celebrating Success Awards:

1. Leadership- awarded to an individual who demonstrates exceptional Leadership qualities on a day to day basis and who motivates and inspires other. The winner of this award was **Rajvinder Kaur**.
2. Team Work- awarded to an individual who demonstrates outstanding commitment to Shoreham's values, supports and cares for their coworkers and makes a significant contribution to creating a positive work environment and is highly respected by their peers. The winner of this award was **Ashley Collicutt-Armstrong**.
3. Outstanding Resident Focus- awarded to an individual who has made a significant contribution to the quality of life for residents at Shoreham. The individual demonstrates outstanding compassion and continually looks for new ways to put residents at the centre of all they do. The winner of this award was **Sharon Myler**.

Volunteer Appreciation Awards

Volunteers bring a sense of community and home to Shoreham Village. They provide leadership and support to a variety of programs. We couldn't do what we do without your dedication, energy and passion.

We make it a priority to thank our volunteers for their generosity and giving spirit. One of the ways we do this is through our volunteer appreciation awards. We are so proud of the fantastic work done by our program volunteers, our Shoreham Village Board of Directors, Ladies Auxiliary and our Foundation.

Thank you all so much!



Doris Eagles - 15 years volunteering



Inez Coolen – Resident Council President



Gerri Allen – 25 years volunteering & President of Shoreham Auxiliary

Focus Groups

Understanding the current climate of our staff is important in developing a plan for the future. Focus groups were held to assess the level of staff engagement and obtain recommendations for the future.

We undertook a series of six focus groups with staff from a variety of departments and shifts to elicit feedback on our current efforts to recognize staff for their good work. The Leadership Team will be working with a staff committee to develop an action plan to respond to the recommendations.

Leadershift

Leadershift is a program that was introduced to provide formal opportunities for the full multidisciplinary team to come together to discuss and develop action plans for quality improvement activities.

Resident Council and Family Council

We continue to consult with Resident Council and Family Council regarding proposed changes and opportunities for improvement: key items that were addressed by Resident Council this year include:

- Christmas meals
- Changes in the incontinence system
- Shoreham Village Variety Store
- New equipment and renovations
- Changes to meal times
- Resident and Family Survey results and our Corrective Action Plan

Recreation Therapy

Our team was successful in obtaining a grant for the Then & Now production with Dawn Harwood-Jones in April.

A second grant was obtained for an Art Project which was directed toward the residents of C Wing. The program will be led by a Recreation Therapy staff and volunteers.

Photos from the Then & Now production in April.



Strategic Priority: Achieving Accreditation

Our Goal: Planning and designing services

Highlights of our Progress:

Survey Results

In May, we asked residents and families to provide input on Shoreham Village's admission process and for families to provide feedback on our end of life care. We surveyed residents and families who were admitted or discharged over a 6 month period. Full surveys and comments will be available on our website and posted in the facility. We will develop plans to make improvements to the gaps identified. We are pleased to share highlights of the results.

Resident Admission Survey:

Did staff make you feel welcomed when you arrived?

Yes - 12 Somewhat - 2 No - 0

Overall, how would rate your experience of moving into our facility?

Excellent - 7 Good - 4 Fair - 3 Poor - 1

Family Admission Survey:

Did staff make you and your loved one feel welcomed when you arrived?

Yes - 14 Somewhat - 2 No - 0

Overall, how would rate your experience of having your loved one move into our facility?

Excellent - 7 Good - 7 Fair - 2 Poor - 0

End of Life Survey:

Did we communicate effectively with you regarding the end-of-life process?

Yes - 8 Somewhat - 1 No - 1

Were we able to effectively manage your loved one's pain?

Yes - 9 Somewhat - 1 No - 0

Quality Improvement initiatives planned to respond to changing needs of our residents:

1. As the needs of our residents change, we have begun to adapt our model of dining to support safety and quality.

The Foundation has agreed to use the proceeds of the golf tournament to improve the dining experience in our main dining room. The current main dining room is loud and those dining can see into the kitchen which appears very industrial. Our plan is to close off the industrial kitchen from the main dining room to reduce noise. With the support from the Foundation, we will build a home/kitchen like server that will be adjacent to the dining area and we will also have the acoustics evaluated to reduce the noise level in the dining room. The interior and flooring will be also updated.

2. We continue to evaluate the role of our C Wing. The unit was designed to support individuals who have a tendency to wander by being able to live in a secure space. However, with the secured unit, we have seen an increase in complexity of the type of referrals.

We continue to clarify and advocate for a clear expectation/definition of the services that can be safely provided and the staffing ratios required to respond to those needs. We currently assign more staff to that unit than we receive funding from the Department of Health and Wellness.

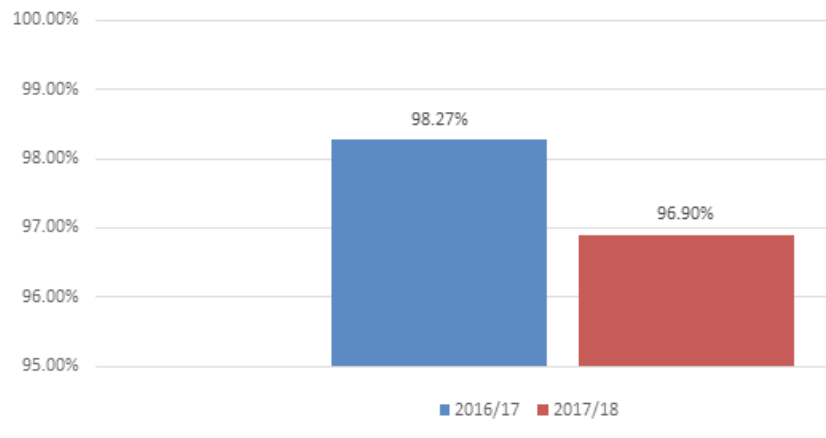
Strategic Priority: Achieving Accreditation

Our Goal: Monitoring and improving quality and safety

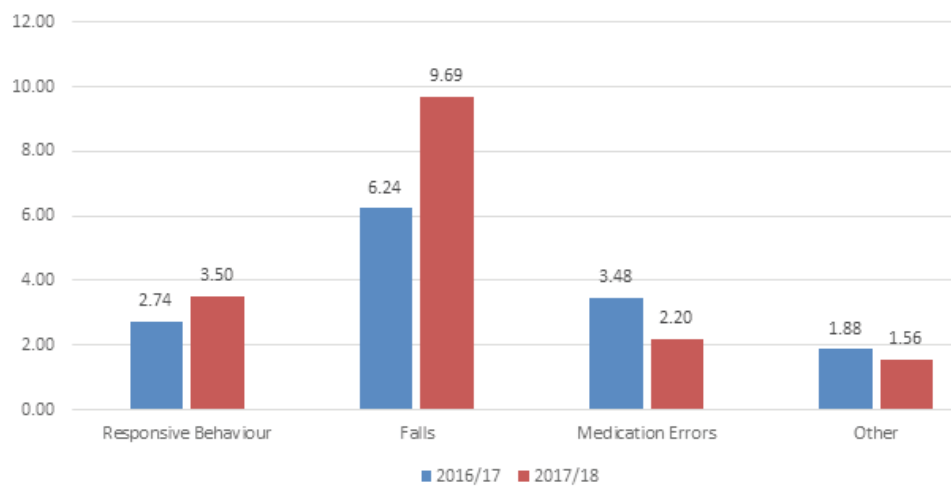
Highlights of our Progress:

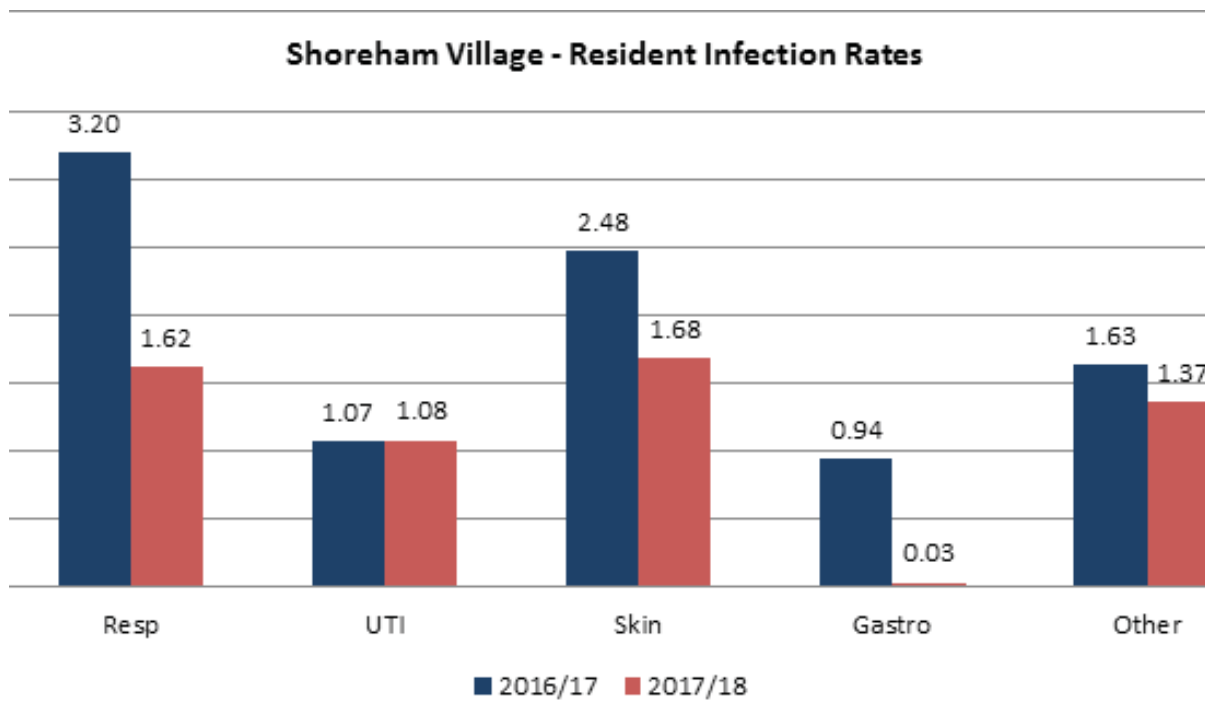
We have continued work to develop our scorecard so we can monitor our progress and performance in a number of key areas.

**Shoreham Village - Occupancy Rate
2016/17 vs 2017/18**



**Shoreham Village - Resident Incidents Rates
2016/17 vs 2017/18**





Processes to Manage and Mitigate Risk

Incident reporting, tracking and trend monitoring programs are in place and are included in our quarterly scorecard. A protocol is in place to ensure the Board is aware of emergent risk issues.

We have tested our emergency fan out staff recall protocol and have made adjustments to our emergency plans to respond to our findings.

We have preparations in place for disasters and emergencies and resident safety is monitored and improved on an ongoing basis.

Strategic Priority: Achieving Accreditation

Our Goal: Client Safety

Highlights of our Progress:

We have had two Protection of Persons in Care (PPCA) investigations that were deemed as founded. Corrective Action Plans have been developed, approved by DHW and implemented successfully.

We are beginning to explore changes to the Wander Guard System and these key initiatives are underway that will allow us to continuously improve our ability to respond to the safety needs of our residents:

- Electronic Health Record: Point Click Care will support standard practice in recording (account ability) for quality of care and multidisciplinary team communication.
- Person-centred care training for all staff
- Leadershift Program to formally engage multidisciplinary staff in problem solving to better serve our residents.
- Permanent Staff Model and providing education to these staff on the identified minimum education/competencies required to work on C Wing.
- Mandatory Education Program.
- Extensive investment in safety equipment.
- C- Wing Quality Improvement Plan.
- Enhanced security camera coverage of the facility.

Wound Care Update

We have a comprehensive wound care program in line with industry best practice. Shoreham's prevalence rate is 7.31% and we remain committed to our wound care program and education. We compare this to national benchmark data for Long Term Care which appears to be more than 10%.

Through our partnership with Northwood, we are able to utilize the expertise of wound care experts and provide extensive education to staff on wound prevention, wound healing practices and how to use advanced wound products.



Living at Shoreham





A leader in excellence and innovation in Long Term Care.

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