

REPORT
TO OUR
COMMUNITY
2019-2020

GROWTH THROUGH RELATIONSHIPS



BE AT HOME



RESIDENTS - FAMILIES - STAFF - VOLUNTEERS - COMMUNITY

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 within the period of April 1, 2019 to March 31, 2020 toward attaining our goals. This report does however highlight a number of other important items related to the community support we received in our work to protect our residents from Covid-19. 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 2019-2020

Alice Leverman, Chair
Patsy Brown, Vice-Chair
Nancy Timbrell-Muckle, Director
Elizabeth Finney, Director
John Frizzle, Director
Wayne Arnold, Director
Andrew Snyder, Director
Joe Green, 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
Chief Executive
Officer



Reinhard Jerabek
Chief Financial &
Operating Officer



Josie Ryan
Executive Director
Long Term Care

Managers:



Angela Cain
Resident Care



Gaye Ernst
Support Services



Kim Croft
Resident Care



Melissa Houghton
Nutrition Services



Niki Rodenhizer
Recreation and
Volunteer Services

Message from Alice Leverman, Chair of Shoreham Board of Directors:

On behalf of the Board of Directors, I am pleased to have the opportunity to share a few words.

The past three months have been an unprecedented time of significant challenges and difficult change for everyone associated with Shoreham Village.

To our residents and your families - we understand how tough it has been to adjust to the new daily routines and for you not to be able to be together during one of the most important times of your life. Thank you for your patience and your understanding, as staff have worked to find new and creative ways to keep you involved in life at Shoreham and for you to connect with your loved ones. Thank you also for your support for Shoreham staff who continue to work tirelessly to keep COVID-19 out of our building and to keep everyone safe and well cared for.



To all staff - during this stressful time, you have been strong, creative, brave, vigilant and unwavering in your commitment to ensuring the best possible care and support to residents/families -- and you have looked out for each other. To all of you, our sincere appreciation for all you have done and the courageous manner in which you have faced this time of COVID-19. We are very proud of you.

We have witnessed an overwhelming outpouring of support for our beloved Shoreham, from our volunteers, our local businesses and our community. To our Foundation - thank you for continuing to show how much you care by providing special treats and ongoing supports for residents/families and staff. We appreciate all that you do for Shoreham and we know we can always count on you to be there for us. To all our volunteers, community members and businesses who have sent treats, cards, messages of gratitude, hope and inspiration and to all those who have offered to help and lend expertise, please know how much this has meant to everyone during this difficult time.

I wish to acknowledge the continued leadership and support we receive from our Northwood partners. The Board is grateful for your competent leadership, positive direction and tireless support to Shoreham residents/families and staff. There is no doubt your continued presence has been pivotal in ensuring staff are equipped with the knowledge/skills and resources they need to continue to provide high quality, safe care every day. Despite the many challenges of your own at this time, you have never faltered in your support for Shoreham -- we are so grateful for our strong and collegial partnership and we appreciate all you do.

As Board Chair, I wish to also thank my fellow Board members for all of their hard work and dedication to improving the quality of life of the residents who call Shoreham Village home. This year we welcomed two new board members: Wayne Arnold and Andrew Snyder to the team.

The Board continues to advocate with government for a renovation/replacement of our current building. If there is a silver lining in this pandemic, it is that a light has been shone on the challenges in long term care in Nova Scotia and beyond. The Board is optimistic and hopeful that something positive for Shoreham will result from this difficult time and we will never give up until that happens. A sincere thank you to everyone - we are all in this together and it shows.

Lastly the Board of Directors would like to extend a thank you to John Frizzle, who has retired from the Board of Directors. John has been an instrumental member of the Board, advocating for the needs of our residents. John's dedication and commitment to Shoreham's Mission, Vision and Values has had a positive and lasting impact on the lives of our residents. Thank you John, your contribution is very much appreciated.

Stay safe and stay well,



Alice Leverman, Chair

Shoreham Village Senior Citizens Association Board of Directors

A Message from our CEO:

The 2019/20 fiscal year has marked many memorable moments and many achievements for Shoreham Village. The Board has established 2 strategic priorities for the organization. This Community Report provides you with some highlights of our achievements within this fiscal year, ending March 31, 2020.

1. Strategic Priority: Ready the organization to achieve accreditation. We continue to use the Accreditation Canada standards to guide us in our planning, service delivery and measuring our outcomes and benchmarking ourselves against others in our industry.

The key focus areas of these standards are:

- Creating and sustaining a caring culture
- Planning and designing services
- Allocating resources and building infrastructure
- Monitoring and improving quality and safety
- Client safety



A Message from our CEO:

Progress in each of these areas is highlighted throughout this report.

We have also experienced several very unique challenges this year. On Dec. 21, 2019, several of our key systems were impacted by a computer virus. We spent several weeks developing a work around as we gradually got our systems back on line. Then, early in the new year, we all began to hear reports of a global threat related to the Novel Coronavirus. In February, Public Health began sharing information with the health system and we enhanced our heightened respiratory surveillance which included testing, precautions/isolation and Personal Protective Equipment. As information was shared, we began to refine our Pandemic Plan to reflect the unique features of this virus in accordance with the Public Health information received. We communicated with families regarding the early information received and visitor restrictions were implemented. Then on March 12, we formally activated our pandemic plan. Shoreham's world and the world around us has changed dramatically since then. The Shoreham team with the tremendous support of our community, has responded to every challenge this virus has put in front of us. Our residents and families were faced with fear, concerns and questions – many of which, the answers were unknown. We so appreciate your patience, understanding and support through these challenging times. Our health care heroes continued to come to work despite their personal fears- their commitment to the residents and their care was unyielding. While we do not know when the pandemic will formally end or what the world will look like following the pandemic, we know that Shoreham's commitment to our values will continue without falter.

2. Strategic Priority: Facility Renewal:

We continue to make progress as highlighted throughout this report. This year we were thrilled to receive support from the Municipality and private donors to support us in the first phase of our main entrance project. The Department of Health and Wellness has provided us funding for a number of projects that are now in the planning stage:

- Exterior repairs
- Upgrades to resident rooms
- Upgrades to existing Nurse Call System
- A/D Wing kitchenette upgrades

The Pandemic has certainly shed some light on the risk that shared accommodations and limited living space presents with the potential spread of infection. We continue our efforts to work

with government to action our comprehensive renovation plan (which includes the addition of a new wing to introduce more private rooms and additional living space for our 89 residents) or replacement of our facility. We continue to advocate for additional funds to support the creation of a physical environment which allows our residents to Be At Home.

Thank you to our community for the tremendous support we receive with so many aspects of our work. This support ranges from our local students, our volunteers who work in our store or provide friendly visits to residents to the support we received from the Municipality and private donors to fund the first phase of our main entrance project. We have a very special community.

On behalf of the staff team at Shoreham, I want to thank the Foundation for their ongoing support--the contributions they have made to building improvements, social and recreational opportunities as well as some basic necessities of life. These contributions have changed the lives of our residents. Despite the cancellation of their annual golf tournament, the Foundation has committed funding for repairs to our C-Wing shower, a heat pump in the Dining Room and new stove, dishwasher and baking supplies for our Occupational Therapy Room -- Amazing!!

I also want to express my sincere gratitude for the support and unwavering commitment of the Shoreham Village Senior Citizens Association Board of Directors. They have an unwavering commitment to the quality of life of our residents. Their support through good times and challenging times is the wind beneath our wings!!!!

And of course none of this is possible without the amazing team that we have working on site and our Northwood partners who provide support. Your commitment to our residents continues to inspire me.

Thank you all so much!

A handwritten signature in cursive script, appearing to read "Janet", followed by a large, stylized flourish.

Janet Simm, CEO

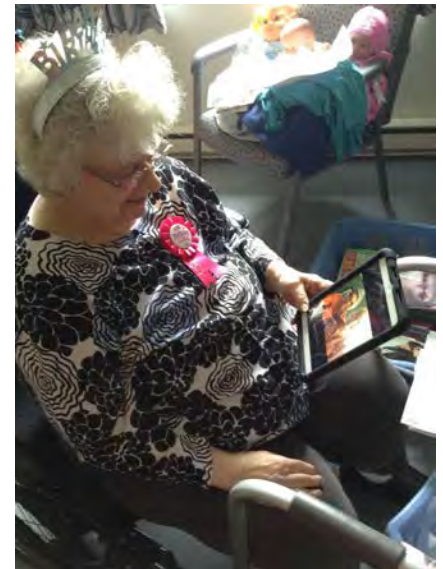
Responding to COVID-19

Shoreham has, to date, been fortunate to have kept COVID-19 out of the facility. Our focus has been on supporting our team and our resident's wellbeing during a very challenging time. We have received an outpouring of support from the community which we are so grateful for.

Highlights

Video Calls

Our Recreation Therapy team has been busy keeping residents active in the absence of family and friend visits to their home. Video chats have been organized thanks to the provision of tablets from the Department of Health and Wellness.



Foundation Fridays

An initiative implemented by the Shoreham Village Foundation and continues to be well received. Every Friday, the Foundation sponsors some treats for staff to enjoy.

Community Donated Cards

Cards for our residents have been delivered by the community. This good news story was picked up by CBC Nova Scotia and aired on May 13th.

Volunteer Support

We have had many of our volunteers reach out offering to help in any way they can. This outpouring of support has been much appreciated. Restrictions for visitors has meant significant changes to how we connect with one another. Connecting looks a little different as of late. We are using innovative ideas like YouTube videos, written letters and cards, and even good old fashioned telephone calls. Our volunteers continue to be an essential and valued part of the Shoreham team.

Meal Donations

Chester Subway donated sandwiches on May 15th to show their support for staff on all shifts!



Thank You

Cards for Shoreham Staff

Jane Wilkins, 92-year-young lady of Chester NS, took it upon herself during isolation to create 180 beautifully hand crafted cards to present to staff of Shoreham Village. Jane had a little helping hand from her 2 friends, Linda Townsend and Lesley Tanton.

Jane was a board member of Shoreham Village for many years and continued to be part of Shoreham through volunteering her time with Recreation programs, such as weekly Devotions. She also donated table décor each year, handcrafted and created with beautiful flowers from her personal flower beds she had proudly grown herself.

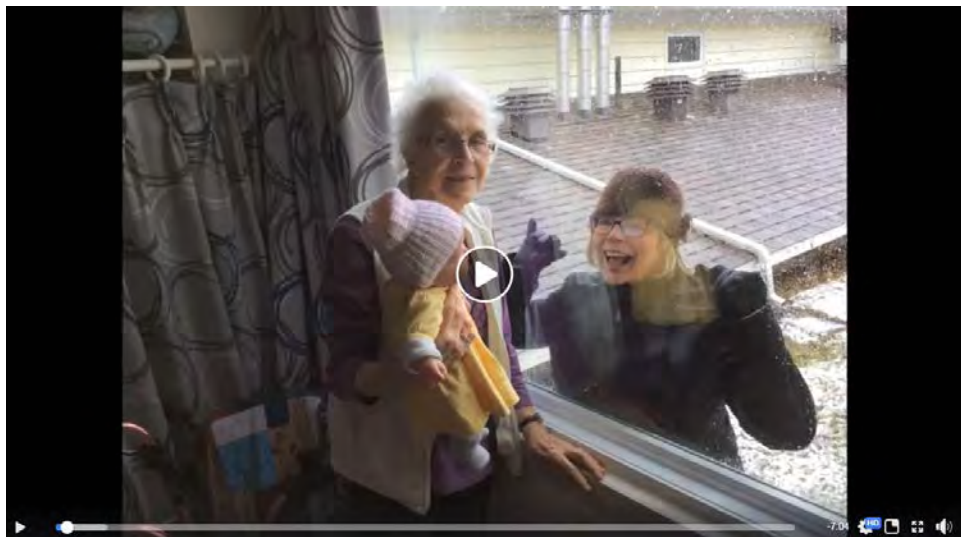
Click on the video below to open the link or visit <https://www.cbc.ca/player/play/1738057795920>



Video for Staff

A video was created using clips and messages from residents, families, and volunteers including members of our BOARD and the Shoreham Foundation.

Click on the video below to open the link or visit <http://https://www.facebook.com/shorehamvillage/videos/548298212780132/>



Strategic Priority: Facility Replacement/Renovation

Our Goal: Allocating resources and building infrastructure

Highlights of our Progress:

We have continued to work with government regarding the planning for our building renewal. We have provided a number of tours and presentations to highlight our infrastructure issues. In the meantime we continue to make progress.

Main Entrance Construction

The project to relocate the new main entrance was completed last September. The project included creating a larger vestibule, installation of telescopic doors, the addition of an exterior entrance canopy, installation of concrete for the main deck and walkway and a new reception area with upgrades to adjacent offices. The resident sign in/out sheet is now located at the new reception desk.

The new telescopic doors operate in sequence so one door opens and closes before the other opens. This is to prevent heat loss during the winter. These doors are locked from 8:30 pm to 7 am. There is an intercom system that is outside the new entrance should visitors and families be unable to enter the facility, due to a resident with a roam alert bracelet or after hours. If this should occur, please press call and this will call the RN's cell phone who will assist you in entering the facility.

We would like to thank the Municipality of Chester, the Shoreham Village Foundation and the private donor for their contributions toward this project, as this project would not be possible without their support.



Priority List

Other building improvements and equipment investments made this year:

- New front deck
- Kitchen exhaust replacement
- E Wing lounge repairs
- Dishwasher replacement
- D Wing waste pipe repairs
- 19 resident beds replaced
- Two new large screen TVs
- Resident room curtains

We have received funding and planning is underway for the following:

A) Department of Health and Wellness (DHW) funded projects:

- Exterior repairs
- Resident room upgrades
- A/D Wing kitchenette upgrade
- Nurse call system upgrade

B) Foundation funded projects:

- C Wing shower repairs
- Dining Room heat pump
- OT room upgrade - new stove, dishwasher and baking supplies

C) Other projects funded through operations:

- Telephone system upgrade
- New handrail for the main entrance
- Lock system for the building
- New labelling machine for the seamstress
- Installation of lock down buttons

We are planning to repeat our radon testing this year. It is recommended that these tests be performed during the period of November to March.

We continue to monitor our well and treatment system to ensure that we continue to produce adequate volume to meet the need as well as maintain water quality.

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.

Itacit

In addition to the education modules that we have been rolling out, March 1, 2020 marked the introduction of the messaging module. This tool allowed us to communicate broadly or with individuals in the organization. This is particularly important where some staff do not have e-mail. This will allow us to streamline communications and reduce our reliance on signs around the facility and the need for hand distributed memos.

Staff Recognition

On March 6, 2020 we hosted a staff appreciation day with cake and snacks for staff. We used our new messaging module to communicate a message of thanks to the team.

Long Service Awards

Our annual staff recognition event was postponed due to Covid-19. A new date will be announced when the plans for the event are solidified.

Nursing Services

35 Years – Melinda Walker
 35 Years – Barbara Corkum
 35 Years – Sherry Haley
 30 Years – Deborah Harlow
 30 Years – Marlene Hamm
 20 Years – Donna Robar
 20 Years – Renee Smith
 15 Years – Angela Lambert
 10 Years – Shannon Corkum
 10 Years – Margo Eisner

Food Services

25 Years – Christine Schnare (posthumous)

Support Services

30 Years – Gaye Ernst

Environmental Services

30 Years – Shari Richard

Volunteer Recognition

Pat Bates was nominated and approved by Council to represent the Municipality of Chester at the annual awards ceremony held in Halifax.

Strategic Priority: Achieving Accreditation

Our Goal: Planning and designing services

Highlights of our Progress:

InterRAI-LTCF

Government has announced funding for this project. Implementation Planning is underway. This tool will provide the health system with accurate data regarding the changing care needs of our resident population. This system interfaces directly with Point Click Care: the resident file tool that was implemented over one year ago.

Concerts in Care at Shoreham

Shoreham Village had the honor of welcoming Grammy and JUNO award winning singer Barbara Hannigan as part of Concerts in Care, a program which brings professional musicians into seniors' homes, long-term care and assisted living facilities. The concert held at Shoreham was the program's first time in Nova Scotia and was made possible by the Lunenburg Academy of Music Performance. We were delighted to have our renovated dining space to hold the event and to show off some of the upgrades around the facility.



Concerts in Care
BRINGING LIVE MUSIC TO SENIORS IN CARE

Strategic Priority: Achieving Accreditation

Our Goal: Monitoring and improving quality and safety

Highlights of our Progress:

Staffing Levels

As we continue to face issues with staffing Continuing Care Assistants (CCAs), we have continued to work with Northwood Health Services and other agencies to book staff where available. The Northwood Health Services team have been supporting the development of a Care Aide Training Program to develop a resource base in the community. We continue to explore recruitment internationally.

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 this year include:

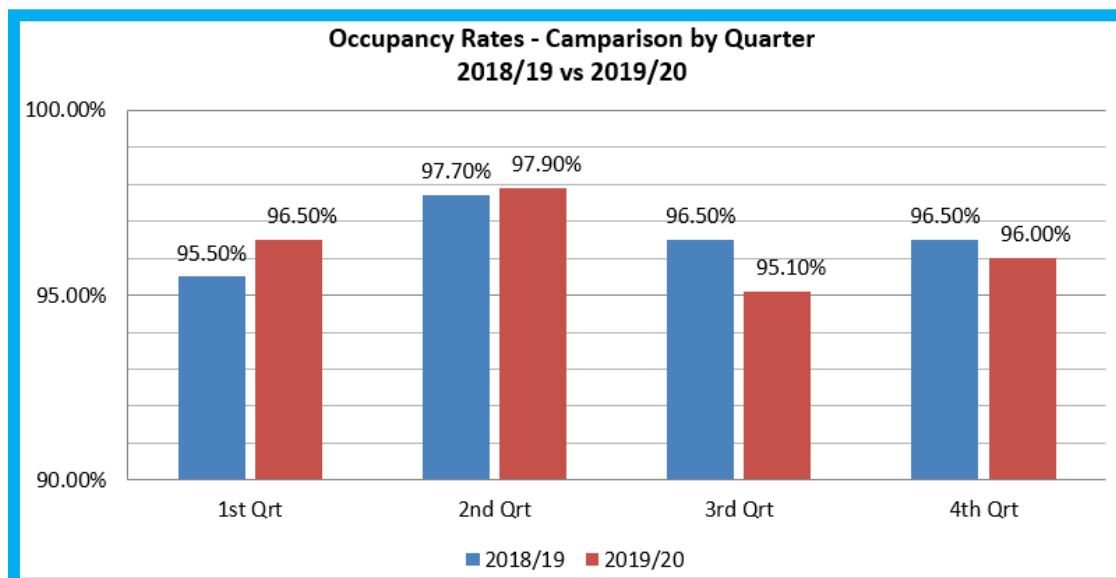
- Privacy lock initiative
- Staff Recognition event video
- Resident dining experience
- Wound care protocols
- Smoking hut protocols and safety
- Internal door closures process
- COVID-19 preparedness

Scorecard

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

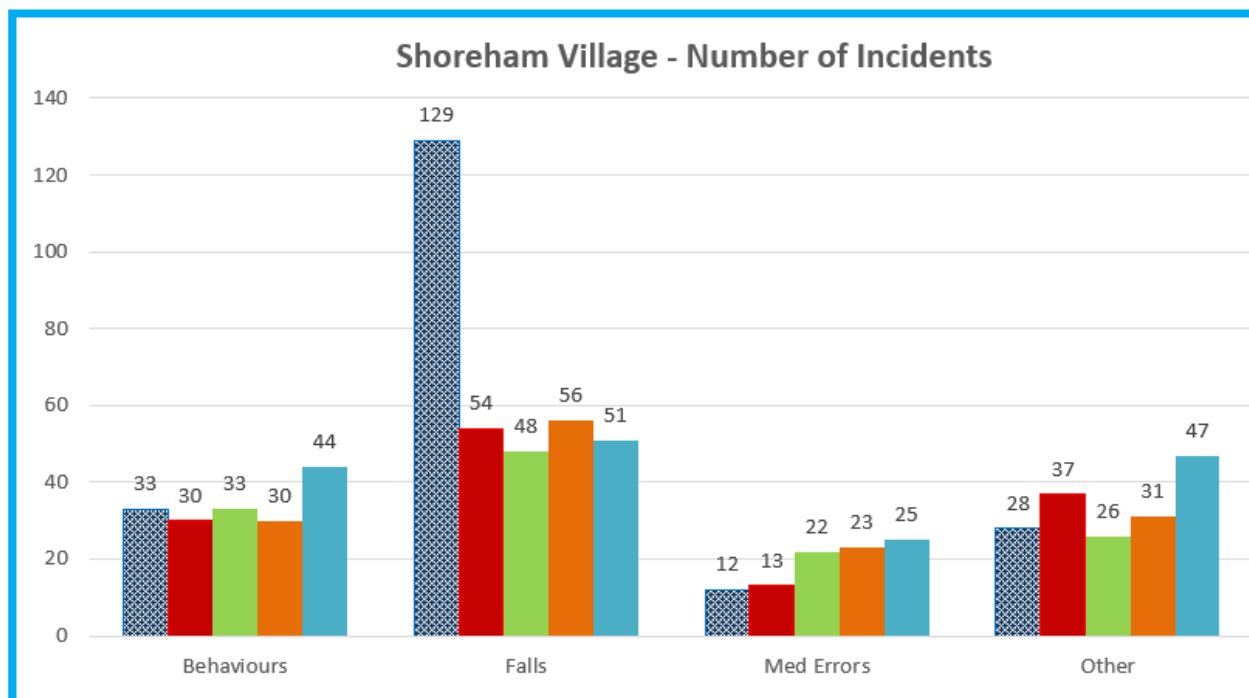
Occupancy Rates

The DHW target occupancy rate for budgeting is 99.2%. For Shoreham Village this equates to an average of .7% vacant beds per day. This quarter the occupancy rate was 95.94% (3.57% average vacant beds per day). The occupancy rate for respite has decreased over the past year.



Incident Rates

The number and rate of incidents has increased this quarter but decreased compared to Q4 of last year. There were 570 incidents this year compared to 721 in 2018/19, a 21% decrease in incidents. These improvements may be related to the new processes that have been established by our new primary physician and new Nurse Practitioner.



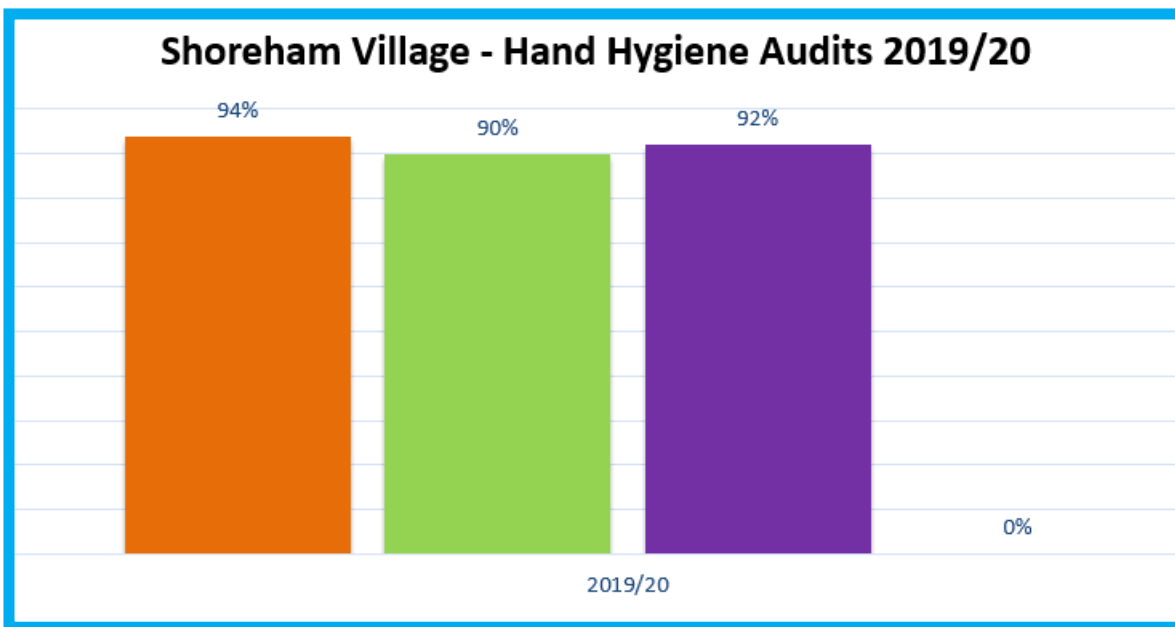
WCB Rates

Workers Compensation data is a reflection of the positive safety culture at Shoreham Village as well as an indication of a strong disability management process in place to support employees. In 2019 as compared with 2015, we have witnessed a 34% reduction in the total number of WCB claims and a 55% reduction in WCB claims resulting in time loss from work. The financial cost of claims has been reduced by nearly 92.4%. This success means that fewer employees are dealing with the human and financial cost of workplace injuries. In addition, financial savings can be applied to support resident and employee programs.

Shoreham Village – WCB Rates						
Injury Year	2015	2016	2017	2018	2019	2020 YTD
Total Claims (#)	15	14	12	10	10	2
Time loss Claims (#)	11	6	9	6	5	2
Total Claim Cost (\$)	190,602.83	20,130.27	33,360.12	20,877.28	19,912.99	7314.33
Cost- Time loss Claims (\$)	189,602.46	16,812.05	30,633.30	14,102.06	8,818.44	3380.98

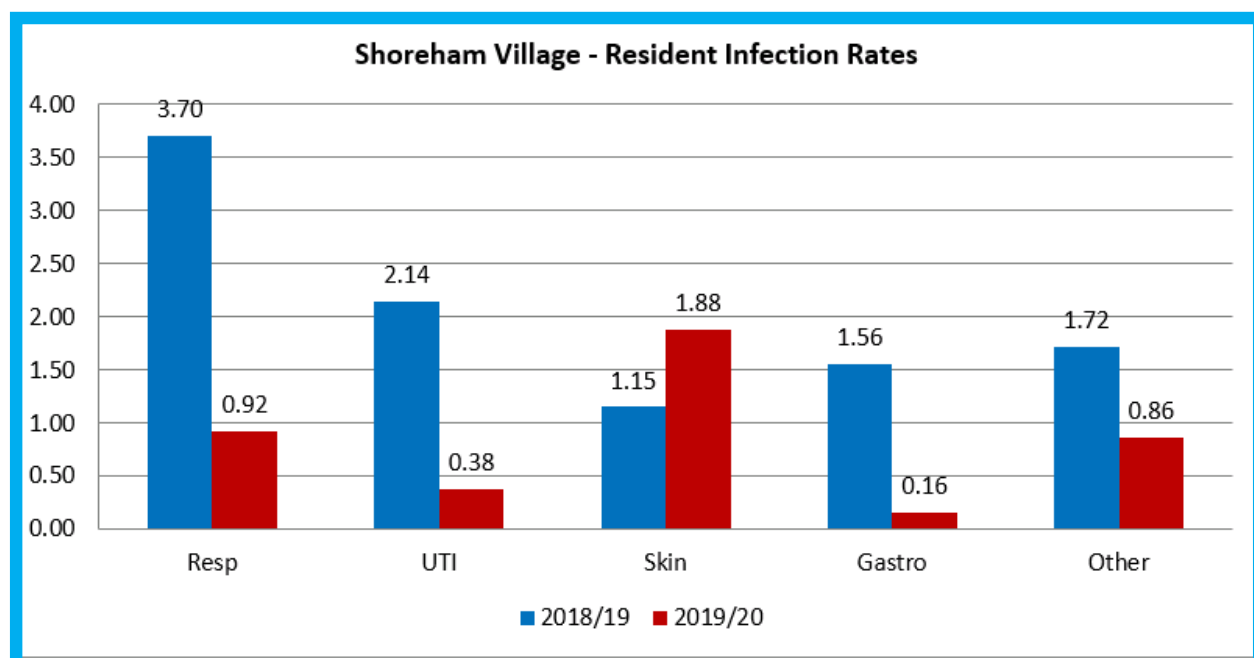
Hand Hygiene Rates

Compliance remained high over the first 3 quarters. The 4th quarter stats are unavailable related to data accessibility during the cyber incident. Hand hygiene before meal assistance scored under 80% over two quarters. This will be addressed at staff meetings and with additional auditing. Infection Control auditing will increase in 2020/21 to focus on Personal Protective Equipment (PPE) usage and basic infection control practices including cleaning and disinfection.



Infection Rates

The annual number of infections for 2019/20 was 132 which is a decrease from 322 in 2018/19. There were no outbreaks in 2019/20. The infections in the 4th quarter shows a decrease from the previous year related to the decrease in respiratory and gastrointestinal infections.



Strategic Priority: Achieving Accreditation

Our Goal: Client Safety

Highlights of our Progress:

Medical Coverage

There has been an organized advocacy campaign in the long term care sector regarding the growing challenge of accessing a physician. We continue to get positive feedback regarding the new primary care physician and Nurse PRACTITIONER model we have in place at Shoreham.

Water Testing

At Shoreham, we proactively test our water for bacteria on a monthly basis and on a yearly basis we test for metals. As per regulations set out by The Department of Environment, we are required to do water tests quarterly for bacteria and every 2 years for metals. We continue to be within all acceptable limits required by the province.

Thank You



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