

**Shoreham Village  
Board of Directors Meeting – Minutes  
September 16, 2020**

**Present (via zoom):** Alice Leverman, Patsy Brown, Nancy Timbrell-Muckle, Liz Finney, Joseph Green, Andrew Snyder, Janet Simm, Reinhard Jerabek, and Josie Ryan.

**Regrets:** Wayne Arnold

**1. Welcome and introductions**

The meeting was called to order at 3:05 pm.

**2. Approval of Agenda**

*Motion to approve agenda. Joseph Green and seconded by Patsy Brown. Motion Carried.*

**3. Approval of Minutes – June 17, 2020**

*Motion to approve minutes from the June 17, 2020 meeting. Nancy Timbrell-Muckle and seconded by Patsy Brown. Motion carried.*

**4. Finance Report**

**4.1 Financial Statements to July 31, 2020 (Attachment)**

- Cash is significantly higher than previous year. \$926,000 of DHW capital funding was received. \$33,000 of this funding has been spent.
- Significant differences between YTD balances. This is due to \$395,000 of DHW additional revenue received to pay retro owed to staff as per the CUPE Collective Agreement. This will be offset in expenses as funds are dispersed.  
\$178,000 of DHW funding was received to offset COVID-19 related expenses. Mostly covered pandemic staffing and PPE supplies. DHW originally required invoices to be submitted for reimbursement every 2 weeks, however they currently require invoices to be submitted every month.
- Staffing related to contract services will need to be evaluated more closely, as DHW are using more discretion when paying these invoices.
- Page 4 – Under “Expenses”, “Miscellaneous” – Expense related to hoodies given to staff in recognition of their dedication to our residents during COVID-19. Cost shared purchase with CUPE.
- We are in a good financial position. Comforting to know that Phase 1 of COVID-19 hasn’t had a negative affect on our finances.
- It was reminded that even though we need to be mindful of staffing resources being used, we must not reduce our resources too much, especially if there is a second wave of COVID-19.

**5. Business Arising**

**5.1 Follow up with Apartment Board**

- The Apartments have purchased a generator, so they no longer require our assistance as a “safe place” for tenants during a power outage.
- Contact has been made with the Apartments regarding the Well Water Agreement. The agreement will be reviewed and revised by the November meeting.

## 6. Chairs Report

### 6.1 Board Policies/Board Planning Cycle

- The Chair, Vice-Chair and CEO had a meeting and the following was discussed:
  - Dalhousie University/NSHA is prepared to do a research project regarding the Shoreham/Northwood partnership model.  
This model could be used to show other long term care facilities how this type of partnership can be beneficial. It will take a few months before this project gets started.  
As a result of this research, the Chair felt it would also be a good time to review the SV/NW partnership agreement, Board policies, and the Board/CEO responsibilities to ensure they are aligned.
  - It was felt that there should be a process to evaluate the partnership with Northwood and that establishing performance indicators would be necessary in order to do that.
  - It was proposed that we engage Mary Jane Hampton to review these documents to ensure they are all in alignment and to suggest indicators that could be used to ensure Board and CEO expectations are being met.
  - It was felt that the CEO's current reporting to the Board re Executive Expectations does not need to be done at every meeting as long as the CEO is being consistent and meeting requirements outlined in the following:
    - Shoreham/Northwood partnership agreement
    - Roles/Responsibilities of Board Policies
    - Board Orientation Manual

The CEO will circulate the notes from the meeting with the Chair, Vice-Chair and CEO.

- The Chair noted that no changes will be made to our current reporting until there is something to present and it is approved by the Board.
- It was noted that we have had the partnership with NW for a number of years and have confidence in the NW team and the partnership. Things are going well and trust has been established. The CEO's time is very valuable and it makes sense to have her focused on the really important issues.
- The Board was in support of pursuing this review and discussion with Mary Jane Hampton.
- The Chair plans to have something to present at the November Board Meeting.
  
- The Board Orientation Manual will be reviewed and members will be provided with the latest version.
- In the spring we plan to review the strategic plan.

## 7. CEO Report (Attachment)

### 7.1 Q 1 Scorecard Q & A (Attached)

- There was a significant reduction in falls and infections as there was decreased movement/interaction among residents. Due to COVID-19, residents had to remain on their wing and were not able to interact with residents from other wings.
- Occupancy rate is down as admissions are not currently being accepted.
- PPE use and resident interactions have impacted the Scorecard.

- The scorecard does not show the emotional/psychological affects that the pandemic has had on our residents.
- There has been good feedback from families and lots of resident visits have been occurring. Time slots for families are still available, so we are not turning any families away for visits.
- We are working on establishing designated care givers. Some families don't want their loved ones to have any external contact and some families are fine with this. So in order to allow a designated care giver visit a resident in a shared room, families of both residents must consent. We need to ensure that we are within the DHW directives.
- Long Term Care assistants are a great asset to our home. As per DHW directives, volunteers are not allowed at this time. LTC assistants have been helping to feed residents. DHW gave us one FTE for LTC assistants which gives us an extra 4-5 staff per day. Some residents are using over bed tables for meals – without the LTC assistants we wouldn't be able to do this. DHW extended funding for another month.
- Residents have designated days where they come off the wing to eat in the dining room.
- Families are able to take residents to medical appointments.
- When COVID-19 was community spread residents had to remain on their wing and were not able to interact with residents from other wings. Since the virus is no longer community spread, residents are now able to leave the wing if they are wearing a mask. Residents are being diligent with mask use which is great to see.
- Medication errors are up this quarter. 25% of these errors are pharmacy errors mostly due to cycle refill dates. Cycle fills are being done every 2 weeks due to COVID-19. Staff have to manually label medication until the new medication arrives. Pharmacy errors rarely make it to residents.
- Most errors were on C & E. It was asked if the errors had anything to do with responsive behaviours on C & E. Josie noted that a correlation was not discovered, however she will review and inform the Board of any findings.
- No medication errors resulted in resident injury. It was asked if we look at the effects on the residents due to missed dosage. Josie will look into this.
- As a preventative measure due to COVID-19, resident medications were reviewed and we have reduced the number of medications for our residents. This a very positive.
- Currently have 82 residents and are not accepting admissions at this time. Our occupancy rate is currently way down. There will be a review of mortality rates in the future.
- The CEO noted that 2<sup>nd</sup> wave preparations have changed since she prepared her September report. PPE stock pile is being stored on site. Some equipment in the staff gym has been moved to allow storage. Dietary will not be using only paper products during an outbreak. The dishwasher kills COVID-19 so we will be looking at a process that will allow us to continue using dishware.
- Palliative Care and Respite room are being used during COVID-19.
- PPE carts and medication cabinets are the first priority.
- Exterior repairs – Plan to begin in the next 2 weeks.
- Upgrade to resident rooms – The CEO received a letter from DHW today, noting that our request to hold rooms in order to complete resident room upgrades has been denied. We will have to go with our initial plan which will take more time and money.
- Staffing levels are very good.
- Long Service Awards – No event will be held this year. All recognition will be done virtually. Posters will be displayed recognizing the long service recipients, recognition in the newsletter and gifts will be handed out. A memorial gift will be sent to Christine Schnare's family.
- Electronic Medication Administration Record for Point Click Care is underway. This will help address medication errors.
- Water capacity issue – Technician evaluated, but did not provide a preliminary evaluation. Gaye Ernst will be reaching out to the company that did the installation of the wells. SV is now attached to the water alarm system at the apartments.

**8. Questions/Comments**

- Cox & Palmer letter – DHW implemented coverage as a temporary solution to help families be able to visit their loved ones. Some risk and liability remains, so more work needs to be done to ensure we are properly protected. We hope government will implement permanent leisure or an order covering long term care facilities.
- Our current insurance policy expires April 2021.

**9. Next Meeting: November 18, 2020**

**10. In Camera**

Nil

**11. Adjournment**

*Motion to adjourn at 4:30 pm. Nancy Timbrell-Muckle*

*Recording Secretary,*

*Tammy Leopold  
Business Office Assistant*