

# REPORT TO OUR COMMUNITY

2020-2021



*Be at home!*



# Our Vision, Mission & Values

Everyday our staff, volunteers and family members work together to deliver our mission, vision and values.

## OUR VISION

To be 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 THE REPORT

This Community Report is intended to provide highlights of our achievements within the period of April 1, 2020 to March 31, 2021 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

# LEADERSHIP

## Board of Directors

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

## Members of the Board 2020-2021

Alice Leverman, Chair  
Patsy Brown, Vice-Chair  
Nancy Timbrell-Muckle, Director

Elizabeth Finney, Director  
Andrew Snyder, Director  
Joe Green, Director

*We would like to welcome our newest board member.*

## MANAGEMENT TEAM

Our success is based on the contributions of all of 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 of  
Long-term  
Care

*All the best to  
Josie in her  
retirement in  
June, 2021.*



**Jennifer  
Tucker**  
Director of  
Long-term  
Care

### MANAGERS



**Gaye Ernst**  
Support  
Services



**Kim Croft**  
Resident Care



**Niki  
Rodenhizer**  
Manager of  
Recreation &  
Volunteer  
Services



**Melissa  
Houghton**  
Nutrition  
Services

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



Over the last two years, Shoreham Village has had many challenges and accomplishments and I am pleased to report that the Board of Directors continues to deliver its mandate in an efficient, effective, and professional manner.

Along with our residents, their family and friends, staff, community, our Foundation, our community partners, Nova Scotia Health, Department of Health and Wellness, and all health care providers, we faced the biggest challenge of a generation with the COVID-19 pandemic. Over the past year, it has been shown that in order to deliver our mandate in a high quality and safe manner, we depend on and need each other's support.

We could not be more grateful and proud of the patience of our residents and their families/friends as they faced significant limitations daily; of the long hours, teamwork, resilience and high-quality care and compassion shown by our staff; of our very supportive personal relationship and partnership with Northwood that ensured our staff had the knowledge, tools, and support to face each day with confidence and the incredible support of our Foundation and community who brought gifts, treats, and messages of gratitude to the staff. With the help of so many, this past year has shown us to be "Shoreham Village -Proud and Strong"

We have made excellent progress this past year on the Board's current strategic priorities:

- 1) Achieving Accreditation by 2023
- 2) Facility Renewal

There is detailed and very positive information regarding the progress on our priorities further along in this Report To Our Community. The Board will undertake a review of its current priorities in the coming year and adjust as deemed necessary.

We are fortunate to have a wide range of backgrounds and skills on our Board and I wish to thank each Director for their guidance and support over the past year. As we say goodbye to Wayne Arnold, we thank him for his contribution to the Board and wish him well in his future endeavours. We look forward to welcoming potential new Directors to our upcoming AGM.

In closing, I wish to extend appreciation to our Board Administrator, Tammy Leopold, for her dedication and support to the Board.

To our CEO Janet Simm (and the entire NW and SV management team) a sincere thank you for your relentless commitment to the Board, to Shoreham, to our residents and staff. Your quiet determination and advocacy, your outstanding work on behalf of Shoreham and your professional, thorough and reassuring leadership are an inspiration. It is truly a pleasure to work with you.

We look forward to 2021-22 with confidence, optimism, and hope that a better year is ahead for us all.

Thank you for the privilege of serving as Board Chair.

Respectfully  
Alice Leverman  
Chair, Board of Directors

## Message from Janet Simm, our CEO



With its global impact, COVID-19 has had a devastating effect on all of us.

The Shoreham Village Team, with the tremendous support of our community and the entire health system, has responded to every challenge this virus has put in front of us, despite their own personal fears and challenges that the pandemic created. Our team who continued to come to work despite these fears and challenges are truly heroes. Our teams have been so creative in looking at ways to support residents while working within the Public Health orders. Our residents and their families were faced with fear, concerns, and questions – many of which, the answers were unknown. We also appreciate the incredible support our community offered to the Shoreham family.

As Shoreham Village and our community start to heal, we are mindful that the pandemic is not over. We will continue to fight, with the same vigilance as we have throughout waves one and two. We will never let our guard down. COVID-19 vaccines have proven to be the best strategy to ending this pandemic. As more of the community is vaccinated, the closer we are to our new normal. We continue to help educate staff, our clients, and the general public on the importance of getting vaccinated.

Despite the global pandemic, this report outlines the progress that the team has made “To provide a high-quality living experience for those who call Shoreham home”. As noted, the Board has established 2 strategic priorities.

Our first priority is our Facility renovation. The long-awaited approval to proceed with our building renovation occurred in January 2021. Since then we have initiated the planning of our renovation to meet the May 2020 Facility Design Standards.

We have also progressed in our goal of achieving accreditation. We have initiated discussions with Accreditation Canada and have a tentative target for our first survey for winter 2023.

We do not know when the pandemic will formally end or what the world will look like following the pandemic, we know that Shoreham Village's commitment to our values and our vision for the future will not waiver. We will continue to work toward achieving this vision and our strategic directions.

Thank you for your support.

Janet Simm  
President, and CEO



## COVID-19 UPDATE

Throughout the COVID-19 pandemic, our team has focused on supporting our resident's well-being during a very challenging time. We have received an outpouring of support from the community throughout all of the COVID waves.

We have been very fortunate to keep COVID out of our facility completely during the first two waves.

Unfortunately with the third wave, Nova Scotia saw a large number of COVID-19 cases and community spread. A member of a staffing agency who worked at Shoreham for one shift on April 24th was confirmed positive for COVID-19.

Contact tracing and testing were started immediately. Due to the swift action of the amazing Shoreham team and with help from Public Health, no other cases were found. All residents and staff were tested with negative results. As of June 14, we were free of any COVID cases.

We continue to offer voluntary asymptomatic swabbing clinics. Residents are vaccinated and the number of staff vaccinated continues to grow. We will monitor the situation in the community and as cases decrease we will reassess the ability to further ease restrictions and enable residents to have more time off their wing, based on Public Health guidelines. We thank the staff and Designated Caregivers for their amazing work to keep residents safe!

We thank the community for all of your support during these challenging times. The following are a few highlights of support.





## HIGHLIGHTS OF SUPPORT



The Recreation Therapy team has been busy keeping the Video Call program running smoothly. Since the first wave of the pandemic we have been offering video calls so residents could stay in contact with family during heightened restrictions. When the lockdown was announced by the province in April of 2020, demands for video calls increased. We are still able to keep up with the demand so every resident is able to talk to their loved ones during this difficult time. We are so thankful for the tablets that were provided to us by the Department of Health and Wellness. This program is so important for the mental health of our residents.



Thanks to Brenda at Windbound Farm, our residents were able to see chickens being born! From seeing the eggs in the incubator to watching them hatch and turning into fuzzy little babies, this process has brought the residents and staff here at Shoreham nothing but smiles and joy. After the long year, we have all had, this was the bright, yellow, fuzzy light that we all needed. We would like to thank Brenda so much for this opportunity.



Shoreham received more support from a familiar face. Jane Wilkins who had created and donated beautiful handmade cards to Shoreham during the first wave of the pandemic was at it again during the second wave of COVID. Jane donated another batch of cards in addition to a family member who had also crafted thank you cards for staff. Jane even donated an Easter treat for staff during the Easter weekend. Her support is very much appreciated by all Shoreham staff and residents.

## HIGHLIGHTS OF SUPPORT

Unique new ways to help support the mental wellbeing of our residents when in a lockdown and isolated from family are so important.

We were happy to see some local volunteers take some time to come to Shoreham and give our residents a window serenade. It was so much fun, and they loved every minute of it.



As many can attest, coffee and treats can help get you through the day.

Thanks to Tim Horton's for donating coffee and donuts to the Shoreham staff in May during an extremely busy week of COVID testing.



## AMAZING TECHNOLOGY



**This amazing technology takes residents under the sea, cloud gazing, or even virtual shopping.**

Shoreham has been given a wonderful opportunity from the United Way of Lunenburg. We have been granted \$500.00 to purchase and provide a virtual reality program using an Oculus Quest 2 Virtual Reality Set.

During the current Covid-19 pandemic, being able to experience the “normal” joys of life has been challenging. Bringing a virtual connection to our seniors would bring a new experience of being able to see and do things we may not have done in our lives otherwise.

Virtual Reality provides a variety of benefits for residents; the number one is providing a sense of independence and autonomy. Residents would have the ability to select where they would like to go and be able to move and do activities they may not be able to do on their own normally.

There are a variety of positive outcomes that may be possible; each one being very individual. We research and ensure that persons participating in this program are successful and will have positive experiences and outcomes from the program. We are very excited about this opportunity that will continue beyond the pandemic.



## HIGHLIGHTS OF SUPPORT

During the winter of 2020 two original members of the band, April Wine took some time to work with other musicians, children, and residents of Shoreham Village to produce this uplifting music video and song, "Things get better." The idea stemmed from youth interviewing residents of Shoreham Village and other seniors in the community of Chester, NS. The interviews inspired the music video. It was supposed to be videotaped at Shoreham Village but that couldn't happen because of the pandemic restrictions. As we have seen over and over, people persevered. Despite the obstacles, everyone involved found a way to make it happen.

Through the hard work of everyone involved the song and music video was completed and shared with the world through social media. The process and the finished product helped so many seniors cope with the very difficult restrictions. We hope that when other seniors are feeling down they can watch this music video to brighten their spirits.



[WATCH VIDEO](#)

## FACILITY RENOVATION PROJECTS

Our goal has always been to continue to improve Shoreham Village so our residents can continue to have a wonderful quality of life. We have been working hard to improving many aspects of Shoreham.

In January, we were excited to hear an announcement from the Government of Nova Scotia that seven LTC homes in Nova Scotia will receive immediate support. We have been working with government and our Renovation Project Team to complete the plan for our renovation. The future is bright for Shoreham Village.

While we are planning this renovation, we continue with our building improvements.



### EXTERIOR PROJECT

This project started in the late fall of 2020 and now that the weather has improved the final painting has been completed. This project included the replacement of fifteen windows, installation of a rain gutter, repairs to shingles, where needed, new corner boards and soffit, and painting. We have received lots of positive feedback on this project as it has given the building a much-needed facelift.

### CEILING LIFT INSTALLATION - C WING

This project will include the installation of new tracks and lifts in two semi-private rooms and one private room on C Wing. This project has not commenced and will be rescheduled once restrictions are lifted to allow contractors in the facility again.

## STRATEGIC PRIORITY: FACILITY RENEWAL

### Upgrade to Nurse Call System

In July of 2020, the nurse call system was upgraded with a new console and equipment. This system was originally installed in 2011 and required upgrades to ensure that this system is reliable for communication between residents and staff.

### Replacement of A, B, D Wing Kitchenettes

This project was completed the week of March 15th and includes new cabinets, installation of new plumbing, and two sinks in each area, along with a workstation for staff.



### Sump Pumps Replacement

In September of 2019, a flood occurred in the basement of Shoreham. As a result, it was identified that the sump pumps required replacement.

The sump pumps as well as the exterior discharge line were replaced in the Fall of 2020.

### Waste Line Investigation

A contractor was engaged to camera and clean the waste lines throughout the facility. The laundry room sump pumps were replaced on March 22nd, 2021.

### Resident Room Improvements

As indicated in the Spring Newsletter, this project went out to tender on February 25, 2020. This project was delayed by the restrictions placed on us during the pandemic. We expect this project will commence in the coming weeks once we complete some investigation work on the waste lines located throughout the facility.

Funding for these projects has been provided by the Department of Health and Wellness. Thank you for your continued support. As well, the Department of Health and Wellness has provided financial support to purchase some additional small equipment including two new auto scrubbers, steam cleaner, two large wet vacuums, soiled laundry carts with foot pedals, an additional housekeeping cart, and portable equipment used to complete residents' assessments including blood pressure temperature, and oxygen levels. Locked cabinets for medication storage, which have been installed in residents' rooms. As well, privacy curtains, however, due to the current pandemic installation has been rescheduled to June 2021.

WELLS & TREATMENT SYSTEM

In conjunction with the renewal plan for the facility, we have engaged a Hydrogeologist to complete extensive testing and come up with recommendations to ensure that the wells and treatment system will continue to meet the demands of the facility.



THANK YOU TO OUR SHOREHAM VILLAGE FOUNDATION

Shoreham has also been fortunate to receive some much-needed appliances for the OT room. The Foundation has provided funds to purchase a fridge which has been ordered for the OT Room and will arrive soon.

Our wonderful Foundation has also provided funding for a new heat pump, stove, and dishwasher. The heat pump was installed in the main dining room in July 2020 and the appliances were installed in the OT Room in October of 2020.



## STRATEGIC PRIORITY: ACHIEVING ACCREDITATION

### OUR GOAL: Monitoring and improving quality and safety

2020-2021 was a year of resilience and adaptation. Shoreham supported the residents and their families through the uncertainty of changing LTC Guidelines and Public Health directives related to the COVID Pandemic. Shoreham implemented required protocols to keep staff and residents safe while continuing to provide a high standard of quality care as evidenced by our quality indicators.

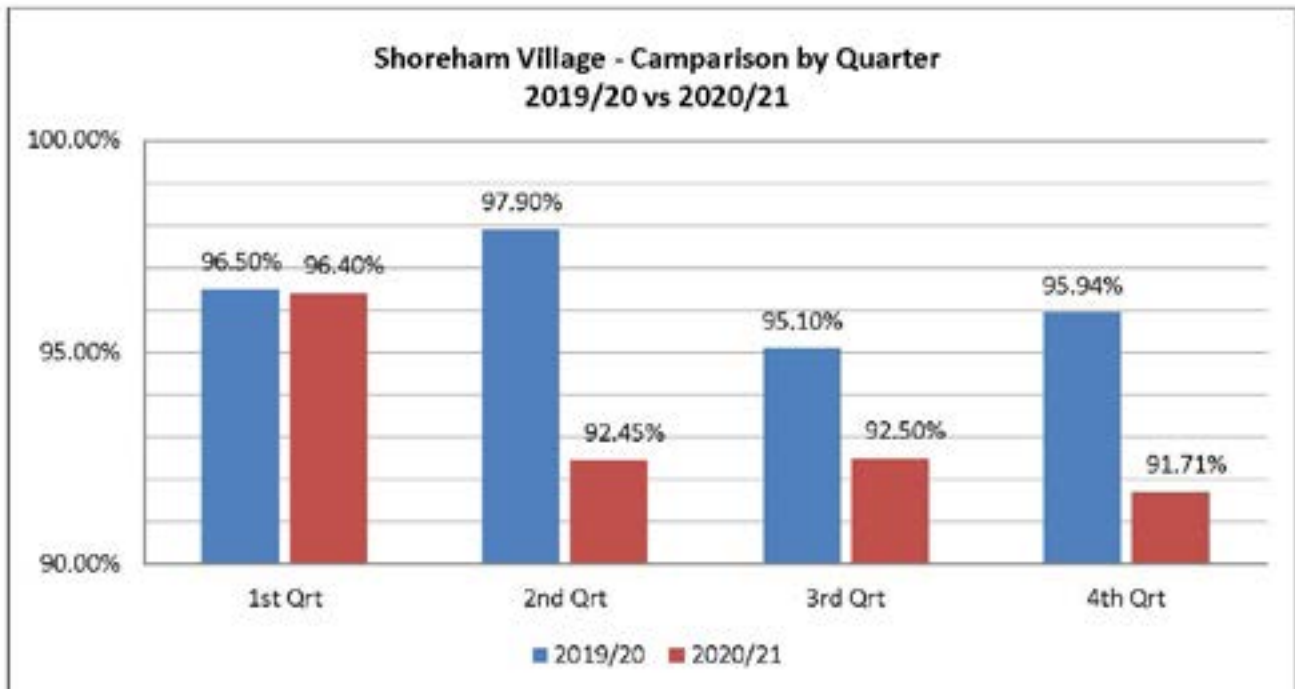
## SCORECARD

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.

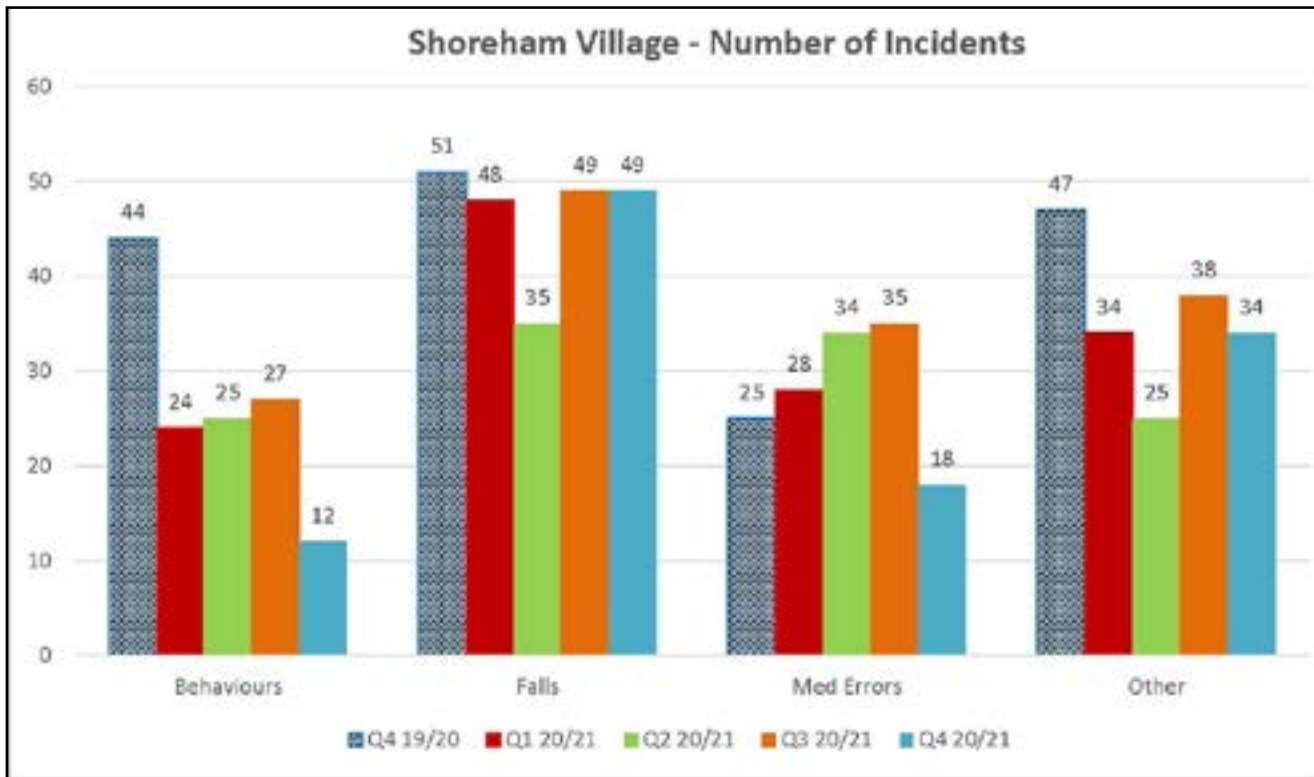
The annual occupancy rate was 93.27% for 2020/21. This 4th quarter the occupancy rate was 91.71% (7.38 average vacant beds per day). The rate is lower than the 3rd quarter of 2020/21 and significantly lower compared to the same period of 2019/20 which was 95.94%. This is related to the need to hold vacancies to allow internal movement capacity for outbreak/COVID isolation and treatment in addition to a noted delay in receiving applicants from the placement office of Continuing Care.



**Incident Rates**

Overall our annual trend of incidents continues to show improvement over past years. There were 515 incidents in 2020/21 compared to 570 incidents in 2019/20 and 721 in 2018/19.

Quarterly, the number (113) and rate of incidents have decreased over the last quarter (149) and decreased over the same period of last year (167). The number of incidents per wing were: A – 36, B – 23, C – 33, D – 5, and E – 16.



**Medication Errors**

Medication errors have decreased significantly this quarter and when compared to the same period of last year. The implementation of PCC EMar has been key in the success supporting improved practices.

Missed doses account for 11% (31% last quarter). Transcription errors were 72% (22% last quarter) however 39% were directly related to learning the new process around biannual medication reviews between Lawtons and Shoreham. Shoreham and Lawtons worked together to problem solve the transcription error issues during the quarter, provided additional education to both teams and are no longer experiencing the same rate of transcription errors. 44% (8) of all errors occurred on B wing.

All errors are reviewed with staff involved in the errors. There were no errors resulting in injury to residents.

## SCORECARD

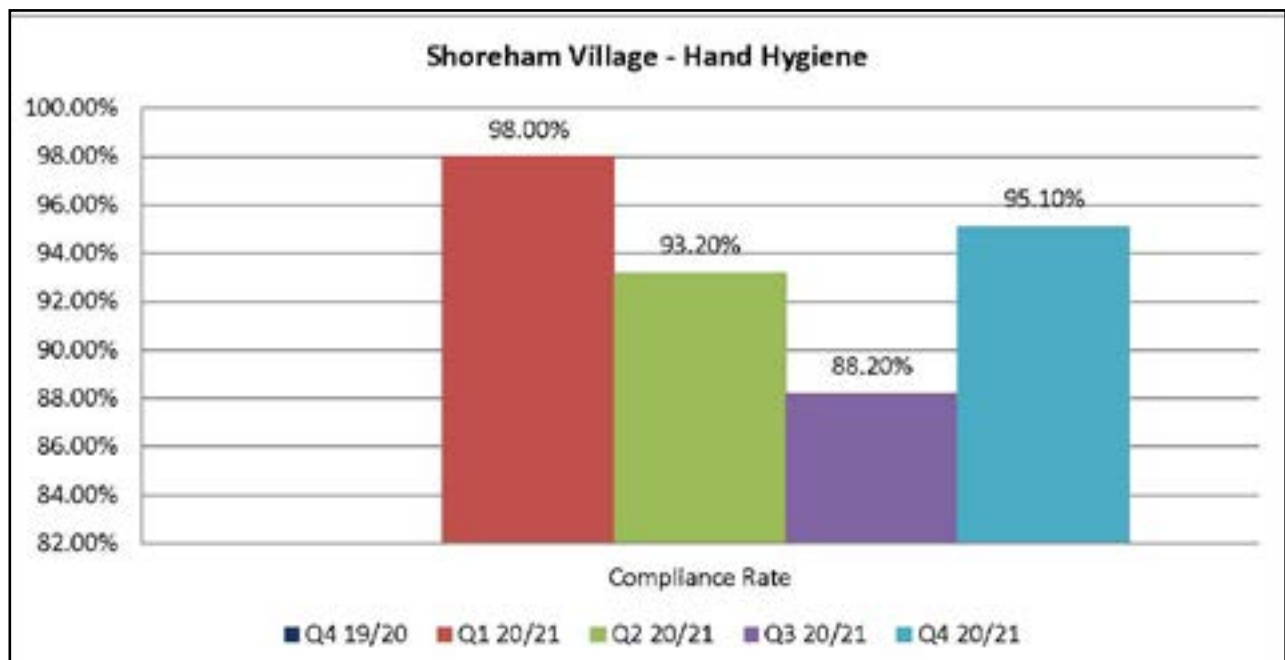
### Resident Infection Report - Q4 Jan - Mar 2020/21

Total # of Infections Per Quarter	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Respiratory	6	5	3	4	3
Urinary Tract	2	5	10	2	5
Skin	12	10	10	2	8
Gastrointestinal	4	0	1	0	0
Other	10	2	2	6	1
<b>Total</b>	<b>34</b>	<b>22</b>	<b>26</b>	<b>14</b>	<b>17</b>

### Hand Hygiene

Compliance increased for opportunities met from last quarter (88.20%) and the amount of auditing significantly increased from 372 observation opportunities to 475. There is a mandatory education module for all staff to complete annually. Areas scoring under 80% are identified for improvement. Infection Prevention and Control Education is being offered to staff.

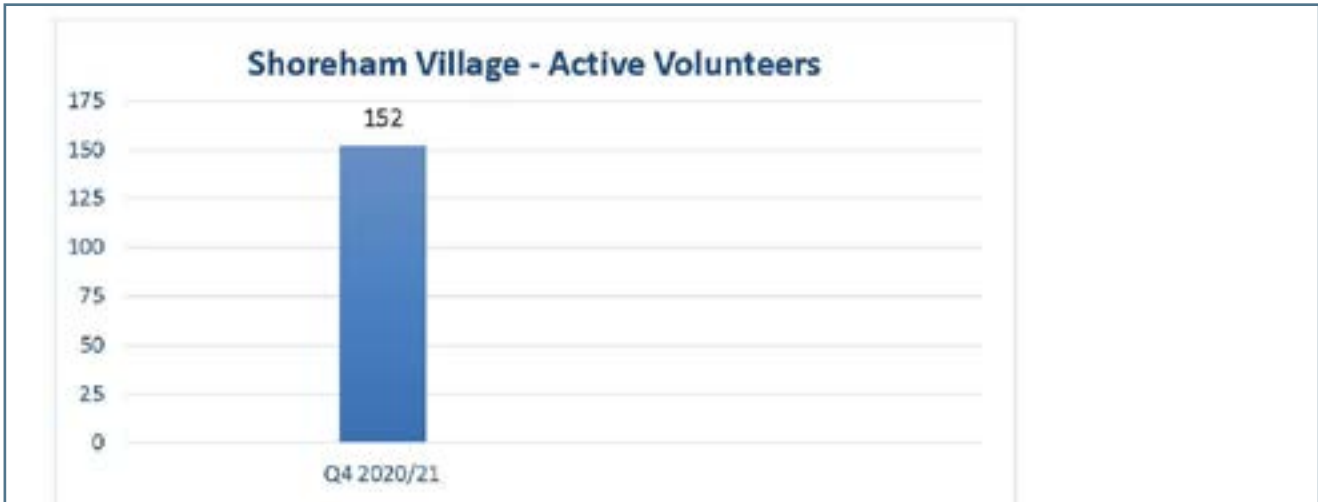
Note: Unfortunately, due to the cyber incident in December of 2019, we did not have comparable data from the previous year's 4th quarter.



**Volunteers**

Covid-19 has put a hold on recruiting volunteers at this time. Shoreham continues to maintain communications and updates regarding all activities to preserve connection with the volunteers until such a time that provincial restrictions permit essential and all volunteers to resume.

Our goal is to have a steady or growing volunteer base.



**VACCINATION UPDATE - MAY 20, 2021**

The COVID-19 vaccine is the best tool we have to keep our residents and staff safe. We are currently at 104 total staff vaccinated. We have another 7 on the list with booked appointments to receive their vaccination through the community clinic. As of May 31, we are at over 70% of staff vaccinated. When we have confirmation that the other 7 staff have received their vaccine, we will have a total of 111 vaccinated staff which will put us at 83% total staff vaccinated. we continue to support staff to become vaccinated and have implemented an incentive program.

As for the resident population, we remain at over 95%. We had several residents who refused vaccination.





Swing for  
**Shoreham**  
Golf Tournament



It is with great excitement that we announce that the Swing for Shoreham Golf Tournament will proceed this year.

Imagine for a minute those in our community who have truly never left home over the past year.

The extraordinary staff at Shoreham Village have gone above and beyond to help our residents feel connected, entertained, active, and healthy during these trying times. Now it's time for those of us who can, to get out, reconnect with each other and do what we can to support the diligence of our staff and celebrate their commitment to our residents. They need our help now in many ways. This year the participants will be helping us raise funds to support our project to upgrade resident rooms by purchasing new furniture.

We thank the Foundation for all of their support and thank all of the Tournament participants/donors for helping improve the living spaces for those who call Shoreham home.

We hope that this years tournament is a great success.



## CELEBRATIONS

Despite COVID we continued to celebrate milestones and important events.  
**CONGRATULATIONS!**



**Ruby celebrated 98 years!**



**Peggy and Charlie celebrated 69 years of marriage.**

An amazing act of community support was delivered to Shoreham over the Holidays. We cannot thank the Santa's For South Shore Seniors group enough for their generous donation of Christmas gifts to our deserving residents. We are lucky to live in such an amazing community.





*Be at home!*

  
**Shoreham**  
VILLAGE



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