

REPORT TO OUR COMMUNITY

2021-2022



LEADERSHIP

Board of Directors

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

Members of the Board 2021-2022

Alice Leverman, Chair
Patsy Brown, Vice-Chair
Brian Webb

Elizabeth Finney
Andrew Snyder
Joe Green

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 vision, mission, and values.

CORPORATE LEADERSHIP



Janet Simm
Chief Executive
Officer



**Reinhard
Jerabek**
Chief Financial
& Operating
Officer



**Brandon
Meisner**
Corporate
Director,
Infrastructure
Services



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



**Caroline
Campbell**
Corporate
Director,
People Services

MANAGERS



Gaye Ernst
Support
Services



Kim Croft
Resident Care



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



**Danyka
Devost**
Nursing
Services



**Melissa
Houghton**
Nutrition
Services



**Anita
Wilwand**
Staffing and
Care Support

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



A year ago, in my message for the 2020-21 Annual Report, I wrote these words -

‘We faced the biggest challenge of a generation with the Covid-19 pandemic’ --and---
“we look forward to 2021-22 with confidence, optimism, and hope that a better year is ahead for us all.”

While we were wishful in our thinking that things would be different in 2021-22, the truth is that 2021-22 felt like a continuation of 2020-21. We faced many of the same challenges with the pandemic as in the previous year and faced some new ones as well. With our Northwood friends working alongside and supporting our amazing team at Shoreham, we were able to adapt and respond to whatever circumstances came our way. It was no small task, and we are grateful for all the hard work of everyone involved.

The Board renewed its strategic plan this past year and defined seven (7) areas of priority for the next five (5) years --focusing on People, Places, and Performance. Work on most of the priorities has already begun, and you will read about some of our successes to date in this year’s annual report. The full plan is available on our website, where you will also find progress updates in the months ahead.

Annual reports tend to be more retrospective, and as such, you will note that this year’s report celebrates the many accomplishments of the past year. However, you will also note that it is focused on the future-a future that is bright for Shoreham and for those who live and work there.

Some of our Board Members will be completing their term this year, and new Board Members will be appointed at the Annual General Meeting in June. We thank Patsy Brown and Nancy Timbrell-Muckle for their many years of service to Shoreham and look forward to welcoming new members to the Board. I wish to acknowledge the work of all Board Members this past year who have remained strong and steadfast in the face of these challenging times. It is their vision and commitment that has ensured our focus has been on the present and the tasks at hand, while also looking to the future. I would also like to thank the Northwood Board for their continued support for our shared partnership -which has allowed both organizations to work together and benefit from the sharing of knowledge, resources and expertise.

To our CEO, Janet Simm; to Shoreham and Northwood staff, all of whom worked side by side every day to provide sound leadership and support in caring for our residents and the home in which they live; to our Volunteers, our Foundation, our Municipality, our Community, Nova Scotia Health, Department of Seniors and Long-Term Care and all others who contribute to our success- a big thank you for your support and for stepping up every day to help in such a competent, professional, caring and selfless way.

Most importantly, to our residents, their families, and friends-thank you for helping us to do all we can to ensure we provide you the very best care and support in as comfortable and safe living environment as possible. We truly appreciate your input, advice, patience, support, understanding, and kindness. It takes a team to achieve success and it shows. We are better when we work together, when we share in the day-to-day challenges, solutions and successes, and when we support each other.

As I retire from the Board in June, I wish to extend a sincere thank you for the privilege of serving Shoreham Village in several capacities over many years. It has been a joy to see Shoreham adapt and change with the changing face of long-term care, and there is no doubt that will continue.

All the best for continued success.

Alice Leverman
Chair, Shoreham Board of Directors

Message from Janet Simm, our CEO



Another year has come and gone, and we continue to live under the cloud of COVID-19. I continue to be so amazed at the resiliency of our residents and their families, our team, and our community. The realities of the global pandemic had a direct impact on Shoreham Village this year. However, the Shoreham Village family, with the tremendous support of our community and the entire health system, has responded to the challenge. The team would like to thank our Board of Directors for their support, The Shoreham Village Foundation, for their support and recognition of the team for all of their efforts, and all of the support we received from the community to cheer our team on as we waged war against COVID.

Despite these challenges, this report outlines the progress that the team has made “To provide a high-quality living experience for those who call Shoreham home”. We have not let the pandemic slow us down. We have secured funding and are in the process of planning for new programs and services that will support our residents. We managed to further our building renovations to create a safer and more welcoming environment for our residents. We continued to work with government to further our building renewal project. We have achieved some major milestones.

Our people also remain our priority. The team continues to seek opportunities and implement creative solutions in our quest for a high-quality living experience for our residents. Many of the activities have been highlighted in this report.

Our Board has established new strategic priorities, which will guide us in our journey over the next few years. As you are all aware, the organization worked for many years to garner support for infrastructure improvements. The commitment to these efforts has been renewed in our strategic plan.

I would like to personally thank our team, our families, and our community for their patience, commitment, and assistance in living our values.

I would also like to recognize the tremendous commitment of the Board of Directors and Shoreham Village Foundation Board. The dedication and courage of all of these volunteers is incredible. Their support has guided us through some challenging times. The Shoreham Village Seniors Citizens Association is in great hands.

Thank you for your support.

Janet Simm
President and CEO

Our Vision, Mission, Values, & Strategic Directions

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, 2021 to March 31, 2022 toward attaining our new strategic directions and priorities established in 2022 by the Board of Directors. For more information regarding the strategic directions, please visit our website at www.shorehamvillage.com. Our new Strategic Directions are as follows:

People:

...5

- **Priority 1:** Strengthening the Long-Term Care Services We Provide
- **Priority 2:** Be a Recruitment Magnet
- **Priority 3:** Be an Employer of Choice

Performance

...13

- **Priority 1:** Achieving Accreditation Status
- **Priority 2:** Management Agreement Model
- **Priority 3:** Strategic Alliances and Advocacy

Places

...10

- **Priority 1:** Capital Redevelopment



SUPPORTING OUR PEOPLE

Throughout the COVID-19 pandemic, our team has worked tirelessly to keep our residents healthy and safe. The Shoreham staff have pushed on throughout the COVID waves making many personal sacrifices. Shoreham staff and residents have received an outpouring of support from the community throughout the most recent outbreak.

The Omicron variant caused incredible stress on the Shoreham staff and residents. Staff numbers were hit hard due to increased community spread.

The Shoreham leadership would like to thank our incredible staff, DCGs, and Northwood labour pool for supporting Shoreham through the outbreak.



SANTA FOR SOUTH SHORE

Christmas can be a lonely time of year, especially for senior citizens. The Santa for South Shore group spreads holiday cheer by reaching out to seniors in need or alone during the holidays.

Shoreham Village had the greatest opportunity to collaborate with the Santa's For South Shore Seniors for the second year running. The group is volunteer-based and has given so many seniors a wonderful Christmas. The gifts and stockings were absolutely beautiful and overwhelmingly appreciated. A sincere thanks to the Santa's for South Shore Seniors. You are an amazing team.



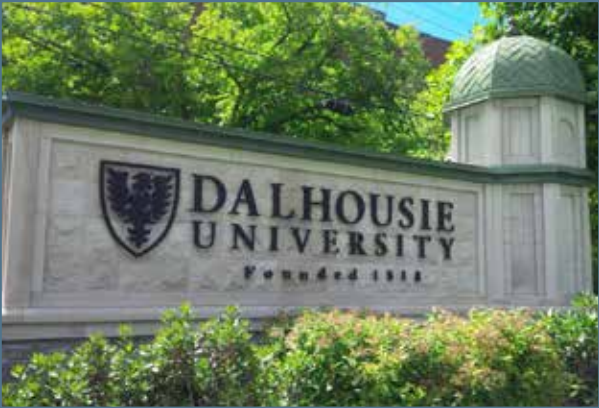


SUPPORTING OUR PEOPLE

DALHOUSIE STUDENTS SUPPORT SHOREHAM



With the assistance of the NS Government, academic leaders, students, and staff pulling together, Dalhousie University was able to step up to support long-Term Care homes throughout the province through the Omicron variant outbreaks. Students' clinical placements were expedited to come together to battle the pandemic and aid Long-Term Care.



Shoreham Village was very fortunate to have a great team of Nurses join us for two weeks beginning Monday, February 7th, 2022, while we were experiencing the deepest time of our Covid outbreak. As many others may have experienced, Shoreham Village had a severe staff shortage throughout the outbreak. Many folks had fallen ill. The students worked tirelessly to ensure residents and staff were supported.

During their time with us, students had the opportunity to build on their skills and support fellow health care colleagues while supporting residents through such a challenging time.

In many conversations with the students, they expressed their experience at Shoreham was very positive, and they were proud to be part of such an important action.



THANK YOU DR. WHYNOT

After several years of dedicated medical leadership, Dr. Lesley Whynot has resigned from her position as Site Medical Director at Shoreham Village to enjoy semi-retirement.

Over the years, Dr. Whynot has been an integral member of the Shoreham team, sharing her leadership and medical expertise while supporting residents, families, and the staff.

Thank you Dr. Whynot! You will be missed. We all hope you enjoy your travels and semi-retirement.

SUPPORTING OUR TEAM

During the Covid-19 outbreak at Shoreham Village, many stellar organizations in our community, like the Chester branch of Scotiabank, came forward with offers of help and support for our staff.

Members of the Shoreham Board of Directors, Northwood Board of Governors, and the Northwood Foundation Board donated meals for staff and kept our Hydration Station stocked. Other anonymous donors in our community outdid themselves by providing pizza suppers!

Many thanks to all who supported the Shoreham Village staff during these difficult times. It's always great to know that people remember you – and care.



ADDITIONAL DONORS WHO SUPPORTED OUR TEAM AND OTHER NEW INITIATIVES.



THANK YOU FROM THE FOUNDATION BOARD

During the Covid-19 outbreak, Shoreham staff were very fortunate to have support from many folks who are actively involved with the activities of Shoreham Village. One of these groups was our very own Shoreham Village Foundation! Members of the foundation provided a wonderful gift for each of the individual staff members who were actively engaged in diligently assisting residents, families, and staff throughout the challenging weeks. A sincere and heartfelt thank you for your generous support.

RESIDENT CARNIVAL

The last Friday in August of 2021 was an exciting day at Shoreham as we celebrated with a fair! We had carnival games, prizes, snow cones, cotton candy, and popcorn for residents, visitors, and staff! What a great way to cap off the end of the month and a wonderful summer. A little fun with the residents to end the summer and to boost spirits was appreciated and enjoyed by all who were able to attend, residents and staff alike.



SUPPORTING OUR PEOPLE



JOIN OUR TEAM ON THE SHORE CAMPAIGN

Recruiting health care professionals in Long-Term Care is challenging. Each year, Shoreham works with the Communications team to develop a new and creative Spring recruitment campaign. In the spring of 2021, the "Join us on the shore" campaign was developed. This campaign was used to target health care professionals who had relocated to come back to the beautiful town of Chester and work at Shoreham.



WELCOME TO OUR NEW OCCUPATIONAL THERAPIST

In September of 2021, Shoreham welcomed our new Occupational Therapist, Katherine Porter-Dolimount, or Kat for short. Kat joined the Shoreham team at the end of September and has been working hard with the facility team to get to know all of the residents!

Kat started at a young age volunteering and figuring out ways she could be in a position to make a difference for people in LTC. After graduating high school, Kat pursued a degree in Kinesiology to promote better physical and mental health for people of all ages, and it led her to Occupational Therapy. Throughout her education, Kat spent time working as an Athletic Trainer at Dalhousie University and as a Residential Rehabilitation Worker for Kings Regional Rehabilitation Centre. As an Occupational Therapist, she has experience with Restorative Care, Innovative Programming, and Return to Work.

Kat's role is to help residents to complete the things they need, want, and do during each day. Kat works with staff, residents, and family to help determine equipment needs, potential assistive devices, and helpful programming for each resident. Kat is also a part of wound care prevention and management!

SUPPORTING OUR PEOPLE



WELCOME TO OUR NEW NURSING SERVICES MANAGER

On February 18th, 2022, Shoreham welcomed our new Nursing Services Manager, Danyka Devost. Danyka began her career as a Charge RN at Shoreham Village, and after a pivot to Lunenburg County VON, where she worked to elevate her experience in Community Care and acquire knowledge and expertise in (among other things!) palliative care and wound care management, she realized that her true passion lay in Long-Term Care. Danyka is excited to return to Shoreham Village and bring the knowledge she has accumulated over the years to our facility to better serve our residents and families.

Since graduating with a nursing degree from the University of Moncton in 2014, her focus has been on Long-Term Care and Community Care in Nova Scotia. Danyka has made a home here, in our small community of Chester, where she plans to continue working to serve our residents and families.

PLACES

ANNOUNCEMENT FROM THE PREMIER

In July of 2021, the Premier visited Shoreham Village to announce that the province would continue to make the well-being of seniors and residents of long-term care homes a priority through its multi-million-dollar rejuvenation of the long-term care sector.

The province of Nova Scotia announced the \$152.6 million renovation and replacement of 2498 beds in 24 facilities across Nova Scotia, the largest single long-term care investment in our history. In total, 500 additional new beds will be added in the communities with the greatest demand, reducing the average wait time for a home in long-term care to 60 days.

After many years of advocating for investment in our building, Shoreham Village was named as one of the facilities approved for rebuilding/renovation.

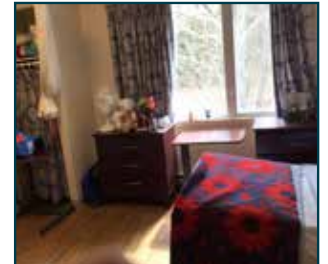


RESIDENT ROOM PROJECT

Shoreham Village received funding from the Department of Seniors and Long-Term Care to rejuvenate resident rooms. This project commenced on October 25, 2021. The project included painting, new flooring, removal of countertops, new dressers, new light fixtures, corner guards, and replacement of bathroom doors, with some being enlarged to allow residents access to washrooms independently.

To date, four phases are complete, with phase five underway. Phase five involves nine rooms on E Wing and is scheduled to be completed June 10th. The next phase (Phase 6) will include E-3, E-4, E-5, E-6, E-16, E-17 and E-18 and is scheduled to begin on June 15th with a completion date of July 20th. The last phase (Phase 7) will include E-1, E-2, A-1, A-2, B-1, B-2, B-3 and B-4 and is scheduled to begin on July 25th with a completion date of August 22nd.

We understand that this has been very challenging for residents. We hope the facelift is worth the inconvenience. As well, a big thank you to all the staff who helped with all the moves. This project would not be possible without your help.



Special thank you to the Shoreham Village Foundation for providing new dressers for the resident room renovation. Proceeds came from the 2021 golf tournament.

GOVERNMENT OF CANADA INVESTS IN LONG-TERM CARE IN NOVA SCOTIA

On February 24, 2022, the Government of Canada announced support for the Safe Long-Term Care Fund (SLTCF) agreement with Nova Scotia.

The fund will improve quality of life by helping the province undertake activities to improve infection prevention in Long-Term Care, improve staffing, renovations to infrastructure, and hiring Long-Term Care (LTC) professionals and enhancing infection prevention and control measures in LTC homes.

These commitments to Nova Scotia were announced during an outdoor event held at Shoreham Village in Chester, on behalf of the Honourable Jean-Yves Duclos, Minister of Health. The Honourable Sean Fraser, Minister of Immigration, Refugees and Citizenship, along with Darren Fisher, Parliamentary Secretary to the Minister of Seniors were joined by the Honourable Barbara Adams, Nova Scotia's Minister of Seniors and Long-Term Care and the Honourable Michelle Thompson, Nova Scotia's Minister of Health and Wellness.



JOINT GARDEN PROJECT

Shoreham Village is a rural community that is populated by many retirees and senior citizens. Covid-19 has had a dramatic impact on their personal well being, their ability to interact safely socially as well as having accessible and safe outdoor activity spaces close to their home. Shoreham Village Senior Citizens, in conjunction with Shoreham Village Apartments, proposed a new safe and, vibrant space to create a Joint Community Garden to assist in addressing the needs and support of our seniors living on the Shoreham Village campus and the surrounding community. This space would provide an opportunity for a safe community alternative, provide intergenerational opportunities and allow for safe, inclusive recreational options for our local seniors.

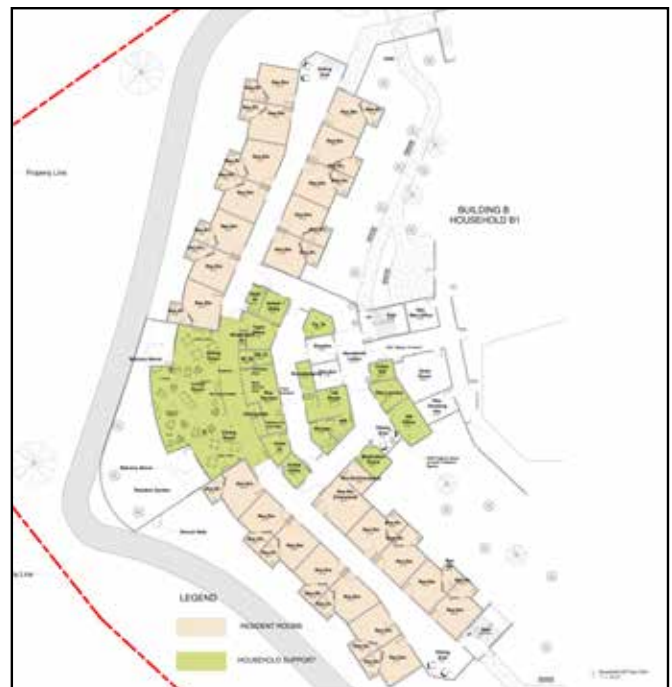
We are pleased to announce that this Spring/Summer, we will be breaking ground for the first phase of our joint project. We will be clearing and landscaping the land and creating smooth walking paths accessible to the community. Our vision and long term goals for this amazing project will include creating a large, open green space that would consist of inclusive playground equipment, wheelchair swings, paved walking paths, a community bandstand as well as raised garden beds; which would allow for a community garden for access to growing our own healthy food.

REBUILDING PROJECT

Shoreham Village is excited to provide an update on the rebuilding project. Our team continues to work with the Department of Seniors and Long-Term Care to design our new facility. There are three goals as the project moves forward: to remain on the same site, to not close beds during the project, and to minimize the impact on residents during construction. The project team is working closely with the Department of Seniors and Long-Term Care project team to meet the criteria set out in the Long-Term Care Facility Requirement (Space and Design) February 2022. The team's concept design is in the final stages of approval.

The concept plan has been shared with the Shoreham Board, the leadership team, facility staff, and the family council for initial feedback. Once the concept design stage has been approved by the Department of Seniors and Long-Term Care, it will be shared with key stakeholders for additional input.

At this point in time, it looks like the project will be completed in phases. In the first phase, a 2-level building of 48 beds will be constructed, with all private rooms and private bathrooms. Each level will be a household of 24 residents with two separated homes of 12 residents. There will be shared dining, living, and support areas. We look forward to providing regular updates as the project moves along. Please see the preliminary design for a resident household to the right:

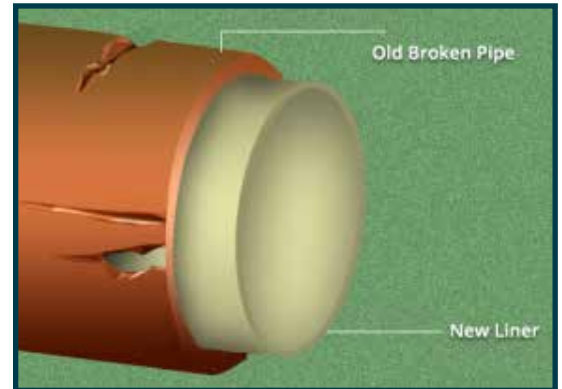


PLACES

WASTEPIPE PROJECT

This project began in June of 2021 and is scheduled to be completed on June 15, 2022. When the facility was built in 1974, cast iron waste pipes were installed in the foundation. Over the years, we have had several incidents where the cast iron pipe has rotted requiring replacement. This resulted in displacing residents to dig up concrete and replace the pipe.

The purpose for this project is to clean, inspect and reline the waste pipes with epoxy which eliminates any further disruption to residents to replace rotten pipes. Funding has been received from the Department of Seniors and Long-Term Care to complete this project.



PERFORMANCE

The grant process is very important to Shoreham Village and all of our residents. These grants make many programs possible to help enrich the lives of residents and clients.



AGE FRIENDLY COMMUNITIES PROGRAM- DEPARTMENT OF SENIORS & LTC

Shoreham has been awarded \$5167.00 to create a positive communication program called SenSupport. This program provides sensory based items to be an aid for possible communication barriers between residents and their loved ones.



MENTAL HEALTH FOUNDATION OF NOVA SCOTIA

Shoreham has been awarded \$5200 to provide weekly Music Therapy Sessions. Music Therapy is a specified professional, therapeutic expertise, in which a trained individual implements music within therapeutic relationships with residents. Music Therapy supports the seniors overall needs for health and wellbeing.



UNITED WAY- LUNENBURG COUNTY

The United Way of Lunenburg County has been a tremendous support since the beginning of the pandemic. They have supported resident arts & crafts, individual wing programming, outdoor programming resources and a Virtual Oculus device. They have now also provided support in our Montessori Programming.



STUDENT SUMMER SKILLS PROGRAM & FEDERAL CANADA SUMMER JOBS

Combined we have been granted 4 summer Recreation Summer Positions. One 14 week placement and three 8 week placements. We are looking forward to growing our team for the summer and the extra support recreational support for the residents.



CHESTER MUNICIPALITY RECREATION GRANT

Shoreham was granted \$1000.00 to assist in offering a Yoga & Meditation program for residents. We have a lovely local facilitator, Amy Grapel, who has recently begun the yoga sessions. Residents thoroughly enjoy her company and the exercises she provides.



COMMUNITY HEALTH BOARDS- WELLNESS FUNDING

Shoreham was awarded \$3200.00 to facilitate a Shoreham Chefs program. The Shoreham Chef program provides weekly cooking classes to a group of 10 residents. When possible, these participants will also engage in outings to local Farmer's Markets to obtain the food for their cooking class.

NEW EQUIPMENT

The Department of Seniors and Long-Term Care is committed to supporting the health and safety of our staff. As part of this commitment and aligning with the recommendations outlined in the Workplace Safety Action Plan, they have provided one-time funding. This allowed Shoreham to apply for several grants to AWARE_NS to provide workplace safety training and for equipment.

Shoreham was allotted \$8,000 to be used for education for Gentle Persuasive Approaches in Dementia Care (GPA).

Shoreham was also allotted over \$17,000 to purchase safety equipment.

- Slings
- Transfer Belts
- Floor Lift
- Slider Sheets
- 3 Anti-Fatigue Mats
- 2 Ergo Shower Chairs
- 2 Paraglide Matt Systems



EMERGENCY MEDICAL CARE INC.

Emergency Medical Care Inc. is developing a program allowing injured paramedics, either physically or psychologically, to re-enter the workforce by volunteering at various organizations within the province. They have approached Shoreham Village as a potential partner for this program. We are currently exploring this opportunity in greater detail.

We have supported several individuals who have been working with us as Long-Term Care Aides to begin their journey to become a Certified Continuing Care Assistant.

ACCREDITATION

Accreditation is an ongoing process of assessing organizations against standards of excellence to identify what is being done well and what needs to be improved. The whole organization is involved in accreditation, from front-line staff and volunteers to board members, residents, and families.

In keeping with Shoreham’s values of “ensuring a high quality, safe and caring environment within our resources,” Shoreham is excited to announce that we will be now participating in Accreditation Canada’s Continuous Assessment Process. Shoreham’s on-site survey date is scheduled for September 2023. Although quality improvement and ensuring safe and quality care for Shoreham residents is ongoing, there are a number of actions we will be completing between now and September to ensure we are hearing from our stakeholders and examining our processes. To name a few: resident, family, staff, and Board of Governor surveys, self-assessment surveys, and quality improvement action planning. Accreditation is an organization-wide commitment, with participation needed from all. We look forward to engaging with all of our stakeholders to ensure we have a successful survey in 2023.



**ACCREDITATION
AGRÉMENT
CANADA**

COVID-19 UPDATE

Like other facilities in Nova Scotia, we continue to be impacted by the pandemic and COVID-19. Shoreham has reinforced precautions and restrictions as directed by the Department of Health. Education has been reinforced relating to Personal Protective Equipment, Masking, and Hand Hygiene. Shoreham continues to participate in the Rapid Screening Program for all staff.

In January, Shoreham began to have positive cases in staff and residents. An outbreak was declared by Public Health on January 12th, 2022. Cases continued until February 10th. Thankfully, on March 18th, our outbreak was declared over.

The outbreak was very challenging. Restrictions limited visitors, and our residents were isolated to their rooms and were required to stay on their wings. Staffing cases climbed, and for a period of time, it was very challenging. Our Shoreham team continued to do the great work that they do to ensure care was given to our residents. It was difficult, however as regular visitors and programming are so important to the residents.

Because of our partnership with Northwood, we had the ability to not only learn from their Covid expertise but benefited from their hands-on support as they were at the ready to assist us. During the course of our outbreak, so many staff from Northwood came to assist us with our staffing in all areas to ensure that our residents received the care they required. Their support and encouragement on a daily basis allowed all staff here at Shoreham to do the work that needed to be done.

The Department of Health also provided a number of travel nurses. These staff were deployed to Shoreham to assist with care when we experienced temporary staffing challenges. This has also allowed staff to get some much-deserved time off. Dalhousie University also came forward with nursing students to assist during this time. It was a wonderful experience for both our staff and the students themselves. The Infection Prevention and Control Team and Public Health were always there as a resource and at the ready to assist as needed.

The community support from local businesses, community members, our Foundation, and the Board was appreciated. Words of encouragement, special treats, and gifts along the way truly brought positive energy to the staff during this challenging time. We cannot possibly thank everyone enough.

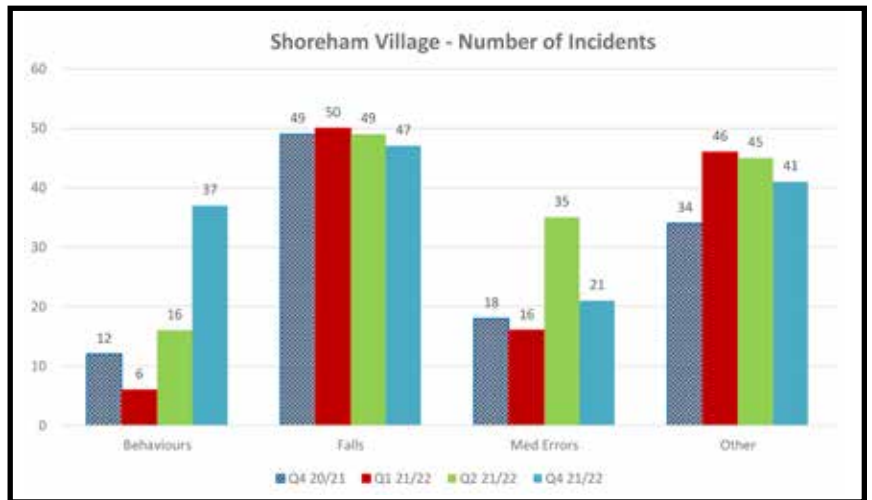
With the outbreak behind us, and as the world tries to figure out what the new normal looks like, we are now restarting our recreation programs and are open to all visitors. Specific measures do remain in place. All staff and visitors are required to show proof of vaccine and need to screen in to ensure we are keeping our residents and staff as safe as possible. Masks continue to be required while in the building. Our practices and direction continue to be directed by the Department of Health. Staff is monitored closely for symptoms, and Covid swabbing continues to be a part of our new normal to ensure Shoreham stays as safe as possible. We offer all residents a vaccine booster as soon as they are eligible to receive the vaccine.

We are so proud of the performance of our team. They always continue to place the needs of our residents first. We do hope that in our 2022/2023 Community Report that COVID-19 will be a faint memory!

Incident Rates

Overall our annual rate of incidents increased this past year but continues to demonstrate improvement over past years. There were 565 incidents in 2021-22 compared to 515 incidents in 2020/21, 570 incidents in 2019/20 and 721 in 2018/19.

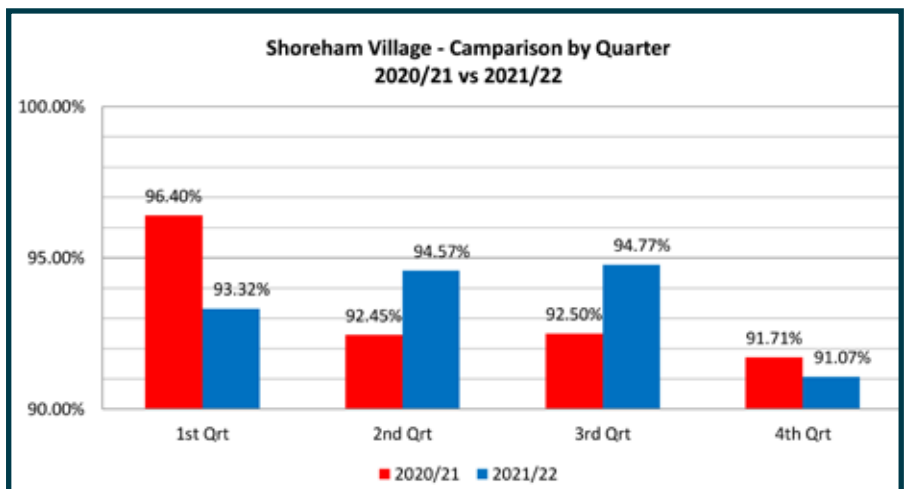
The number and rate of incidents have decreased over the last quarter (156) and increased over the same period of last year (113).



Occupancy Rates

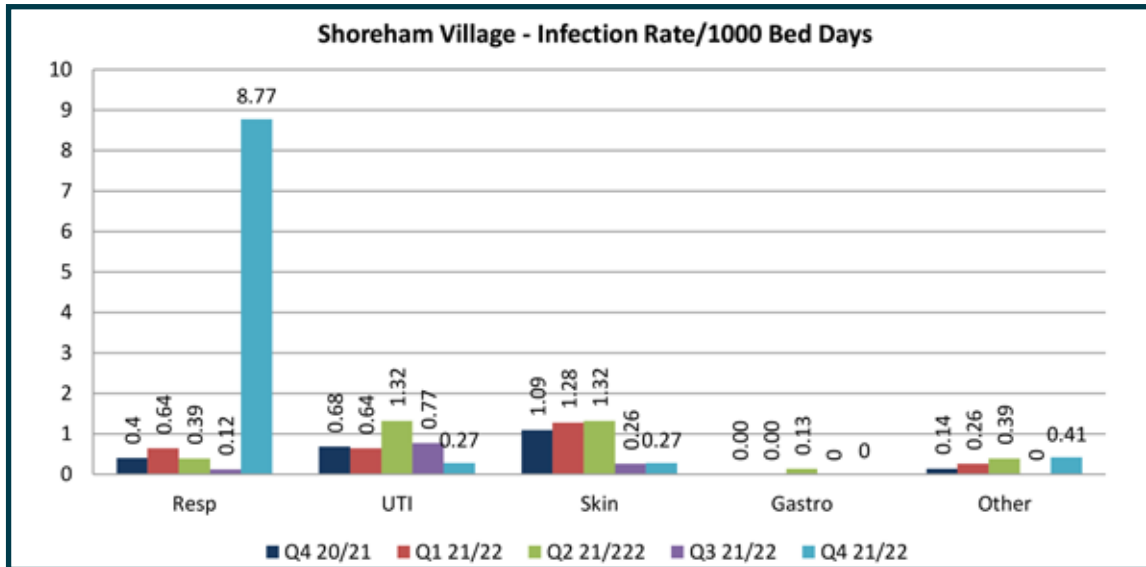
The DHW target occupancy rate for budgeting is 99.2%. For Shoreham Village this equates to an average of .7 vacant beds per day.

This quarter the occupancy rate was 91.07% (7.95 average vacant beds per day). The rate as decreased over the 3rd quarter of 2021/22 (94.77%) and decreased over the same period of 2020/21 (91.71%). This is related to vacancies on hold due to a covid outbreak but also beds held with support of DSLTC & Continuing care for the Resident Room renovation project.



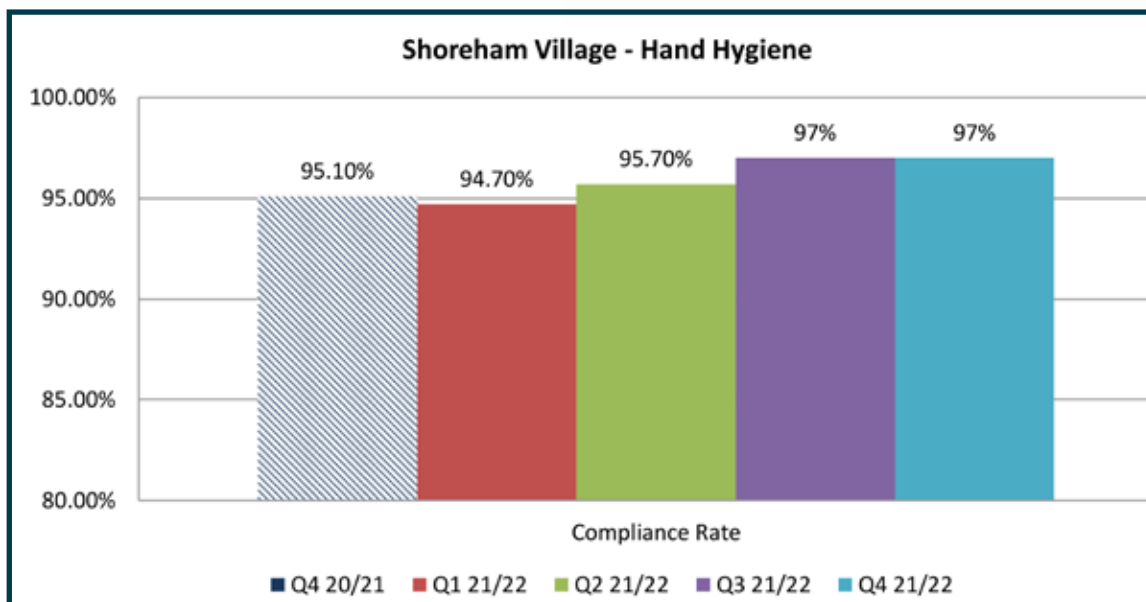
Resident Infection Report

The total number of infections for the 4th quarter shows a significant increase over the last quarter and the same period of last year. This increase is due to the COVID outbreak which began in January.



Hand Hygiene

This quarter saw a significant increase in auditing due to the covid outbreak. There were 63 incidents where the opportunity for Hand Hygiene was missed however no areas scored less than 80%. The team was continuously auditing and educating staff to support safe practices.



Medication Errors

The number of medication errors have significantly improved and decreased this quarter from 44 to 21.

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

Volunteer Recruitment, Training and Retention

During this quarter, Shoreham experienced a significant COVID outbreak limiting recruitment. We continue to maintain email, social media and verbal communications with volunteers.

Steady or Growing volunteer base

We have had 4 volunteers retire from volunteering. Shoreham Village recruited 0 new volunteers during this quarter.



Scorecard/Transparency

We have begun posting 2 key indicators (hand hygiene and incidents) results on our website. The Team has successfully introduced a new Electronic Medication Administration Record (EMAR). This system will provide support for staff, add additional medication administration safeguards and will provide data for our monitoring and tracking of medications.



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 continue to celebrate milestones and important events.
CONGRATULATIONS!



Sonny & Marion Nauss celebrated 60 years of marriage this year.



A lovely friend of Shoreham, Linda Bell, made these shells for our residents, in memory of her mother. Our residents very much appreciate and love these beautiful shells



Last year 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. Thanks to Brenda Z at Windbound Farm, we're at it again! We hope to see these little chicks in the next few weeks.



Be at home!


Shoreham
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