

REPORT TO OUR COMMUNITY

2022-2023



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, 2022 to March 31, 2023 toward attaining our goals.

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 ...14

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

Places ...13

- **Priority 1:** Capital Redevelopment

LEADERSHIP

Board of Directors

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

Members of the Board 2022-2023

Joseph Green, Chair
Elizabeth Finney, Vice-Chair
Brian Webb, Director

Alison Kelland, Director
Andrew Snyder, Director

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



David Betts
Corporate
Director,
Infrastructure
Services



Jennifer Tucker
Director of
Long-term
Care

MANAGERS



Gaye Ernst
Support
Services



Kim Croft
Occupational
Health &
Infection
Control Specialist



Niki
Rodenhizer
Manager of
Recreation &
Volunteer
Services



Samantha
Winter
Nurse Manager



Melissa
Houghton
Nutrition
Services



Anita Wilwand
Manager of
Staffing



Danyka Devost
Haley
Nurse Manager

Message from Joseph Green, Chair of Shoreham Board of Directors:

It is a privilege to provide my first update to you as Board Chair. It has been a very busy year.

First, I want to thank the Board for their time, making this year a success. Last year, we said farewell and thank you to our outgoing chair Alice Leverman, vice-chair Patsy Brown, and long-time member Nancy Timbrell-Muckle. They served the residents of Shoreham well in their leadership. We were happy to welcome Dr. Alison Kelland to our Board and hope to add to our capable team this year.

We are grateful for the efforts of the entire Shoreham community to keep residents and each other safe. While life and regular activities at Shoreham were disrupted in 2022-2023, thankfully COVID cases were managed and everyday life in social and celebratory ways have slowly started to return.

The Board has been hard at work providing oversight and implementing the strategic plan that was developed last year. Our strategic vision focuses on People, Places, and Performance. Like many homes, the connection to and commitment of people is life-giving. We are thankful for Janet Simm, our CEO, for her dedication and leadership. We often hear how she inspires and how she is inspired by the grit and compassion that the team at Shoreham demonstrates. This past year various staff members have gone above and beyond to ensure residents have the care needed for day-to-day life. The heart and commitment staff has shown is inspiring! Shoreham is also extremely grateful to our wider community. We have wonderful neighbours, volunteers, and a community who rises to the occasion.

A big priority for us is the physical place residents call home. Many upgrades have been made that make life enjoyable at Shoreham and maintain the comfort and dignity of residents. The pond beautification project, currently underway, will provide opportunities for current residents to access fresh air in tranquil places and quiet surroundings. We look forward to a time when there will be increased activity outside the walls of Shoreham as we break ground for our new Shoreham Village. As a Board, we are deeply committed to ensuring Shoreham stays in our community and in convenient proximity to life and services in the Village of Chester.

We continuously evaluate our performance and take steps to meet or exceed the requirements of government or industry standards, but to also be consistent with our values of caring for the aging and vulnerable. This year we will undergo the scrutiny of national accreditation, a stringent review of all of our processes and practices from front-line service delivery to residents through to board governance and policy review.

Finally, and most importantly, thank you to our residents and their families. Thank you for all your words of encouragement and advice to improve on what has already been built. We truly value your voice in our pursuit for continuous improvement. It is a privilege to serve you. As we partner together in care, we continue to be stronger together.

Sincerely,
Joe Green
Chair, Shoreham Board of Directors

Message from Janet Simm, our CEO

This report is intended to provide you with an overview of our progress over the past year toward our strategic priorities. Our Board of Directors has set this direction based on the needs of our residents, families and our team, factoring our successes as well as our current challenges and future trends in delivering high quality services. These strategic priorities will continue to guide us in our journey over the next few years. We sincerely thank our Board of Directors for their stewardship of the organization. These volunteers have supported the organization through challenging times, remaining dedicated to our mission, vision, and values, and continuing to be forward looking.

The Shoreham Village Foundation continued to provide support to assist us in creating a quality living environment for our residents. For example, the Foundation supported us with refreshing our furnishings for our renovations and a heat pump for our dining room. The Foundation will also support us in bringing some unique spaces to our new building. We thank them for their dedication and support.

I would also like to thank the Senior Citizens Apartment Association. Their partnership in developing a campus that supports the tenants in the apartments and the Residents of Shoreham Village Senior Citizens Association has been inspiring!

I continue to be so amazed at the resiliency of our residents and their families, our team and our community. Living with COVID-19 precautions, significant building renovations and everything that life presents us all is short of a miracle. I would like to personally thank our team, our families and our community for your commitment and assistance to our values and assisting us in living our values.

Our priorities are in three categories: People, Places and Performance.

People:

Everything we do is for the care and comfort of our residents, the confidence of their family members who trust us and the wellbeing of our staff and volunteers.

Priority 1: Strengthening the Long-Term Care Services we provide

Priority 2: Be a recruitment magnet

Priority 3: Be an employer of choice

Places:

Our tag line is A Campus for Living. Our campus is shared by our partners who deliver affordable housing services to our community and the Health Centre (OHC). The Campus is a home for the residents who live in our long term care facility and the tenants who live in the apartments, a workplace for our employees and volunteers and a resource hub for the community. To fulfill this mandate, we will work collaboratively with our partners to design and maintain our buildings, grounds and services to achieve the highest standards and maximum value for those who live, work, and meet here.



Message from Janet Simm, our CEO continued

Priority 1: Capital Redevelopment

Performance:

Shoreham Village strives for excellence in all we do and will continue to build its reputation as a leader in the Continuing Care sector. The management agreement we have in place with Northwood Care, Inc. has proven to be fundamental to our success and we see a strong future for both organizations if we continue on this shared path.

- Priority 1: Achieving Accreditation status
- Priority 2: Management agreement model
- Priority 3: Strategic alliances and advocacy

In the following pages, you will find highlights of the progress that the team has made to provide a high-quality living experience for those who call Shoreham home.

SUPPORTING OUR PEOPLE

One of the many challenges of recruitment is transportation. In 2022 a Chevy Trailblazer was purchased.

The new vehicle is available to be loaned to staff in need of transportation.



Volunteers NEEDED



HELP MAKE A DIFFERENCE IN SOMEONES LIFE.

Volunteer programs, such as pet therapy, hand waxing, gardening, entertainment, walking and friendly visiting, enhance the quality of life for our residents. For more information please contact our Volunteer Coordinator by calling 902-275-5631 ext. 235 or email n.rodenhizer@shorehamvillage.com.

**VOLUNTEER WITH
US TODAY!**

**VISIT SHOREHAMVILLAGE.COM
TO LEARN MORE**

CONCERTS IN CARE

Since 2006, Concerts in Care has delivered over 15,000 concerts to 700,000 Canadians living in residential care homes. The program recently expanded to Atlantic Canada, with concerts being provided in Halifax, NS, supported by our Atlantic Volunteer Board, and part-time administrator. We presented professional musicians in care homes like Melville Lodge and Northwood, and the reception from residents, their families and healthcare professionals has been phenomenal. You can make a secure one-time or monthly donation to our charity through Canada Helps, and help bring the music to those who cannot get out to hear it.

Shoreham was honoured to welcome different musical talents throughout the past year; from jazz, classical, and modern sounds, residents simply enjoyed every magical moment.



CORONATION DAY

An exciting day many residents had been waiting for. They were up early to help celebrate the coronation of Charles & Camilla as they became King and Queen. Residents got to finally wear the beautiful hats and headbands they crafted the week prior specifically to celebrate the coronation. Lots of fun was had by all.



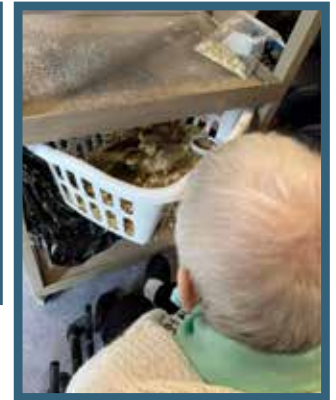
VOLUNTEER APPRECIATION WEEK - APRIL 16-22

In April we celebrated with a wonderful mix and mingle volunteer appreciation. The very first in person volunteer appreciation since 2019. It was a very special day and we cannot thank our volunteers enough for the countless hours they spend at Shoreham from music, laundry, reading, working the store, church, yoga, bingo and more. We could not do it without you. Thank you from the bottom of our hearts



VISIT FROM DUCKLINGS

Residents love to see all kinds of animals come through, however, baby ducklings were especially a treat for residents to see and hold. Seeing these little guys brought back many memories for so many people and engaged so many happy conversations about the good old days on the farm.



SANTA'S FOR SOUTH SHORE SENIORS

Shoreham Village had the greatest opportunity to once again 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. I know here, 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.



WELCOME TO OUR 1ST PERMANENT PHYSIOTHERAPIST

In November 2022, Shoreham welcomed their first permanent Physiotherapist, Holly Kemp.

Holly completed her Bachelor of Science in Kinesiology at Dalhousie University in 2009 before going on to achieve her Masters of Science in Physical Therapy at the University of Toronto in 2011.

Holly has worked in many provinces in Canada and in all areas of Physiotherapy. Most recently, working on the coast of the Arctic Ocean in Tuktoyaktuk Northwest Territories. Holly now resides in Hammonds Plains with her husband, young daughter, and miniature Goldendoodle and has another baby on the way!

Holly is looking forward to a career at Shoreham and working with all staff, residents, families, and the community

as a whole. She is especially excited about improving the safety, mobility, strength and overall quality of life of all residents at Shoreham.

Holly is also working as the new WCB liaison for the employees of Shoreham Village and is finding this an interesting new challenge.



WELCOME SAMANTHA WINTER



Welcome to Samantha Winter who was born and raised in Lunenburg, Nova Scotia. Samantha graduated from Dalhousie University in 2014 with a Bachelor of Science in Nursing.

Samantha went on to take a Masters of Business Administration with a focus on Health Care Management and Leadership from California Intercontinental University. Her early years of nursing were spent in hematology, medical oncology and in the chemotherapy clinic. However, the last six years she spent in long-term care in a variety of senior leadership roles. Samantha says she has fallen in love with the geriatric population and is very excited to collaborate with the Shoreham team in sharing a passion to provide quality care to all residents.

SHOREHAM DRUMMERS

Music and rhythm are proven for their ability to contribute positively to mental and physical health, sense of community, hand-eye coordination, and many other benefits. Pipe band drumming is no exception – participants experience the benefits of learning individual musical pieces, and the sense of pride and connection performing together in a group.

The program being proposed for Shoreham Village residents would include the following elements:

- 60-minute session, once per week, for 12 consecutive weeks.
- A mix of group instruction, demonstration, and individual coaching during the 60 minutes, covering the basics of pipe band snare drumming:

- Technique
- Rhythm
- Learning 1-2 specially arranged scores, tailored to the participants' abilities



SHOREHAM VILLAGE – DRUMFIT

The municipality of Chester awarded Shoreham Village \$1200.00 to support our proposed Drumfit program; it has been a hit since it began. Residents truly enjoy the music and movement and look forward to joining each week.

Our recreation team is continually researching new ideas that will bring our residents further quality and supportive therapeutic programs meeting their needs on a more personal and expressive manner; we believe Drumfit has the ability to do this.



Having Fun at Shoreham Village

This story was submitted by Shoreham resident Charles Teal.

The Recreation Department is always busy developing new ways to keep residents of Shoreham active and engaged. They create activities that are available to residents on all personal levels.

Below is a photo of Charles Teal and St. Clair Bolivar engaged in a game of Cribbage. This is the favourite past time for these two very good friends. The two most popular group activities of most residents is BINGO and bowling; all residents truly love participating in these programs.

I feel that it is tremendously important that residents have the option to partake in such wonderful activities as this plays an important role in maintaining a positive and healthy lifestyle. Thank you to all Rec. staff and volunteers that help facilitate the programs. KUDOS.



Charles Teal

COMMUNITY PARTNERS SUPPORTING NEW PROGRAMMING AT SHOREHAM



BETWEEN THE MOUNTAINS MUSIC THERAPY

The Mental Health Foundation of Nova Scotia is pleased to approve the grant request for Between The Mountains Music Therapy in the full amount of \$12,420. The mission of the Mental Health Foundation of Nova Scotia is to make a difference in the lives of Nova Scotians by supporting mental health initiatives in our communities.



STUDENT SUMMER SKILLS

We are very pleased to confirm that we have been approved for a student work placement through the Student Summer Skills Incentive Program. This program will run for 14 weeks, beginning in May, ending in August of 2023. This student placement will provide a great deal of support to our Recreation Department providing engaging activities with residents.



AGE FRIENDLY - OMI VISTA MOBII

For the Projecting Fun for All project the Shoreham Recreation Department will purchase, install and launch the Omi Vista Mobii Plus for use by residents and as a means to encourage inter-generational programming with the greater community.



CHESTER HEARTS THE ARTS

Shoreham Village is hoping to change the way our residents interact with our greater community. Through funding for tickets, large print programs, ASL interpreters, and accommodations in redesigned seating for wheelchair accessibility, Shoreham residents will be able to attend live shows in an environment that is both accessible and welcoming.

SUPPORTING OUR PEOPLE

DEPARTMENT OF LABOUR INSPECTION

Ensuring a safe work environment for our staff is our priority. On Feb. 1st, DOL came and completed an inspection of Shoreham as part of a province wide initiative in partnership with AWARE Nova Scotia. The areas focused on were our Internal Responsibility System, safe handling, and mobility, slips, trips and falls, workplace violence and pandemic planning. This inspection was done to assist in identifying areas we can improve but also identify what we do well. We will put in place any recommendations.

Overall the inspection went well. There were some recommendations on how we can improve. These recommendations are being discussed and work is being completed to make our programs even better.

The main targets for improvement are in relation to:

- Work Place Violence – Aware NS has completed an assessment, which included a staff survey regarding workplace violence. We are awaiting results from the staff survey. This assessment is completed every 4 years.
- Enhanced review of our workplace injuries to ensure we are identifying any trends and ways to minimize the number of workplace injuries. Education has already been identified and is being presented with further education planned.
- Shoreham is also reviewing staff incident reporting documents to ensure all are up to date with plans for re-education of all staff.

PLACES

RENOVATIONS & IMPROVEMENTS

RESIDENT ROOM RENOVATIONS

The project is complete and maintenance staff are working at installing wall protection in the rooms.

SPRINKLER HEAD REPLACEMENT

Shoreham Village engaged contractor Viking Fire Protection to replace all older sprinkler heads throughout the facility during the fall.

PAINTING

Finish Coat Painting were engaged to paint the OT room and the main kitchen during January and February.

PA SYSTEM

Some repairs have been completed to the speakers throughout the facility to improve the ability to hear announcements.

CEILING LIFTS

In November we had three resident rooms supplied with ceiling lifts. This was funding that was received from the Department of Seniors and Long Term Care.

As well, an additional ten rooms had ceiling lifts/tracks installed in January.



PROGRESS TOWARD OUR NEW BUILDING

We continued to work with government to further our building renewal project. We have achieved some major milestones. The process to achieve approval for the building process is a long and complex process. We appreciate everyone's patience as we work through these necessary details.

We are thrilled that, working with the Shoreham Village Apartment Association, we have secured land which will allow us to remain as part of the campus community at our current site if approved by government.

Now that the location of the facility has been finalized, we have been able to work toward finalizing the design of the facility.

We have submitted our design to government, to the Department of Seniors and Long-Term Care for approval. Our architect, Syd Dumaresq, has provided the following rendering to depict the design that has been submitted for approval.



PERFORMANCE

ACCREDITATION UPDATE

Shoreham will be welcoming Accreditation surveyors on October 3rd, 4th and 5th.

An on-site survey is conducted by trained surveyors who will assess Shoreham against various standards. The surveyors are health care professionals and administrators from other accredited health care organizations. During the three days the surveyors are here, they will look at our policies and procedures, talk to staff, residents, family members, leaders, Board members, and our community partners. They will also observe key areas of care or service and ask about examples and stories that demonstrate our commitment to quality and safety. After the visit, we will be provided with a report detailing our strengths and areas for improvement, and will be given our standing.

Accreditation is an organization wide endeavour. While on-site, a surveyor could approach anybody, and ask them questions related to Shoreham's commitment to quality, safety, and risk management.

If you have questions related to Accreditation, please contact Tasha Ross, Manager, Quality and Risk at tross@nwood.ns.ca or 902-229-2236.

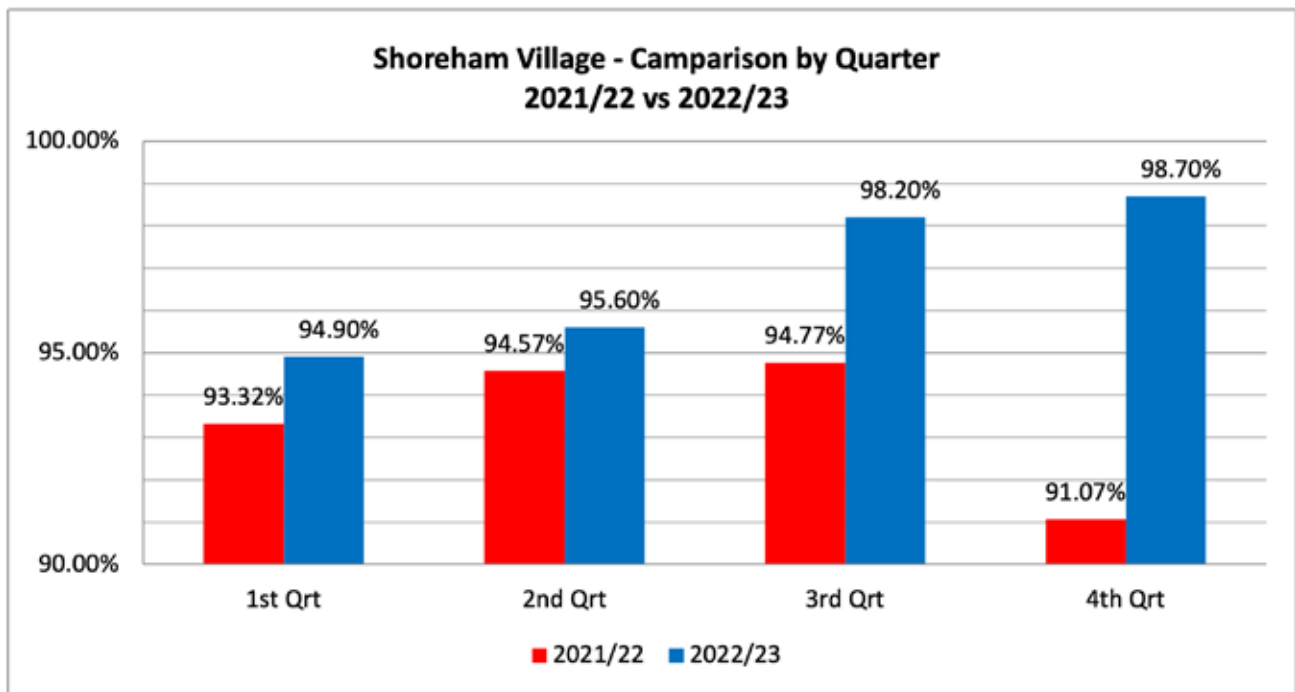
PERFORMANCE

~ SCORECARD ~

Occupancy Rates

The DSLTC 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 for 2022-23 was 96.9% which is an improvement when compared with 2021/22 which was 93.4%. This quarter the occupancy rate was 98.7% (1.2 average vacant beds per day). The rate has slightly increased over the 3rd quarter of 2022/23 (98.2%) and significantly increased over the same period of 2021/22 (91.07%). This significant improvement in our occupancy rate is related to all vacancies previously on hold due to the resident room renovation project being reopened.



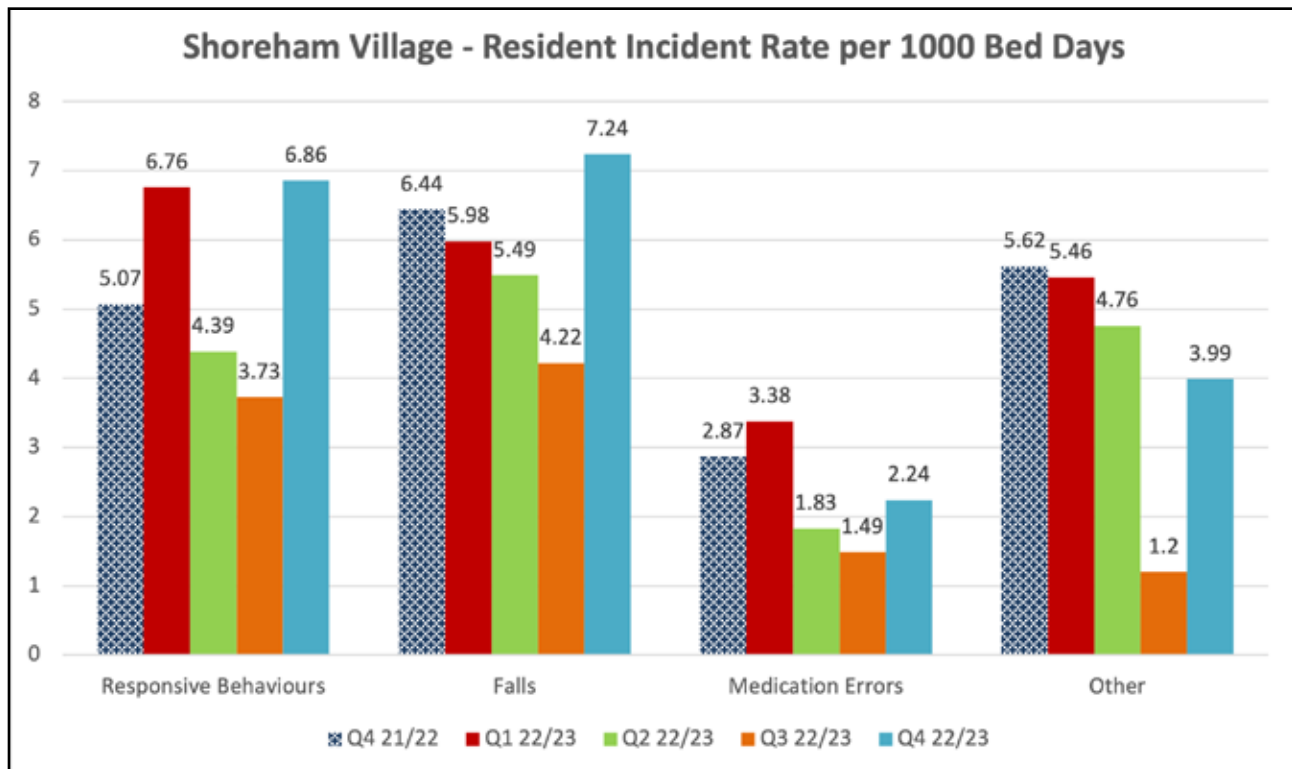
PERFORMANCE

~ SCORECARD ~

Incident Rates

Overall our annual number of incidents (549) decreased when compared to last year and continues to demonstrate sustained 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 increased over the last quarter (86) and increased over the same period of last year (146). The number of incidents per wing were: A – 32, B – 32, C – 25, D – 23 and E – 50. and E – 42.



Medication Errors

The annual number of medication incidences (75) has decreased significantly since last year (124).

This quarter the number of medication errors have slightly increased from 12 to 18 and slightly decreased when compared to the same period of last year (21). The number of incidents per wing: A – 3, B – 7, C – 1, D – 2 and E – 4 and there was 1 other.

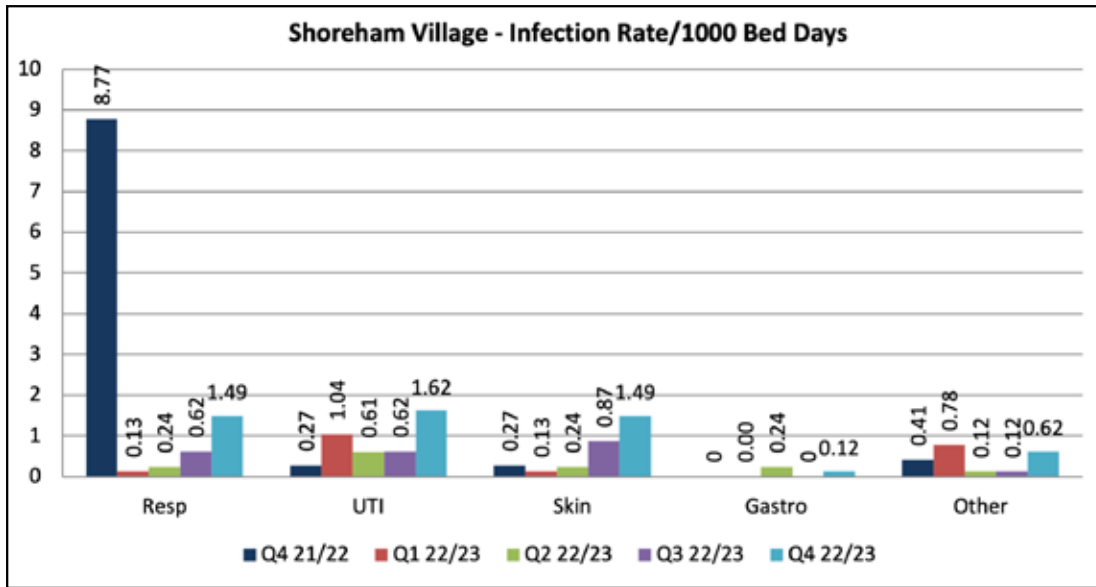
Missed doses accounted for 55% (10) of the med errors. Patches (not being removed) accounted for 0% of errors which is an improvement from last quarter which saw 19% of errors related to failure to remove patches. Pharmacy errors accounted for 16 % (3 - data entry).

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

PERFORMANCE

~ SCORECARD ~

Resident Infection Report

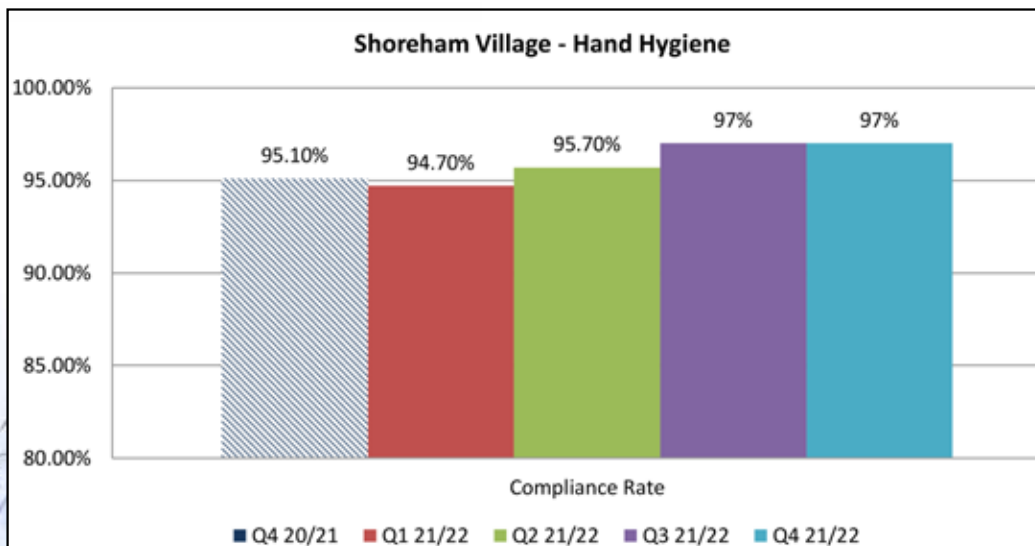


Hand Hygiene

Hand hygiene is a key infection prevention and control measure and the team continuously audits and educates staff to support safe practices.

There were 23 incidents where the opportunity for Hand Hygiene was missed however no areas scored less than 80%. Areas where the majority of unmet opportunities resulted included: food handling/feeding, between procedures with the same person, prior to touching clean linen, prior to direct care, wound care and medication administration.

On the spot education is provided to staff at the time of the audits to support learning and improved practice. All staff complete annual hand hygiene education.



PERFORMANCE

~ SCORECARD ~

Volunteer Recruitment, Training and Retention

We continue to maintain email, social media and verbal communications with volunteers. This quarter the team updated the Volunteer handbook and is investigating a new volunteer management software called Volgistics.

Steady or Growing volunteer base

Shoreham provides a positive volunteer experience for both residents and volunteer participants. We continue to recruit and grow our program.

We have had 3 new volunteers join the program this quarter. 0 retired/inactive



CONGRATULATIONS



On March 3, 2023 Marion and Sonny Nauss celebrated their 61st wedding anniversary.





Be at home!


Shoreham
VILLAGE



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