

REPORT TO OUR COMMUNITY

2023-2024



Our future home!



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, 2023 to March 31, 2024 toward attaining our goals set out in our three Strategic Priorities.

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 2023-2024

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

Alison Kelland, Director
Andrew Snyder, Director
Charlie Teal, 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.

NORTHWOOD CORPORATE LEADERSHIP



Janet Simm
Chief Executive
Officer



Reinhard
Jerabek
Chief Financial
& Operating
Officer



David Betts
Corporate
Director,
Infrastructure
Services



Caroline
Campbell
Director of
People 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



Emily
Johnston
Nurse Manager



Melissa
Houghton
Nutrition
Services



Anita Wilwand
Manager of
Staffing



Shannon
Corkum
Nurse Manager

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

What a year it has been!

Not long ago the Shoreham Board of Directors identified three themes to guide Shoreham, connecting to who we are and where we seek to grow - people, place, and performance. In the past year we have had moments of celebration in each of these areas.

I was thrilled to be invited to an evening of celebration last fall to mark service awards for staff. Some were recognized for 5 and 10 years of service while others were recognized for their decades of commitment to those in their care. This told me a lot about the Shoreham team who are devoted to the residents and caring for them day to day. Personally, I was struck by the camaraderie and the laughter present that evening. It was clear how well everyone knows and cares for each other, as well as the residents and their families.

At that event last fall I congratulated the team on achieving exemplary standing by Accreditation Canada. This significant accomplishment by Shoreham Village shows how well our team works together, and how valuable our partnership with Northwood has been. The Board were also assessed as part of the process and were happy to welcome the Accreditation Canada team to our home, meet with staff, and consult with residents on their experience at Shoreham. Achieving this goal was a long journey that laid a solid foundation for continued high quality of care and support for our residents. I'm grateful to everyone who participated and again congratulate the team on their recognized exemplary work!

We cannot forget the theme of place. In March, I was excited to welcome and kick off an evening of celebration as we unveiled the drawings and vision for the new building that will be Shoreham. Janet Simm our CEO welcomed project team members Josie Ryan and architect Syd Dumaresq to walk us through the process, plan and pictures of our future home. Some of the Shoreham team who have been giving valuable feedback and insight were there to celebrate and cut the cake. Many people from the community joined us and engaged in asking questions about the building and gave input on details that haven't yet been decided. We were grateful to see so many people come out to celebrate with us, particularly those from the Shoreham Foundation and the Apartment Association as they've been instrumental in the process. To say we are excited is an understatement. We hope to soon announce a ground breaking ceremony and start the next steps of this journey.

Lastly, as we mark all these accomplishments and dreams of the future, it is with gratitude and sadness that we acknowledge the retirement of our CEO Janet Simm. Janet has provided great leadership to our team and has skillfully guided us through many challenges while reaching new heights for us as an organization. While we are sad to see her go, we are happy for her and her family as she begins this next chapter. As Chair, I've been representing Shoreham in the search for new leadership and hope to announce Janet's successor this summer.

It is a humbling privilege to be the Chair of a Board with a big heart for Shoreham and all it's people who live and work here.

Sincerely,

Joe Green
Chair, Shoreham Board of Directors

Message from Janet Simm, our CEO

As we reflect on another year, once again our journey has been nothing short of extraordinary. The Shoreham team has gone above and beyond as they do every year. We are getting much closer to breaking ground to start construction on the all new and exciting Shoreham Village facility. This is an exciting time for the Shoreham community, with a bright future ahead.

This report highlights our achievements which range from developing innovative ways to support improved quality of life, preparing for a new build, supporting newcomers as they join the Shoreham team, and achieving Accreditation with Exemplary Standing. Each milestone has been a testament to the unwavering commitment and passion of our team, volunteers, and supporters.

After 10 years of service to Northwood and 8 years serving Shoreham Village, the time has come for me to bid farewell and pass the torch to a new leader.

It is with a mix of emotions because I continue to be so passionate about the work of the organization and the incredible accomplishments we have achieved. It has been such a privilege to work with such a talented and dedicated team.

As I reflect on this chapter coming to a close, I am filled with optimism for the future of Shoreham. Our foundation is strong, our mission is clear, and our community is vibrant. I have full confidence in our leadership and with a new CEO at the helm, Shoreham will continue to thrive and make a profound impact on the lives of those we serve.

In my mind, there is no unfinished business because the organization will continue on its pursuit of our vision and mission. While I may be stepping down as CEO, my commitment to our values and mission will endure. I will be watching with pride as Shoreham continues to grow and evolve. I will sincerely miss being a part of that evolution. We have not been afraid to challenge the status quo and to be bold as we embarked on new initiatives that did not always come with an instruction manual!!!! Together, we have made a difference, and I am confident that the organization will continue to change lives for the better.

I am immensely grateful for the opportunity to have served as the CEO of Shoreham. The countless memories, relationships forged, and lives touched will forever hold a special place in my heart. It has been a privilege to work alongside such dedicated individuals who embody the spirit of compassion and service.

I want to express my deepest gratitude to each and every one of you who has contributed to the success of Shoreham. Your support, generosity, and unwavering belief in our mission have been the driving force behind our accomplishments.

With heartfelt gratitude,

Janet Simm
CEO





STRATEGIC DIRECTIONS

People - Places - 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.

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

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

CHRISTMAS AT SHOREHAM

Thank you to the Westhaver family for sponsoring an amazing December birthday party and Christmas celebration. With their support, we had wonderful music by the Elderly Brothers (who know how to get a party started). There was lots of dancing, laughter and overall a great time had by all; Thank you.



TIME FOR A HUNT

Yes, Ruby is holding a Nerf Gun in her hand and yes, we had our selves a blast with a little deer hunting this season. I think our bellies hurt we were laughing so hard.



INDOOR GROWING

With the support of Lunenburg County Community Health Board Wellness Funds, we used our green thumb this winter. We had some indoor green houses and were lucky to have a successful winter harvest.



PALLIATIVE CARE AT SHOREHAM

At Shoreham Village, we strive to give our residents and their families the best care possible for their needs using best practice guidelines. In an effort to accomplish this, a new palliative care resource team has been established at Shoreham. The team is composed of interdisciplinary team members such as; a registered nurse, a licensed practical nurse, dietitian, recreation, etc. Each team member has gone through palliative care education to further their knowledge and be a mentor for other team members, families and residents.

We continue to provide education to our Shoreham team and hope that all needs are met. Resident's family can see their Nursing

Service Manager if they require more in depth information or if they have any concerns.



FURRY VISITORS

Animals seem to touch people in a variety of ways. Residents were treated this year to some four legged visitors dressed as little Christmas elves. We love to have furry visitors come by. From ducks to goats, they all put a smile on the face of residents and staff.



WREATHS FOR SHOREHAM

Preschoolers, prekindergartners, kindergartners, first graders, and fifth graders made 96 wreaths for the residents of Shoreham Village. The residents of the facility, one of whom is Mrs. Imperio's grandfather, were thrilled to receive the wreaths!



SANTA'S FOR SOUTH SHORE SENIORS

This year was the 3rd year participating in the Santa for South Shore program, and each year seems to have more and more giving.

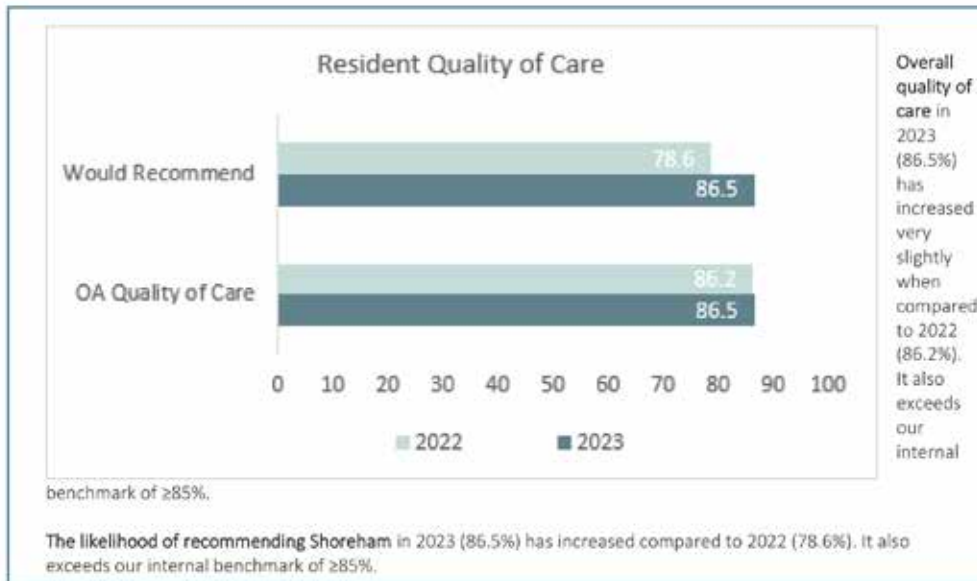
This year, we had the opportunity to take the Shoreham bus and pick up our residents' gifts at the Light House in Bridgewater. While there, we could see the enormous generosity that is being spread to not only our home, but many other homes and local charities throughout the South Shore. A sincere thanks to everyone who helped support this program, from beginning to end.



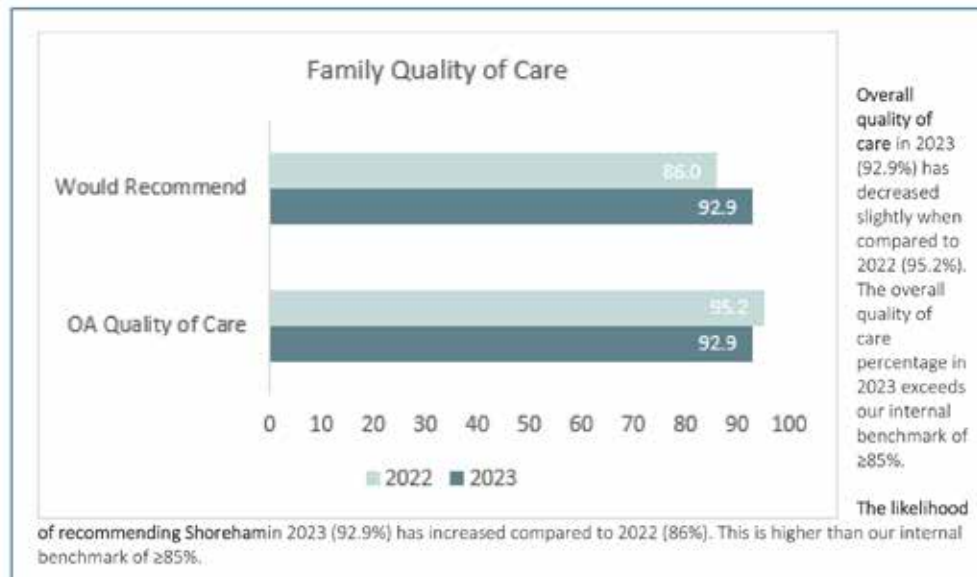
RESIDENT & FAMILY SURVEY RESULTS & ACTION PLAN:

We would like to thank both the residents and family members who completed the Resident and Family Surveys in the Fall of 2023. Although the results of both surveys were positive overall, there is always room for improvement. Shoreham’s Leadership Team have identified key areas for improvement in an action plan. The results and action plan are shared internally on the communication boards, on the staff Hub, and shared with the Resident and Family Councils. If you have questions about the results, please contact Tasha Ross, Manager, Quality & Risk at tross@nwood.ns.ca

Here is a short summary of some of the results from the Resident Survey: N size: 37



Here is a short summary of some of the results from the Family Survey: N size: 14



FUN WITH FUNDRAISING

During the summer of 2023 our Recreation Team was very busy with multiple fund raisers in support of Shoreham Villages' Resident Council. The team facilitated two BBQ's, a bake sale with a "new to you" table as well as a huge gift card tree that was 100% supported through local businesses and community members right in Chester.

To say we were successful is an understatement. With everyone's support, we raised a grand total of \$6,145.65 for Resident Council. Residents will have the opportunity to decide how the funds will be used in their favour; whether it be new equipment/resources, new recreation programs/outings, innovative technology or any other suggestions that may come forth. We are incredibly appreciative to all that played a part in such a successful, fundraiser.



CHESTER PLAYHOUSE CHESTER HEARTS THE ARTS

With the success of receiving the New Horizons grant funding, Shoreham Village residents have been attending a variety of shows at the Chester Playhouse. From a Fleetwood Mac Tribute, inspirational dialog through "Every Brilliant Thing" to the "Casting Off" a wonderfully witty and cheerful circus show we will never forget.

The ability to engage within our community and attend such wonderful performances has provided so many happy memories and experiences.



Priority 3: Be an Employer of Choice

Shoreham has a highly dedicated diverse team who are committed to the quality of life of the residents who call Shoreham home.

CONGRATULATIONS TO SHANNON CORKUM

Shannon is a Licensed Practical Nurse and has been an employee of Shoreham Village for the past 15 years. We are pleased Shannon has stepped into the Nurse Manager role in December of 2023. With years of experience within the organization and a passion for long-term care, Shannon is a valued member of the Nurse Manager team.

Outside of work you will find Shannon at many community and sporting events with her three wonderful children and her husband.



CONGRATULATIONS TO EMILY JOHNSTON-SMITH

We would like to congratulate Emily Johnston-Smith for her recent change to Nurse Manager. Emily is one of the new nurse managers at Shoreham Village. Emily has worked in long-term care as an RN for over eight years, six of those years have been at Shoreham. During that time, Emily discovered her love and passion for long-term care. Emily is extremely excited to embark on her new journey as a Nurse Manager and hopes to make a difference in the lives of the residents who call Shoreham Village home.



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**



Shoreham

VILLAGE

LONG SERVICE AWARDS 2023

Environmental Services

5 Years

Annette Levy
Michelle Broome

10 Years

Margaret Savory
Bridget Levy

Nutrition Services

5 Years

Nathaniel Lantz

Resident Care

5 Years

Tiffany Mansfield

25 Years

Evyleen Boehner

30 Years

Sally Webber
Lorna Collicutt
Marie Gervais

45 Years

Melissa Porter

Financial Services

15 Years

Tammy Conrad

**Thank you
for your
years of
service!**

RENOVATIONS & IMPROVEMENTS

Although we are on our way to a new facility, the Shoreham team continues to be hard at work keeping our current Shoreham facility in top-notch condition. Below are some maintenance projects that have been completed over this past year.

SPRINKLER HEADS

Deficiencies were rectified that were identified during the annual inspection. This included inspection and testing of the connection for the fire department.

NEW WELL

Commencing in June of 2023 water had to be trucked in to meet the demand of the facility. As time progressed, the frequency of having to truck water in increased. Well No. 7 was dug at the end of August 2023. In January 2024, Well No. 7 was connected and the facility no longer required to have water trucks in to meet demand. This new well will also be one of the wells supporting our new building.

ASPHALT REPAIRS

Repairs were completed the end of August 2023 to the asphalt at our freight entrance to eliminate a tripping hazard and further deterioration of the asphalt. An asphalt walkway was also added to the end of E Wing to improve the accessibility to exit E Wing in the event of an emergency.

HAIR SALON UPGRADES

Upgrades were done in June of 2023 to address deficits. Upgrades included painting, new flooring, new cabinets, and counter tops. This space is now more accessible and inviting for residents.

WHEELCHAIR SWING

A wheelchair swing was purchased through the funds donated by the Shoreham Village Foundation and is located on our main deck. If anyone requires assistance with using this piece of equipment, please see one of the recreation programmers.

NEW SECURITY SYSTEM

We are happy to announce a security system upgrade. We are happy to report that funding has been approved by the Department of Seniors and Long-Term Care to upgrade our security system.

This system upgrade has now been completed, including additional cameras being installed on the exterior of the building as well as all common areas.

WING RENAMING

We would like to share some exciting news about a positive change coming to Shoreham Village, as we continue to enhance our use of Resident-Centered Language in our daily practices. A survey was administered seeking input from residents to rename the Wings to what was meaningful to them and what reflects the vibrant community we have at Shoreham Village. The results of the survey are listed below.

A wing - Atlantic Avenue
 B wing - Bayswater Beach
 C wing - Chester Court
 D wing - Driftwood Shore
 E wing - East Coast Island

NEW BUILD COMMUNITY CONSULTATION

We are excited to say we are close to having shovels in the ground. The facility design has been approved and the exact location for the new building has been identified.

On March 21, 2024 Shoreham and Northwood held a Community Consultation Session in Chester with more than 60 people in attendance. The goal of this session was to inform the community on the new build progress, and answer any questions and concerns.

Our new Shoreham facility will help staff do their work effectively, and care for residents with dignity and respect.

Boards and Board chairs in the past designed strategies, advocated, and prepared for the right leadership and partnerships to help this new build come to life.

This session was very positive. The community heard from the Shoreham CEO Janet Simm, along with Josie Ryan, Syd Dumereq, and the Shoreham Board Chair Joseph Green.



Visit www.shorehamvillage.com to follow ongoing updates on our new build process.

PERFORMANCE

ACCREDITATION

Shoreham welcomed Accreditation surveyors on October 3rd, 4th and 5th.

The entire team at Shoreham Village has been commended for their resilience and commitment to both their residents and each other, as they have all been impacted by natural disasters in Nova Scotia over the past year. This marks Shoreham Village's first Accreditation survey, and they have been applauded for the work they have done and the quality, safe care they provide to their residents and staff.

The Accreditation group was highly satisfied with IPAC leadership around hand washing and auditing, cleaning of surfaces and spaces like the resident's rooms, the laundry, and the attention to putting residents on precautions if needed.

Performance

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

The Accreditation group felt it was a very pleasant, interactive, proactive, and delightful group to engage with.

Shoreham has exceeded the fundamental requirements of the accreditation program. The Shoreham and Northwood team are very happy to have received the level of Accredited with Exemplary Standing. This is an amazing accomplishment for the first time undertaking the Accreditation process.



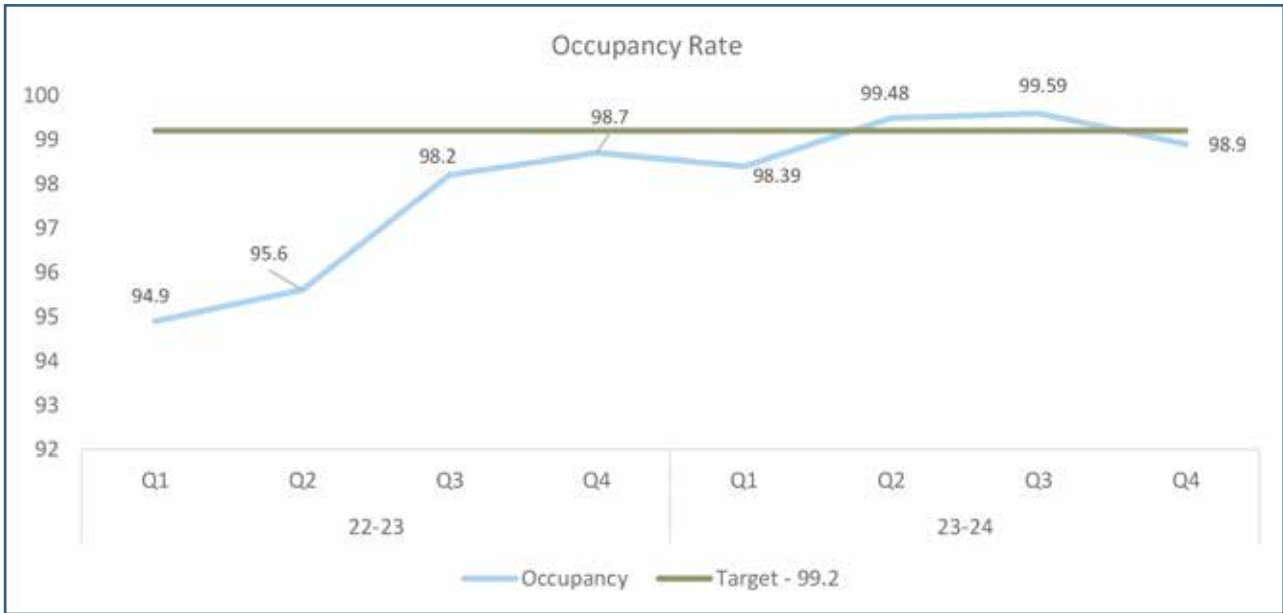
PERFORMANCE

~ SCORECARD ~

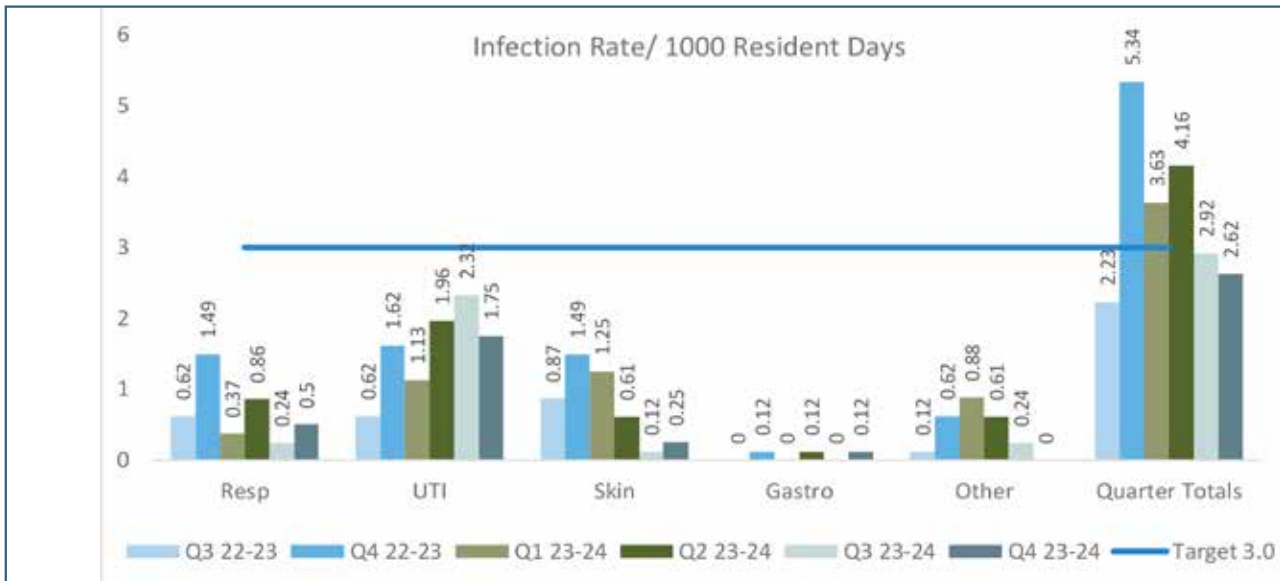
Occupancy Rates

The Occupancy Rate is the ratio of occupied beds to the total number of beds that are licensed to operate by SLTC under the Homes for Special Care Act.

The Q4 occupancy rate for 2023-24 was 98.9% (0.7 average vacant beds per day), which is just below the targeted rate from SLTC. The Q4 rate is also a slight improvement compared to the same period of 2022-23, which was 98.7%.



Resident Infection Report



PERFORMANCE

~ SCORECARD ~

Incident Rates

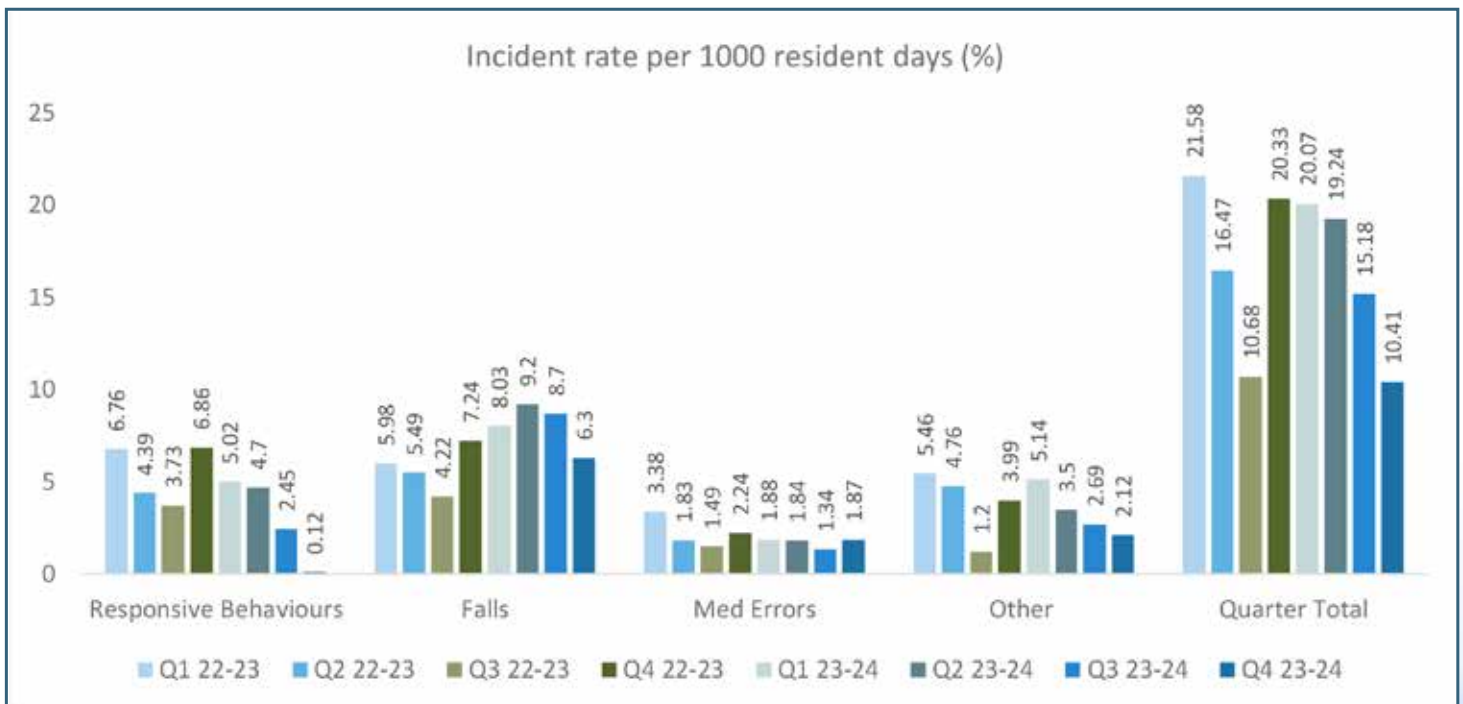
The incident rate for Shoreham decreased from Q3 23-24 (15.18%) to Q4 23-24 (10.41%).

Responsive Behaviors: We are seeing a large decrease in Responsive Behaviors this quarter. This could be due to having a one-on-one staff approved for a resident with behavior challenges, increase in staffing, care plans have been effective and a change in residents (less mobility, transfer to another facility, death).

Falls: Of the 51 falls this quarter there have been 14 witnessed falls and 37 unwitnessed falls. 14 falls occurred on A wing, 13 on B wing, 9 on C wing, 6 on D wing, 9 on E wing.

Medication Occurrences: We had an increase in medication errors this quarter. 15 in total. 4 were pharmacy errors, 9 were missed doses and 2 were transcription/documentation errors. 1 of the errors occurred on A wing, 1 on B wing, 1 on C wing, 5 on D wing and 7 on E wing. Reminder to staff to double check medication porters and to take their time when administering medication. Ongoing audits occur.

Other: 4 injuries of unknown cause, 4 choking, 4 Elopement, 1 self-inflicted injury, 5 other.



PERFORMANCE

~ SCORECARD ~

Hand Hygiene

Measurement: # of opportunities for hand hygiene met/ total # of opportunities observed. Random hand hygiene audits are completed on a quarterly basis with the goal to observe 10% of staff including regular, part time and casual staff.

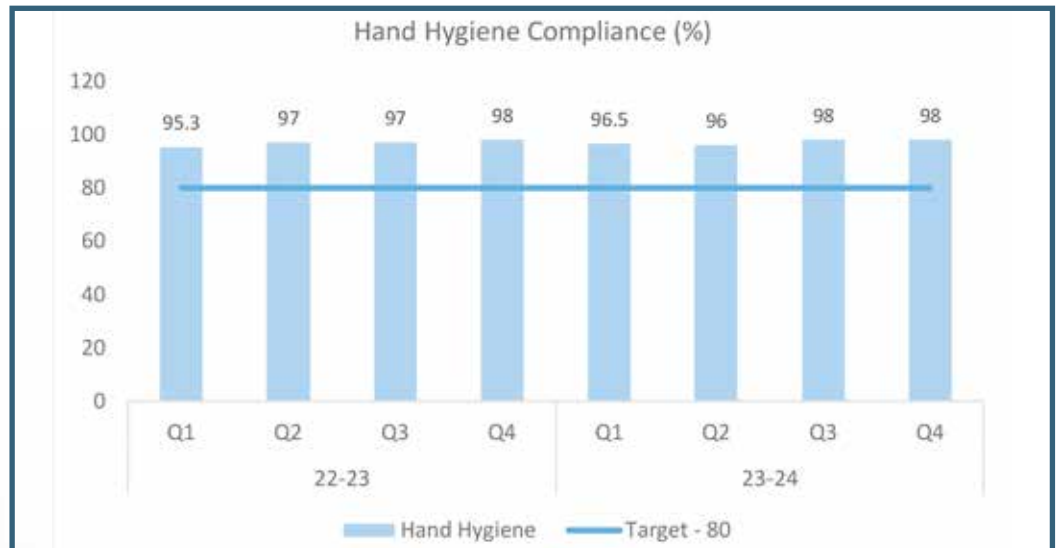
Compliance has remained the same this quarter at 98%.

There has been an increase in audits this quarter in keeping with the fact that this is respiratory season with a reported increase in respiratory infections in our communities. Regular reminders for hand hygiene and mask usage have been completed.

Areas to note: Handling of clean linen is our primary area of focus. This can be a result of facility space issues and multiple new staff and lack of staff. Multiple reminders continue to go out. This is an ongoing area of focus. This may be in part related to our facility structure given things can be cramped. We continue to hire new staff and regular reminders go out. Staff doing hand hygiene observations are also coaching at the point of the assessment if opportunities are missed to allow for point in time learning as well.

Other areas for improvement: Challenges around Mealtime: Supporting and assisting residents with their meals continues to be challenging. This will be a targeted area for the next quarter. The challenge is how to have hand sanitizer readily available at tables and still comply with licensing requirements. Further thought and education may need to be completed in this area. This has improved this quarter but it is still an area to stay focused on.

Overall reminders for the moments of hand hygiene will be redistributed as well to all staff.

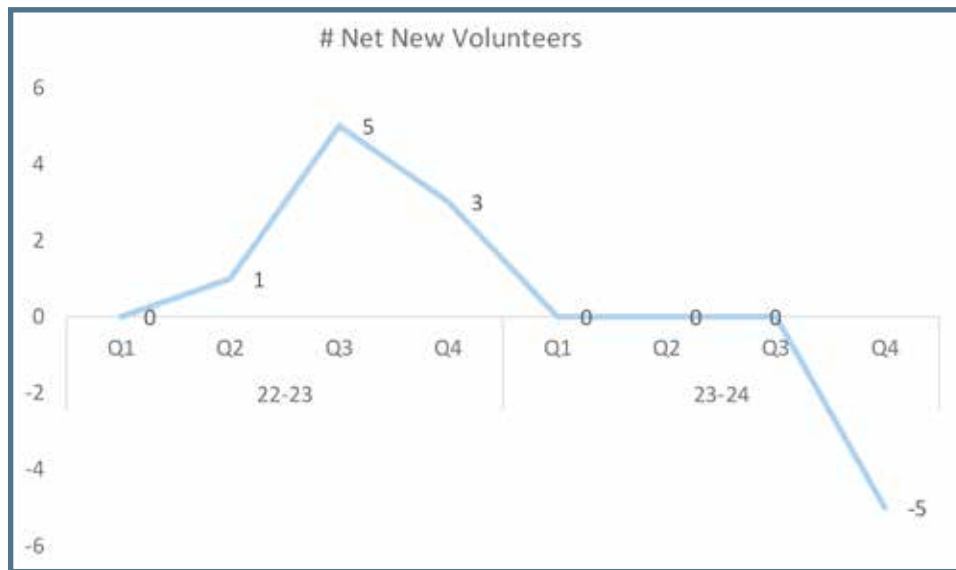
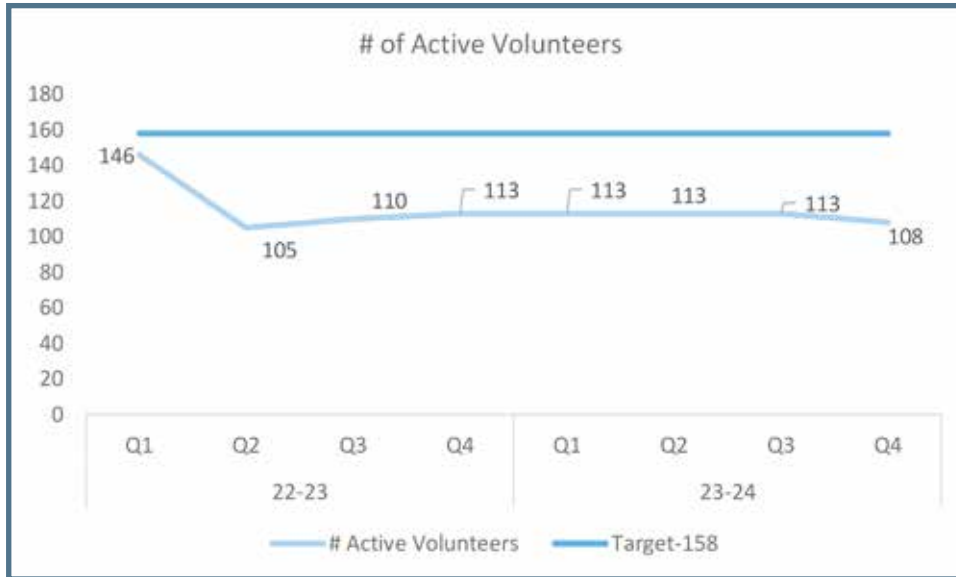


PERFORMANCE

~ SCORECARD ~

Volunteer Recruitment

Measurement: the total number of volunteers based on those recruited and deactivated during the quarter.



The number of active volunteers has decreased by 5 this quarter to 108.

Committed Board Members Wanted!

Are you looking for a meaningful way to give back? This may be the opportunity for you.

Shoreham Village Senior Citizen Association (Long-Term Care Facility) is in search of new voluntary board members to join our Board of Directors. We are seeking members representative of our diverse communities and having a range of skills, interests, knowledge and experience to compliment the strengths of other board members. At this time we are particularly in need of new members with strong backgrounds in Legal, Human Resources, and Project Management. Interested applicants should provide their contact

information along with a CV or brief overview of experience to 902-275-5631 ext. 8221 or by email at t.conrad@shorehamvillage.com.



Contact us at 902-275-5631 ext. 8221 • t.conrad@shorehamvillage.com

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