



Resident & Family Handbook

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Please do not remove.

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Shoreham is dedicated to providing excellent care and service to our residents, with compassion and respect for each individual.

Person-centered care is Shoreham Village's philosophy where we believe that everyone has unique values, personal history and personality, and that each person has an equal right to dignity, respect, and to participate fully in life.

At Shoreham Village we understand trauma is prevalent in our world and impacts all of us. The effects of trauma can ripple across all aspects of a person's life, often shaping our interactions and relationships. We understand the presence of trauma, acknowledge the role it can play in a person's life, and promote an environment that supports the individual and collective wellbeing of all.

Shoreham Village takes into account the specific needs of each person. Ours is grounded in creating relationships between residents, families and the care team as active participants in care. We believe that family or designates play a vital role in the health and wellbeing of the resident.



To access an online version of the Resident Handbook, as well as additional resident/ family resources, visit our website:

shorehamvillage.com or scan this QR Code with your mobile device.

Welcome to your new home at Shoreham Village!

On behalf of everyone at Shoreham Village, I want to extend a warm and genuine welcome to you and your family. We are so grateful that you have chosen to make Shoreham your home.

Here, you are part of something special. This is a place filled with kindness, connection, and care. It is where friendships are built, stories are shared, and every person is valued for who they are. Our team is here to support you in every way we can, and to make sure you feel comfortable, respected, and cared for each day.

Take your time to explore, meet new people, and enjoy everything that Shoreham has to offer. Whether you are joining an activity, taking a walk through the common areas, or sharing a conversation over a cup of tea, we hope you feel the sense of belonging that makes this place so unique.

If you have any questions or need anything at all, please speak with the charge nurse or one of our nursing service managers. Their contact information can be found at the end of this handbook, and they are always happy to help.

On behalf of the entire Shoreham Village team, welcome home.



Charbel Daniel
CEO

ACCOMMODATION

Personalizing Your Room

We understand the importance of personal space and know that your belongings are very important to you. We ask that you take into consideration fire regulations and safety standards, therefore avoid overcrowding your room with furniture or personal items. When you come to live at Shoreham Village you will be sharing a room. Shoreham Village provides furnished rooms with a single bed, dresser and night table. Please feel free to make your room feel more at home by bringing bedding, pictures and certain electronics and accessories for your room. Should you wish to add any furnishing, e.g., table or chair, or discuss your space, please speak with your charge nurse or the Manager Support Services.

It is important that the room is kept in a manageable and uncluttered condition to prevent resident falls, staff injury or fire. If there are any safety concerns identified with your room, a Shoreham staff member will support you in finding a solution.

(Bed) Mattress and Mattress Toppers

The mattress is especially designed for skin protection when used alone. The Nova Scotia Department of Seniors and Long Term Care issued a warning about egg crate mattresses; therefore, for your safety egg crate mattresses are not permitted. Please discuss any special mattress needs with the physiotherapist or occupational therapist.

Blankets and Quilts

To help make your room feel like home, we encourage you to bring in your own quilts or blankets which fit a twin bed, larger blankets often become a tripping hazard and are discouraged. Please ensure the items are temporarily identified and let staff know to arrange for labeling with the seamstress. Curtains or electric blankets cannot be brought in due to fire regulations. Wool blankets are welcomed but must be laundered by a loved one because we are unable to launder properly.

Chairs

Some of our rooms will accommodate a chair. If you chose to bring one with you it must have a manufacturer's label telling us it meets fire regulations (comparable with Gold Seal/CSA regulations or equivalent). If the chair becomes soiled or develops an odour, you or your family will need to either replace it with a chair that is covered with nursing home grade vinyl, or if available use a chair provided by the facility. For resident safety, rocking chairs or swivel chairs are not permitted.

CPAP Machines

Due to the significant cost, variation between models, and the risk of infection from improper cleaning, most residents and families choose to manage CPAP machine care themselves by following the manufacturer's instructions. (Some clinics also offer maintenance services for these devices.)

If you are requesting and giving permission for a staff member to assist with CPAP machine care, please speak with the RN or LPN to ensure a clear plan is developed and documented. Please note that Shoreham Village will not be held responsible for any damage or missing parts if staff are asked to assist with handling or cleaning CPAP machines.

Decorative Items

We encourage you to enjoy your personal items such as stuffed animals, pillows, figurines, etc., but please also ensure that your room remains uncluttered so that staff can clean the room and we can provide a safe environment. Shoreham cannot be responsible for items brought into the facility.

Seasonal decorations are welcome but are the responsibility of the resident/family to provide offsite storage.

Electrical Restrictions

Due to fire regulations and safety standards the following electrical appliances or items are not permitted in your room: microwave or convection ovens, refrigerators, toasters, kettles, coffee makers, hair dryers, curling irons, heating pads (including those heated in microwaves), power tools, extension cords, plug-in air fresheners, humidifiers and plug splitters.

Approved Electrical Items

You may want to bring in your own CSA/ULC approved lamps (no touch lamps, open top halogen lights or night lights). Also, you may want to bring in a CSA/ULC approved radio, clock radio or clock, and electric fan.

Prior to using electrical equipment in your room it must be inspected by our Maintenance Department.

Air Conditioners and Humidifiers

Residents may request the installation of an air conditioner. The Manager of Support Services will determine if it is possible and will provide you with information including the costs and monthly fee. You or your family will be required to sign an agreement.

For infection control reasons humidifiers cannot be used in the facilities. Please contact maintenance if you have a concern about the temperature or humidity in your room.

Lifts

Shoreham Village has many personal lifting devices. The interdisciplinary team will assess your mobility and keep you as independent as possible.

Physiotherapist or Occupational Therapist assessment is available as needed.

Some of our rooms have overhead (ceiling) lifts. At times these lifts are safer for some residents and at times we may need to move residents room assignment to accommodate

another resident's need. Assist poles cannot be used at Shoreham.

Locked Bedside Table/Lock Boxes

All wings have a locked bedside table available. We ask that you not bring in large amounts of money, jewelry or items that have great sentimental or monetary value, as Shoreham Village cannot be responsible for these items. There is a locked drawer in each room, which will accommodate small items of limited value. You will receive a key on request, and the second key will be securely stored onsite.

Our onsite Business Office provides a trust account service which gives you access to your money and has regular business hours Monday to Friday.

Overcrowding of a Room

An overcrowded room makes it difficult for you to safely move around the room and for staff to provide care or clean your room. Shoreham Village does not have space to store any extra items. Seasonal decorations and clothing need to be taken home by a relative/friend for storage. Staff will work closely with you and your family to avoid clutter and overcrowding in the rooms. Any storage bins need to be equipped with wheels so they can be moved easily for floor cleaning.

Pictures (We encourage canvas prints or framed photos without glass)

You may bring in framed pictures for your walls. You or a family member can ask a nursing staff member to put a work order into the Maintenance Department to have pictures hung. We ask that you not use nails, tacks, or tape on walls. Posters or paper wall hanging are limited due to fire regulations and cannot cover more than 20% of the wall. Pictures on dressers or table tops should be in sturdy frames as staff regularly dust and clean the surfaces. Photo albums provide a nice opportunity for reminiscing.

Power Bar

You can use a CSA approved power bar, as long as it does not pose a tripping risk. Please ask nursing staff to have our Maintenance Department look at it before it is used.

Rugs

Scatter mats or area rugs can cause falls. We ask that you not bring them in for your room.

Televisions

You are welcome to bring in a TV to enjoy your favourite programs. Maintenance staff will ensure your TV is CSA/ULC approved. Due to limited space TV should be no larger than 32 inches. Please check with staff before purchasing or bringing in a TV. We are able to wall mount televisions in resident's rooms for a one time fee. Please contact the business office if you are interested.

In shared rooms we ask that you use a wireless headset so that you and your roommate can watch TV programming without disturbing each other.

ACTIVITIES

Recreation Programming

There is an event calendar given to each resident, posted on each wing and the main lounge at the beginning of each month. It will include special events, therapeutic programs and spiritual care for the month. This calendar is also emailed and available on the Shoreham web page. www.shorehamvillage.com

You and your family member/friend may take part in, or observe any or all of the following:

- Small/Medium group programs e.g. reminiscing, wing based programs.
- Small group programs based on your previous leisure activities i.e. movies, cards, art.
- Large open programs for all residents such as music and bowling.
- Spiritual Programs such as devotions, or spiritual hour.
- Community outings such as luncheons, scenic drives etc. (only residents, staff and registered volunteers are permitted on the Shoreham bus).

Our recreation team completes individual assessments to help determine what events or programs are best for you. You will receive your own leisure plan based on your interests and needs.

Hosting Private Events

If you or your family would like to host a private event, please contact us so we can let you know how many people can be safely invited and how to set up the room. Our staff will provide all the details. Please tell us if you plan on serving food as the Department of Environment requires we follow strict rules regarding preparation, storage, and service of all food. For more Information, please contact recreation at 902-275-5631 ext. 8235 or 8221.

Holidays

Residents are welcome to have their family members join them throughout the holiday season.

There is an opportunity for families to bring in their own meals and share the experience with their loved one in a designated visiting space.

We ask that family members do not share food from home with other residents as others may have food sensitivities or health conditions that you are not aware of.

We know that many families or residents like to celebrate the season by providing staff in their wing with a gift. Please understand that while staff are not permitted to accept personal gifts, they would be pleased to accept a donation to the Care and Share Fund or to accept a present for the full wing as a whole, such as a box of chocolates or cookies.

ADVANCED HEALTH CARE DIRECTIVES

Advanced Health Care planning is important to ensure you receive the right care, at the right time in the right setting. Please let us know if you have already completed personal directives so our care team knows your wishes. Our team will meet with you soon after admission to review your wishes and discuss any questions you may have. You will be asked to confirm your wishes annually at the care conference.

ALCOHOL

As a resident, you are welcome to have a drink to enjoy! Under the Liquor Control Act, Alcohol cannot be stored in your room and must be ordered by a doctor or nurse practitioner, kept secured by the nurses and provided by the nurses. If you would like to have alcohol added to your care plan please speak to one of the nurses.

CALL BELLS

Call bells are available in every resident's room to call staff when needed. Emergency call bells are located in every bathroom. Please ensure your call bell is always within reach.

CLOTHING

We offer a laundry service for your personal clothing. All clothing and fabric items brought into the facility must be machine washable/dryable.

Shoreham Village cannot be responsible for loss or damage. Upon admission or with purchase please ensure items are temporarily identifiable i.e. Initials on a tag.

Please give all clothing to care staff on admission for labeling. Staff will complete a Request for Service form to have all clothing labeled. A copy of this form will be given to you and placed on the resident's file. There is no cost for labeling.

Our seamstress completes only minor repairs and labeling of resident clothing. Shoreham Village cannot be responsible for lost clothing.

The following list is provided as a suggestion of clothing needs, to assist you in the admission process.

Suggested Clothing

- Nightgowns/pajamas (gowns are not provided)
- 1 coat/jacket
- Seasonal Hats/gloves/scarf
- Dresses/skirts (if usually worn)
- Blouses/shirts/sweatshirts
- Pants/shirts/sweatpants
- Sweaters

- 2 pairs of slippers (non-skid soles)
- Purse
- 2 housecoats
- 2 pairs of shoes
- 1 pair of boots
- Socks
- Undergarments

Storage for clothing is limited. Clothing should be looked at each season and have out of season clothing stored with family if closets and dressers are cluttered.

Adaptive clothing may be required to support comfortable dressing. These items can be purchased from Silverts and local pharmacies. Please speak with the seamstress.

COMMUNICATION

Shoreham Village is committed to providing quality care for our residents. To accomplish this, we welcome regular communication with residents and family members. We invite your suggestions, concerns or compliments. We have a comment box located near the front entrance. Please speak with the nursing staff or charge nurse if you have any concerns. We want to know that your needs are being met. Your input is essential for maintaining quality care. If, for any reason, you find the nursing services staff is unable to address your concern please feel free to speak to the Nursing Services Manager or any member of the management team, our Senior Director or CEO are also available.

Care Conference

There will be a care conference with the interprofessional team within four to six weeks of admission, and annually thereafter. Your care and personal needs are reviewed with you and your family. It is an opportunity to give feedback into your care; clarify information; offer observations and ask questions that may have arisen since admission or over the preceding year. In addition, resident care plans are formally reviewed on a quarterly basis by the care team and revised as required. Your input is welcomed and valued at any time. Contact the charge nurse if you have concerns you do not need to wait until the annual care conference to ask to meet with members of the care team. Knowing your care needs as soon as possible is important to us.

Resident Council/Gatherings

Resident Council meets each month. The council is open to all residents to discuss and give feedback to the facility on issues important to them.

Everyone who lives at Shoreham Village is welcome to attend these meetings.

Family Communication and Involvement

Communication with family is essential in meeting the needs of residents. Shoreham Village provides resident/family newsletters quarterly. This is available in print onsite or posted on our website at www.shorehamvillage.com.

Family Council is an information exchange meeting for friends and families of residents to meet members of the Shoreham Village team. The council provides a valuable forum for dialogue, support, education and processing concerns. Any family member or support person of residents living in care at Shoreham Village is welcome to attend.

Family Meetings are held twice annually, or as needed. For more information, please watch the website or bulletin boards.

CONCERNS, FEEDBACK AND ETHICAL GUIDANCE

Shoreham Village is committed to providing safe, high-quality care and services for residents. To achieve this, we welcome open communication with residents and their families. Whether it's a compliment, concern, or suggestion for improvement, your feedback is essential. Please share your thoughts with the nursing staff regularly to ensure your needs are being met.

If an issue arises such as a concern about care, an incident, or a near miss, and the charge nurse is unable to resolve it, please speak with the Nursing Services Manager for your wing. If further support is needed, the Senior Director of Long-Term Care would be pleased to assist you.

For concerns involving ethical considerations, such as consent, values-based decisions, or differences in care perspectives you are also welcome to contact our Ethics Committee for confidential support and guidance. The Ethics Committee is available to help navigate complex decisions and provide a thoughtful, values-driven approach to care.

We strive to acknowledge all concerns within 72 hours and provide follow-up communication within 5 business days. If your concern requires more time to resolve, we will provide regular updates.

We value your input and look forward to partnering with you to ensure the best possible care experience.

DISCHARGES

As per government policy, Shoreham Village is required to declare a vacant bed within 4 business hours of a resident leaving the facility. There are also required time frames for us to offer the bed to a new admission therefore all resident belongings must be removed within 24 hours of discharge.

Shoreham Village cannot store personal items due to space limitations. There may be fees charged if items are left at Shoreham Village for disposal.

DIVERSITY, EQUITY, INCLUSION AND BELONGING

Shoreham Village has made a commitment to champion diversity, equity and inclusion in order to benefit from new perspectives and ideas. These in turn will enrich our ability to deliver authentic person-centered care where we consider the uniqueness of each person's identity and incorporate these considerations into the plan of care.

At Shoreham Village, you will meet and be cared for by trained and competent people with diverse backgrounds and experiences.

At Shoreham Village we value the inherent worth of every person and all our differences, including age, ancestry, ability, gender identity, race, religion, and sexual orientation. We recognize that the responsibility to create an inclusive culture rests with each of us where we are personally responsible to hold each other and ourselves accountable.

Prioritizing cultural sensitivity, competence and safety development helps us to ensure our team members have the knowledge and skills to support and address the needs of diverse individuals.

We integrate diversity into our service delivery culture to promote inclusivity. We emphasize creating therapeutic relationships between the care team, you and your family.

Shoreham Village is committed to actively challenging and responding to all forms of bias, discrimination, incivility and unfairness through policies that provide equitable access to services and opportunities for all persons.

DONATIONS

Shoreham Village raises funds to improve the quality of life for members of the Shoreham Village community.

Resident lives are better because of funding provided by the donations through improved facilities, mobility aides, televisions, gardens, therapy equipment and much more.

Contributions to Shoreham Village are made through fund raising events, individual donations or bequests.

Donations are always gratefully received and are used to improve the quality of life for residents. A tax receipt will be issued by Shoreham Village for monetary donations.

If you have a non-monetary donation (i.e. wheelchair, lift chair, walker), please speak with the charge nurse to determine if the item could be used by another resident.

Gifts can be made at our business office or by calling us at 902-275-5631 etc. or contacting us at t.conrad@shorehamvillage.com. We thank you for caring.

EMERGENCY PREPAREDNESS

Shoreham Village is committed to ensuring that the safety and well-being of residents is maintained during an emergency. Shoreham Village reviews/updates, and carries out staff and resident (when appropriate and safe) exercises for all potential hazards (emergency evacuation, relocation, chemical spill etc.), and fire safety plans, on a regular basis. In addition to this, Shoreham Village has a documented Business Continuity Plan that addresses the operational recovery and continuity of Services in the face of a disaster, labour disruption or other major outages. This Plan is reviewed a minimum of annually and revised as necessary to ensure it is current.

ESSENTIAL CARE PARTNERS

At Shoreham Village, we recognize the essential care partner as a key member of the care team. An essential care partner is defined as a person or persons chosen by the resident, or, if the resident is incapable, their substitute decision maker, to participate in the resident's ongoing care. An essential care partner can be a family member, close friend, private care provider, or other caregiver. A resident has the right to include or exclude an essential care partner in any aspect of their care (Accreditation Canada, 2024). Essential care partners hold both rights and responsibilities to maintain a collaborative, respectful, and safe environment for all involved.

Responsibilities of Essential Care Partners

- 1. Respect and Collaboration-** Essential care partners must treat all staff, residents, and other visitors with respect and dignity, contributing positively to the overall care environment. They are expected to work collaboratively with the care team to ensure the well-being of the resident.
- 2. Safety and Infection Control-** Essential care partners are responsible for adhering to Shoreham Village's safety protocols, including infection prevention and control practices. This includes complying with any visitor guidelines and health requirements that are in place to ensure the safety of everyone in the facility.
- 3. Communication-** Essential care partners must share relevant information with the care team regarding the resident's needs, preferences, and concerns, ensuring that the resident's privacy and confidentiality are respected.
- 4. Visitor Policy-** Essential care partners must comply with Shoreham Village's visitor policies, including temporary restrictions that may be implemented during health outbreaks or other situations that may impact the safety and well-being of residents and staff.
- 5. Resident Absence-** If the resident leaves the facility for any reason, essential care partners are responsible for notifying nursing staff or completing the 'Resident Absence Form' to en-

sure proper documentation and care continuity.

FALLS PREVENTION

Our goal is to support you to maintain your independence and mobility. Our team works to reduce the risk of falling.

Preventative Measures include:

- Keeping hallways, rooms and care areas clear of clutter or other hazards (i.e. oversized blankets, mats, cords, etc.).
- Using fall mattresses and hip protectors if appropriate.
- Use handrails in the halls.
- Wear well-fitting, non-slip footwear or grip socks.
- Get up slowly if you have been sitting or lying down.
- Get daily exercise, good sleep and eat well to lessen your risk of falling.
- Turn on the light when going to the bathroom at night.
- Call for assistance if needed.

A bed alarm may be used, however bed alarms do not prevent falls, but they do alert staff that you are getting out of bed.

Proper Footwear

It is important to wear proper footwear. When shoes fit well and provide good ankle and foot support, balance and stability is better. Wear shoes both on and off the household/floor. Please do not walk about in your bare or sock feet.

FINANCIAL & PERSONAL AFFAIRS

Money and Valuables

You are strongly discouraged from keeping money or valuables in your room and are encouraged to deposit money into an onsite Trust Account for withdrawals as needed. We recommend large, valuable or irreplaceable items be kept safely at home with family or friends. Shoreham Village cannot be responsible for missing money or valuables.

Financial Management

Our staff cannot assist or act as financial agent on behalf of a resident. We discourage residents and family members from taking financial responsibility for other residents.

We cannot stress enough the importance of having wills, funeral arrangements, enduring power of attorney, personal directives, advanced care directives, and other legal documents in order, prior to admission. It is equally important to keep the care team informed of these details or any changes you make.

If you have any questions about any of these arrangements, please feel free to reach out to the Nursing Services Managers.

Facility Responsibilities

- Standard accommodation
- Skilled care and professional supervision
- Meals and Therapeutic diets
- Laundry service for washable bedding and clothing that does not require special attention
- General hygiene supplies for shared use of all residents (e.g. body wash, shampoo).
- Common over-the-counter medication (list included in Medication section) that are not taken/administered on a regular (daily basis) e.g. medications provided occasionally such as Tylenol for a headache.
- Medical supplies for routine treatments
- Shoreham Village funds the incontinence system, however this does not include the provision of pull-up type underwear
- Physical, social and recreational activities – such as exercise programs, concerts, bingo
- Shared equipment for short-term use e.g. commodes, bedpans etc. Further details are outlined in your lease agreement.

Resident/Representative Financial Responsibilities

- If a resident prefers specific hygiene and grooming supplies something other than what is provided by the facility the product must be unscented – powder is not permitted due to respiratory effects and risk of falls.
- Personal dry cleaning
- Personal telephone, Cable TV, and voicemail.
- Prescriptions and over-the-counter medications taken on regular basis.
- Nutritional supplements where resident or physician requests a brand name other than the house brand provided by the facility.
- Personal newspaper
- Hearing aids/batteries, dentures, glasses.
- Transportation (ambulance or taxi)
- Extra activities and crafts, which are of the resident's preference and in excess of provided social functions.
- Personal equipment (cost, cleaning and maintenance) that is for the resident's exclusive use.
- Postage (when paying invoices for residents, etc.)
- Companion or complimentary care/service provision requested by resident or family e.g. escorts for external appointments.

FIRE SAFETY

To ensure a high standard of safety and fire protection, we ask that residents comply with the following guidelines:

- Keep room furniture to a minimum and the room free of clutter.

- Appliances, such as coffee machines, electric kettles, toasters, microwave ovens or other items that have a heating element are not permitted in resident rooms.
- Electric blankets and heating pads are not permitted.
- Electrical appliances such as TVs, radios and fans are permitted but must be CSA/ULC approved and inspected by our Maintenance Department before use.
- Candles or other sources of ignition are not permitted in resident rooms.
- Christmas decorations are to be kept to a minimum. Artificial trees and lighting must be inspected and approved by the Maintenance Department before use. Live cut greenery is not permitted unless part of a “live” flower arrangement.
- Smoking is only permitted in the designated smoking areas and is for resident use only. All residents who smoke are assessed for safe smoking practices.
- Chemicals or cleaning agents such as deodorizers, bleach, ammonia, solvents, toilet bowl cleaner etc. are not permitted in resident rooms.

Fire Drills

Each month a fire drill is held to ensure equipment reliability and staff preparedness in order to meet the requirements of the National Fire Code. As part of our fire protection system, the facility has designated fire zones and is equipped with a sprinkler system including resident rooms.

During these drills you will hear the fire alarm and messages over the overhead paging system. It is very important to remain calm and follow the directions of staff. We also practice evacuation of the fire area and residents may be asked to accompany staff to a Fire Safe area.

Thank you for your co-operation in helping us maintain a safe environment for all.

FOOD

Each resident who lives at Shoreham Village is assessed by our dietitian to ensure their diet meets their specific nutritional needs. Three meals and snacks are provided daily following Canada’s Food Guide and residents’ individualized nutrition care plan.

FOOD SAFETY

Bringing Food from Home

If a family member wishes to bring in any additional food items for their family member, they are welcome to do so provided it is labeled, dated and stored appropriately. We request that any food items brought in, only be shared with your family member. Other residents may have problems with some foods or drinks. The resident or their family is responsible for the heating/preparing/storing any food brought in from home.

Food Allergies

There are residents and staff who have allergies to specific foods. Our staff will advise of any restrictions and ask that residents and family follow any required precautions.

Please communicate with the charge nurse or supervisors prior to bringing any shellfish, nuts, and/or tree nuts into the facility.

Food Storage

Perishable food cannot be kept unrefrigerated in resident rooms, and non-perishable food is best stored in a small airtight container. If food is found to be inappropriately stored in resident's rooms, it will be removed by staff to prevent food borne illness.

Food Stored in Refrigerators

Food can be stored in the fridges on the wings. The food must be labelled including name preparation date, and item identification. Food that is unlabelled or undated will be discarded by staff.

Personal refrigerators are not permitted in resident rooms.

Unsupervised Eating

Residents are encouraged to eat meals in the designated dining rooms. This allows for supervision by staff which is a licensing requirement. If there are any concerns, please reach out to the charge nurse and supervisors for further assessment.

ADDITIONAL SERVICES

Shoreham Variety Store/Vending Services

We are pleased to offer a Variety Store overseen by our recreation department and staffed by volunteers. The store is located in the main activity area and the hours of operation are posted on the door. Let us know if you have any suggestions of items you would like to see in the store.

Vending Services

There are vending machines with beverages and snacks located off the main activity area.

FOOT CARE

Basic foot care is provided by the facility for all residents. Residents' needs are assessed by an RN on an on-going basis. If Advanced Foot Care (provided by a specially trained nurse) is required due to medical conditions e.g. diabetes, circulation problems, there is an additional fee charged by the service provider and billed directly to the resident. Contact your charge nurse for more information, this is also reviewed during lease signing.

HAIR CARE

Shoreham Village is pleased to offer salon services for residents looking for haircuts, colours,

shampoo and sets. These services are offered by independent owners and billed directly to the resident.

Please contact the salon for hours of operations, costs and to book an appointment at ext.8243.

INCIDENT REPORTING

Shoreham Village is committed to providing safe, quality care and services for residents. To accomplish this, we want to ensure all incidents are reported, investigated, and followed up on in a timely manner. Shoreham Village promotes a safe and just culture, approaching incident investigation with a consistent, fair and confidential process, inclusive of meaningful stakeholder input. The Shoreham Village incident investigation process provides support for both individual and organizational learning and improvement.

Shoreham Village residents, family members and members of the public may report an incident by notifying a staff member of the incident.

The staff member will then complete the appropriate report with information provided by the resident/family member or member of the public. To report an incident please contact the charge nurse or supervisor for your area.

INCONTINENCE SYSTEMS

Shoreham Village funds a variety of Tena brand incontinence pads, which range in size and absorbency. These products are designed to protect the skin by drawing moisture away from the body and holding onto it. Staff are provided with education on the correct use of these systems to ensure products are utilized to their full benefit. Pull up/underwear type products or other brands are not provided by the facility and will be an additional cost to the resident. Each resident bathroom is equipped with white bins specific for the disposal of incontinent products. These are unlabeled for privacy and should remain closed at all times. Should you require an additional small waste bin, please reach out to staff and one will be provided.

IDENTIFICATION BRACELET

We do not require residents to wear an identification bracelet. We do follow standards by using two resident identifiers when providing a treatment to resident. Residents will be asked their name, identified by a picture from the health care record, and/or identified by other regular staff when identification is required for medical procedures.

INFECTION CONTROL

Hand Washing

Hand washing with soap and water or alcohol sanitizer is the best way to prevent the spread of infection by you, your family, visitors and staff.

Please wash your hands before and after meal times and after going to the washroom.

Encourage anyone entering your room to practice good hand hygiene as well. You will find alcohol hand sanitizer stations throughout the facilities to support good hand hygiene practice. Staff hand-hygiene audit results are posted within the facility.

Immunization

The flu season generally runs from October to March. The influenza vaccine is offered to all individuals in the facility. We strongly encourage essential care partners, family members, staff and volunteers to receive the vaccine.

When an Influenza Outbreak occurs the care team works with Public Health. If Influenza virus is confirmed by the laboratory, residents are offered prophylactic treatment such as Tamiflu. If you do not wish to have treatment talk to the charge nurse.

COVID-19 vaccinations are also offered to all individuals in the facility and is strongly recommended.

The Pneumovax, RSV, and Shingles vaccines are also offered to residents who qualify.

Respiratory Etiquette

Coughing and sneezing into your sleeve or a tissue is the best way to keep from spreading germs. Wash your hands after putting the tissue in the garbage.

Responsible Visiting

Residents, family members and other visitors should not visit residents if they are feeling ill (vomiting, diarrhea) or have symptoms of a respiratory illness (fever, cough, sore throat, generalized aches and pains). Please follow notices during outbreak situation when restrictions are in place. During an outbreak it is important that restrictions are followed to help limit the spread of infections.

INSURANCE

While we will do all that is reasonable to protect personal property, any personal items in the facility are at the owner's risk. Residents are responsible for their own insurance.

LIBRARY

Resident and Family Library

There is a lending library stocked with books of interest and are for the use of residents, family and friends. The lending of novels and movies is on an "honour system".

MAIL

Incoming mail is received at the main office and delivered to residents by our recreation staff.

The person responsible for financial matters should have business mail addressed directly to them.

Residents may bring letters to the main office for mailing. If assistance is needed in mailing parcels, please visit the Business Office. The address for Shoreham Village is 50 Shoreham Village Crescent, RR #1 Chester, Nova Scotia B0J 1J0.

MEALS

Unsupervised Eating

Residents are encouraged to eat meals in the designated dining rooms. This allows for supervision by staff, which is a licensing requirement. If there are any concerns, please reach out to the charge nurse or supervisors for further assessment.

Daily meal service includes three meals and two snacks. Coffee, tea and cold beverages are always available. We ask that you do not offer food to other residents as there may be identified food sensitivities or swallowing issues.

We encourage residents to drink plenty of fluids. Water dispensers are available. Refreshments are available between meals and in the evening.

Meal Service Times and Menus

Meals are served in a designated dining room and on resident wings. The menus are posted on the information board at the front entrance, the main lounge bulletin board outside the dining room, and on each wing.

MEDICAL APPOINTMENTS

The Charge Nurse must be notified of medical appointments in order to follow through with the appropriate care. The Nurse will send along a copy of your current medication list and profile sheet to be given to the doctor during the visit. Please report to the Charge Nurse when you return if there are any orders or recommendations from an appointment.

We are not able to send staff from the wings to escort residents to external appointments. If you require assistance to attend an appointment, there are agencies that you can contact to provide a person to escort you. There are costs and it is the resident or family's responsibility to pay the provider directly.

MEDICAL SERVICES

Shoreham Village has a Medical Director who oversees the quality of medical services at Shoreham Village as well as a Nurse Practitioner who manages the medical needs of all residents. The NP visits the facility weekly and residents are seen when needed. The RNs and LPNs will monitor your health and notify the NP when you need an assessment. You and/or your family can request to meet with the NP and the staff will arrange a time that is convenient for both you and the NP.

If there is a situation where you require immediate medical attention the RN may decide to call the NP or medical director (when available). An ambulance for transfer to emergency may be called, however, Shoreham Village strives to ensure that residents receive the right care in the right setting to prevent unnecessary transfers to the emergency department.

Shoreham Village also provides RN Authorized Prescribers (APs) services. RN APs are advanced practice RNs who have completed additional education and are authorized to prescribe medications and order relevant screening or diagnostic testing for residents with pre-identified conditions identified within the Shoreham Village RN Prescriber Policy and Scope of Practice Agreement.

MEDICATIONS & MEDICATION SAFETY

Making sure you are taking the right medication is important to your health. On admission day, please bring, all of the medications you currently use.

Our team will ask questions to make sure your medications are accurate. You (or your family members) are encouraged to ask the nurses, doctor or pharmacist any questions you have about the medications you are receiving.

Medication Reviews are completed twice a year. The interprofessional team (nursing, dietitian, pharmacy and Nurse Practitioner) reviews all your medications to ensure they continue to be required for your optimum health and to ensure the dosage is appropriate.

Medications must be supplied by the pharmacy who supplies medications to Shoreham Village and administered by our nursing staff. Nurses cannot accept medications from outside pharmacies or over the counter medication brought in by families. Pharmacare covers most medications. Medications not covered by this program will be charged to the resident for direct payment to the Pharmacy.

Some over the counter medications that are given on an occasional basis are provided by Shoreham Village. All over the counter medications that are regularly taken by residents are supplied by the pharmacy and charged to the resident for direct payment to the pharmacy. A list of supplied over the counter medication is provided below, on admission or at any time from the Nursing Service Manager.

Medications cannot be kept in residents' rooms for the safety of all who live here. This includes natural medications and over the counter medications. Please check with staff before bringing in any "over the counter" or other medications. They may be harmful when taken along with other current medications and certain foods.

Under the Law, all medications must be ordered by your doctor. Before leaving the facility on a pass, please ask nursing staff for any medications that will be due during the outing.

FORMULARY OF OVER-THE-COUNTER MEDICATIONS (Occasional orders only)

Occasional orders: Nurses will administer from facility stock

Regular orders: Pharmacy will package individually and apply to the resident's account.

Pain/fever

Acetaminophen 325 mg

Acetaminophen 160 mg/5ml Acetaminophen 325 mg suppository Acetaminophen 650 mg suppository

Gastrointestinal(GI)

Lax-A Day® Antacid (Liquid)

Dimenhydrinate 50 mg Dimenhydrinate/50 mg suppository

Senokot® 8.6 mg

Fleet® Enemas

Cough

Guaifenesin cough syrup

Antihistamine

Diphenhydramine 25 mg

MY PRIVACY

Shoreham Village is committed to protecting the privacy of your personal health information. Only authorized persons will collect, use and disclose the personal health information needed as part of their role. Our policies reflect our obligations under the Personal Health Information Act (PHIA).

At Shoreham Village, we need to collect, use and share your personal information, including health information, to provide the best possible support for you. Shoreham Village limits access to your personal health information. We restrict access to who knows how much about you to create the best possible outcomes for you and for Shoreham Village.

You have the right to know how we collect, use and disclose your personal information. You have a right to expect that, to the best of our ability, your personal information remains accurate, confidential and secure. You, or your substitute decision maker, have the right to protect your personal health information.

Shoreham Village is a not-for-profit seniors' organization offering a range of programs and services to clients throughout Nova Scotia. As a member the Shoreham Village community, we will share information on other services, social events and fundraising opportunities with you and designated contacts. You have the option of asking that you not receive this kind of information by contacting the Privacy Officer.

If you or your substitute decision maker has any questions or concerns, please contact the **Shoreham Village Privacy Officer directly at:** Shoreham Village Privacy Officer 1S – 130 Eileen Stubbs Avenue Dartmouth, NS B3B 1C4

Phone: 902-454-8311

email: privacy@nwood.ns.ca

Photographs and Videos

You have the right to request that pictures or videos not be taken without your written permission while in your home (on your wing or in your room). There are many events that are open to the Shoreham Village community where pictures and videos may be taken. If you choose to attend an open group event or function, permitted Shoreham Village staff, or members of the media, may take pictures or videos for the purposes of promotion. We are unable to guarantee you will not be photographed or videoed while at these events. We are also unable to prevent family and other community members from taking pictures or videos at these public events.

Our staff are aware they are not permitted to take photos or videos of residents in their rooms or on their wings without expressed permission.

If outside a public setting, you will be asked for specific consent if a Shoreham Village staff (or representative) takes your photo or film you to use for promotional material.

We ask that you inform us if you wish to photograph, video tape or if you plan to post images on social media of other residents or staff. It is important in assisting us to maintain the privacy of others.

NEWSPAPERS

To receive the newspaper, you or your Power of Attorney can set up a prepaid subscription directly with the newspaper. The newspaper is mailed to or dropped off at the business office and delivered to your room by staff.

OUTINGS

Family and visitors are asked to notify the RN or LPN when taking a resident out of the building and upon return. You will be asked to sign a Resident Absence Form prior to leaving the facility and upon return. Please give nursing staff ample notice to ensure any necessary medications are provided for the outing.

Recreation staff will assess residents' ability to participate in Shoreham Village outings.

PARKING

Visitor parking is available in the parking lot to the right of the facility.

PERSONAL EQUIPMENT

You are responsible to purchase and maintain personal equipment and supplies including eyeglasses, dentures, hearing devices, electric razors, mobility equipment, compression stockings etc. It is recommended that you have them labeled before you arrive or when purchased so they can be quickly identified if misplaced. Please note Shoreham Village cannot assume responsibility for misplaced or broken personal equipment.

PETS

Pet Visits from Family/Friends

We encourage family members to bring their pets in for regular visits. To ensure resident safety and personal comfort, pets must be on a leash at all times and immunizations kept up to date. Please do not bring in pets if they cannot be controlled. Pets are not permitted in the areas where food is served for food safety reasons. Please only visit your family member.

Pet Visitation Program

Our facilities have an active “Pet Visitation Program”. Volunteer animals and their handlers come to visit with those residents who enjoy animals and wish to spend time with them and their owner. Please contact the Recreation department if you would like to be involved in this program. 902 275-5631 ext.8235.

POLICY LIST

Shoreham Village uses policies and procedures to guide our operations. If you would like to see or have a copy of any policy and procedure please reach out to Reception or any of the Managers, and we will be happy to provide it to you.

Here is a sample list of some of the policies that guide our practices:

Integrated Philosophy of Care & Service Delivery

Trauma-Informed Approach to Resident/Client Care and Staff Well-Being

Formulary Over the Counter Medications

Privacy of Information, Retention and Disposal of Records

Abuse Reporting and Response

Civility

Workplace Violence Prevention

Personal Health Information – Collection, Use, Disclosure, Retention, Disposal and Destruction

Trust**Disclosure of wrongdoing****Privacy Breach****Hand Hygiene****Terms of Reference for Resident and Family Councils****RIGHTS AND RESPONSIBILITIES – RESIDENTS**

Person-centred care is Shoreham Village's philosophy where we believe that everyone has unique values, personal history and personality and that each person has an equal right to dignity, respect, and to participate fully in life.

It takes into account the specific needs of each person. It is grounded in creating relationships between residents, families and the care team as active participants in care. We believe family members or designates play a vital role in ensuring the health and wellbeing of their relative.

Quality Care

You have the right to receive quality care delivered by professional and competent staff. As a resident of Shoreham Village, you have a responsibility to work as a partner in the care that you receive.

This means:

- You will be asked to welcome all professionally trained staff in your care, based on the skills that best meet your needs, regardless of colour, race or gender.
- We ask that you be patient and understand that care is provided to those whose needs are most pressing. This may result in delays in your care.
- Your care team is responsible to be familiar with your care needs
- You give correct and complete information to your care team and participate in the planning of your care.

You should ask questions when you don't understand information and expect a clear explanation from your care team within a reasonable timeframe, typically within 72 hours.

Privacy/Confidentiality

You have a right to have your privacy respected. We ask that you be considerate and respectful of the rights and privacy of others.

This means:

- Because of the Personal Health Information Act, we will not share your personal or health information with anyone other than your care team.
- We cannot communicate health information over unsecured or personal email.
- You will be offered options for privacy during your personal care
- You will be offered options for privacy during toileting
- You will have the option to communicate in private and to receive visitors;
- Your care team will knock before entering your room

Information

You have the right to ask for and receive information about your care at Shoreham Village in terms that you understand. You have the right to know who provides your care and you have the right to access your medical files with a written request.

This means:

- You will know the names and roles of the people providing your care (all team members will wear nametags and identify themselves)
- You have a right to be called whatever name you choose.
- You will be informed of the options and expected outcomes of any medical decisions you make.

Security

Shoreham Village strives to provide a secure environment to our residents.

This means:

- A secure building (locked after hours)
- A small locked drawer/box for personal items can be provided upon request. Please keep it locked at all times and the key on your person (not under your pillow). Just a reminder that these boxes are not for items of sentimental or significant value as we cannot replace them
- Shoreham Village does not have storage, so we ask that you and/or your family make arrangements to have off-season clothing/decorations taken away from your room.

Health Care

You have the right to participate, to the degree you choose or are able, in the planning and carrying out of your care and activities keeping your values, needs and preferences in the forefront.

This means:

- You will be supported to maintain your cultural and spiritual values and beliefs and to have them respected and incorporated into the planning of your care.

- Your care team will explain your medical conditions, care, and treatments and you will be supported in your right to make decisions.
- Your care team will do its best to help you understand discussions about your care and well-being (e.g.; through translation if required, communication boards or other types of assistance).
- You will be supported to maintain your independence to the greatest extent possible.
- You will be involved in goal setting and developing strategies to achieve them (e.g., maintaining continence or walking).
- You will be provided with opportunities for meaningful activity.
- You will be supported to maintain ongoing communication with care team members to ensure important information is shared.

You may choose to accept or refuse any procedure or medical treatment, to leave the facility at any time and to know the consequences of your decision. You accept responsibility for decisions you make about your own health care and treatment.

This means:

- That you be informed about how your choices affect your health.
- You will let the facility know when you are leaving the facility.

Respect and Dignity

You have the right to respectfully express thoughts, feelings and suggestions and to have them respectfully and appropriately acknowledged and responded to without fear of negative consequences. You have the right to be treated with dignity, respect and consideration. We ask that you treat other residents and staff with the same consideration.

This means:

- You have the option to participate in resident council.
- Your care team will assist you, if needed, to express your thoughts, feelings and suggestions (through any types of assistance).

Safety

You have a right to live in a safe environment. You have a right to personalize your room within the guidelines of the Resident Room Standards.

This means:

- Shoreham Village provides a safe environment for our residents (complete emergency plan, educated staff, drills etc.)
- We will let you know if there are any concerns regarding safety (e.g., items too close to heater, area too crowded for care to take place).
- You can bring along pictures and items that are personal and remind you of home.

It is difficult to share space and it is important to remember that your roommate requires the

same amount of space as you do.

Your views, observations and concerns are important to us. We are here to listen and to respond.

SAFETY

Safety is our first priority at Shoreham Village. We live and work in a communal environment and, just like at home, need to ensure anything that could be harmful is locked securely away. To protect all residents, we regularly inspect each wing and resident rooms. Whenever possible, we will provide you with reasonable notice and ask your permission prior to entering your room. If there is imminent risk, staff may enter your room to remove an item that is considered to be a physical risk to yourself or others. If you would like to keep sharp objects or other things that could be dangerous to residents who may be confused, we ask that you speak with nursing staff about whether these can be kept at the team office when not in use.

Please remember that no chemicals, medications or alcohol can be kept in a resident's room. For safety reasons, outdoor areas/gardens accessed from the building are locked when the winter weather starts.

For your safety and the safety of the other residents, please do not assist another resident to move from their bed or wheelchair. Please ask staff for help. This also applies to helping other residents during their meals.

We appreciate your help in following these safety measures that will help keep not only yourself, but the other residents, staff and volunteers safe.

SCENT-REDUCED ENVIRONMENT

In consideration for those who have allergies or breathing problems, residents, visitors and staff are asked not to use scented products including perfumes, colognes, soaps and deodorants. Flower arrangements may also be a concern. Please check with the staff on the wing before bringing in very perfumed flowers such as lilies, lilacs, etc. Notify the staff if you have allergies/sensitivities to scented products. Powders are not permitted due to respiratory affects and fall risks.

SECURITY

Many of the residents who live at Shoreham Village enjoy visiting throughout the building. Some may be confused at times and be at risk of getting lost. To help keep everyone safe, Shoreham Village has alarms on many doors that lead to the outside to let staff know that someone may need help. We ask that you let staff know before you leave the wing or the building.

We ask that you do not assist another resident to leave the building without checking with staff. If an alarm is sounding, it is essential to let staff know if a resident is attempting to leave.

SERVICES

Extra services such as hearing tests, dental hygienist, hair salon, foot care, eyeglass repairs, can be arranged and any costs are the responsibility of the resident or family and should be paid directly to the service provider.

Please contact your charge nurse to inquire.

SHOPPING

Personal shopping is the responsibility of the resident, family or Power of Attorney. There are procedures in place for staff and volunteers if they shop for residents who do not have family or friends to shop for them.

SMOKING

Smoking is only permitted in the outside designated resident smoking areas and are for resident use only. All residents who smoke are assessed for safe smoking practices during the admission process, and as needed thereafter. Only those residents that are able to access this area independently and are assessed as safe smokers are permitted to use the smoking gazebo.

SPIRITUAL CARE SERVICE COORDINATION

The Recreation Team will coordinate spiritual care service with support from several community spiritual care groups.

We Offer The Following:

- Monthly Communion
- Monthly Spiritual Hour
- Bi-Weekly Devotions
- Weekly Church Service (Interdenominational) Contact Recreation for information on service times.

Please let us know how we can support your spiritual care needs.

STAFF

CEO/Senior Director, Long Term Care

- Responsible for the overall the quality of care and service to resident.
- Overseeing clinical policy, standards, quality, staff training, and compliance with licensing or other legislation.

Nursing Services Managers

- Responsible for the overall quality of care and service to resident.
- Overseeing clinical policy, standards, quality, staff training, and compliance with

licensing or other legislation.

RN (Registered Nurse)

- Coordinates the plan of care with the interprofessional team.
- Manages communication and contact with medical services, residents and families.

Point of contact for all significant concerns.

- Responsible for nursing clinical decision making for unexpected or complex medical concerns.
- Provides supervision to the nursing care team.

RN Authorized Prescriber (AP):

- RN Authorized Prescribers (APs) are advanced practice RNs who have completed additional education and are authorized to prescribe medications and order relevant screening or diagnostic testing for clients with specific pre-identified conditions identified within Northwood /Shoreham Village RN Prescriber Policy and Scope of Practice Agreement.
- The scope of the RN-AP is defined as per the Scope of Practice Agreement held between Northwood and the NSCN.

LPN (Licensed Practical Nurse)

- Responsible for clinical care and medication administration.
- Point of contact for daily medical or clinical concerns.

Nurse Practitioner

- Nurse practitioners (NPs) are registered nurses who have additional education and nursing experience, which enables them to: Autonomously diagnose and treat illnesses Order and interpret tests, prescribe medications, perform medical procedures. (Canadian Nurses Association)

CCA (Continuing Care Assistant)

- Provides direct personal care including meal assistance, bathing, mobility and social interactions.

Manager, Nutrition Services

- Manages the overall operation and supervision of the Food and Nutrition Services Department.
- All aspects of nutritional care are in compliance with provincial legislation.

Occupational Health & Infection Control Specialist

- Provides oversight, support, and direction for a safe and healthy home/workplace in accordance with the occupational health and safety act and Nova Scotia Occupational Health and Safety Regulations.
- Provides oversight, support and direction for the development, implementation, and monitoring of infection control programs to protect residents, staff, and visitors.
- Develops policies, standards and ensure quality, staff training and education.

Cooks

- Responsible for ordering, preparing and serving meals for residents.
- Responsible for the supervision and replacement of food service workers.

Dietitian

- Assesses and monitors each resident's nutritional requirements on admission and throughout their stay.
- Consideration is given to personal preferences within clinical guidelines.
- All aspects of nutritional care are in compliance with provincial legislation.

Food Service Worker

- Responsible for delivery of meals, dining set up, meal delivery and clean up.
- Responsible for cleanliness and sanitation of the main dining room and kitchen.
- Responsible to observe and support residents in the main dining room.

Manager Recreation

- Manages the overall operation and supervision of the Recreation department and Volunteer coordination.

Recreation Programmers

- Recreation Programmers, each responsible for day-to-day programming.

Occupational Therapist

- Evaluates and assists residents who may require wheelchairs or other mechanical assistance or adaptive aides. Please consult with the therapist before purchasing or renting equipment to make certain the equipment is suitable for the resident.
- Nursing staff will contact the therapist on your behalf.

Physiotherapy Assistant

- Physiotherapy is a health care profession dedicated to improving, restoring and maintaining mobility. The physiotherapy service focus on mobility maintenance, rather than rehabilitation.
- The physiotherapist works closely with Occupational Therapy and Nursing Services to promote resident independence while developing individualized goals and treatment programs.
- After admission, the physiotherapist will complete an assessment, including a review of your health history and present mobility status (bed mobility, transfer status and ambulation abilities).

Social Worker

- Responsible for coordinating admissions and transfers.
- Assists residents and family caregivers to find resources to address personal or financial concerns when necessary.

Main Office/ Business Office/Staffing Office

- Located at the front entrance.
- Available daily (8:00 a.m.–4:00 p.m.) for information and direction.
- Manages resident trust accounts and monthly billings.

- Staffing Officer – maintains nursing schedules and payroll.

Manager Support Services

- Oversees the cleanliness of the facility and the laundry services.
- Responsible for laundry of residents including personal clothing and Shoreham Village linens.

Environmental Service Workers

- Maintain the cleanliness and sanitation of the resident living area and facility.

Laundry

- Responsible for laundry of residents including personal clothing and Shoreham Village linens.

Seamstress

- Responsible for labeling and minor repairs of resident clothing.

Maintenance and Facilities

- Provides building and grounds maintenance. Supports residents with requests for assistance with room maintenance such as hanging photos.

TECHNOLOGY

Residents are able to bring in technology when being admitted to Shoreham. All technology needs to be inspected by maintenance to ensure we have the appropriate extension cords needed. Please be aware that all technology brought into Shoreham is at the owner's risk. Shoreham is not responsible for any damage or missing items.

There is a guest password for wifi access. Please reach out to a staff supervisor to assist you with accessing this.

TELEPHONE, CABLE, & INTERNET

Telephone service is arranged by the family and paid directly to the service provider. Cable and/or internet services can be made at lease signing or by contacting business office after admission. The associated costs will be billed monthly to the resident.

TRANSPORTATION

Ambulance

Transportation through EHS (Emergency Health Service) including going to emergency, medical appointments, or another nursing home is billed directly to the resident.

Other Transportation

Residents must arrange and pay for their own transportation for medical appointments etc. Family is responsible for accompanying the resident. Wing staff cannot be sent to external

appointments. If this is not possible, the resident or family must arrange for a paid companion to provide this service.

VISITORS

Residents are encouraged to remain active and involved with the community, friends and family. Visiting hours are open so family and friends may visit at any reasonable time unless public health measures are in place. Residents are able to go out for visits. Please notify nursing staff if you are leaving the facility or complete the 'Resident Absence Form' kept at the care station.

Please do not assist other residents to leave the building if there is an alarm sounding.

VIOLENCE

Violence, foul language and abusive behaviours are not tolerated. Verbal threats or acts of violence by visitors will not be tolerated and will result in removal from the facility and/or having a Protection of Property Order issued to prevent further access to the facility. Shoreham Village will not tolerate resident abuse. Staff are trained in recognizing abuse and are required to report any situation that could be considered abuse. Residents and families are strongly encouraged to report any situation that makes a resident uncomfortable to the Charge Nurse or Manager Nursing Service so we may investigate and ensure the resident is safe.

Under this Persons in Protective Care Act, abuse may be physical, psychological, emotional, sexual, neglect, theft or medical abuse. It requires health facility administrators and service providers (includes staff and volunteers) to promptly report all allegations or instances of abuse.

Anyone else may report abuse under this Act by calling: 1-800-225-7225.

VOLUNTEERING

Family and friends who would like to volunteer at Shoreham Village should contact our Volunteer Resources at 902-275-5631 ext. 8235 for information, or email: info@shorehamvillage.com

WALKERS/WHEELCHAIRS

Residents requiring walkers or wheelchairs will have an assessment completed by the therapy team and the request will be forwarded to a provider. If there is a fee associated with this equipment the resident or family will be notified. Please consult with the physiotherapy assistant before purchasing or renting equipment to make certain the equipment is suitable for the resident.

OUR VISION, MISSION & VALUES VISION

A leader in excellence and innovation in Long Term Care.

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– embracing diversity and fostering innovation and creativity through teamwork, collaboration and partnerships.

Joy and fun– creating a comfortable, enjoyable environment where residents and their families are the focus and staff and volunteers are recognized and valued.

CONTACT

50 Shoreham Village Crescent Chester, NS B0J 1J0

Tel 902-275-5631

Fax 902-275-2586

www.shorehamvillage.com

info@shorehamvillage.com

PHONE LIST

RN Charge Nurse – Emergencies Only	902 277-0545
A/B Team Office	902-275-5631 ext. 8268
C/D/E Team Office	902-275-5631 ext. 8224
A Wing Supervisor Cell Phone	902-277-2069
B Wing Supervisor Cell Phone	902-275-7645
C Wing Supervisor Cell Phone	902-277-1974
D Wing Supervisor Cell Phone	902-277-1528
E Wing Supervisor Cell Phone	902-277-1673

Please leave a message and the RN/LPN will return your call. We appreciate your understanding as they may be providing care when you call.

Business Office	902-275-5631 ext. 8221
CEO	902-454-3381
Dietitian	902-275-5631 ext. 8229
Senior Director LTC	902-407-8548
Hair Salon	902-275-5631 ext. 8243
Nursing Services Managers	902-275-5631 ext. 8245 902-275-5631 ext. 8246
Manager Support Services	902-275-5631 ext. 8227
Manager Recreation & Volunteer Services	902-275-5631 ext. 8235

Manager of Staffing & Care Support	902 277-0545
Occupational Health & Infection Control Specialist	902-275-5631 ext. 8268
Occupational Therapist/Physio Therapist/Physio Assistant	902-275-5631 ext. 8224
Social Worker	902-277-2069
Seamstress	902-275-7645



CONTACT:

50 Shoreham Village Crescent Chester,
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