

The OceanVIEW



Spring 2017

.....News From the Ocean View Community

Celebrating 50 Years at Ocean View

2017 marks the 50th Anniversary of Ocean View at its current location on Caldwell Road in Eastern Passage, NS.

“We are so proud to have served seniors in Nova Scotia for the past 50 years in our community of Eastern Passage,” says Dion Mouland, President & CEO of Ocean View. “Throughout the years Ocean View has gone through many changes, but one thing has remained a constant – our commitment to enhancing the lives of those in our care. For most of our history, that has meant our ‘residents’ that lived in our long term care home. In recent years, we are pleased to be helping seniors in our community who want to age well in the place they call home through a number of programs and services.”

An **Open House** will be held at 1909 Caldwell Rd on **Wednesday May 10, 2017** from **3:30 pm to 5 pm**. All are invited to meet and mingle with fellow staff, volunteers, residents and community members, take part in telling your own “Ocean View story” and help identify staff, residents, volunteers, etc in our photo collection.

“We hope everyone at Ocean View and in our community will join us in celebrating this anniversary and all the work and dedication that has gone into making Ocean View the social enterprise that it is today,” says Mouland.



KUDOS >>> Career advances & on-the-job excellence

Ocean View's Award of Excellence

In keeping with the philosophy of recognizing outstanding staff contributions to service delivery and building the employee recognition program, the CEO developed the “CEOs Award of Excellence”. The award is issued to an employee who has been nominated by a manager and colleagues for outstanding contributions to Ocean View in the delivery of its services. This is a quarterly award and we are pleased to announce that the recipient of this quarter's Award of Excellence is:

Krista Ball, Food Services



Krista was nominated by co-workers and family members for her compassion and dedication to the residents. Krista knows what each resident likes and ensures their food looks pleasing to the eye. She treats each resident with respect and has a most pleasant, caring and helpful manner. One family member is quoted as saying, “Krista deserves this award because she is always on time with the meals and is very patient when it comes to serving the residents”.

Congratulations Krista on living the values and mission of Ocean View in your work life!

Just the Facts.

Learning as We Go: **Experience Surveys**

At the end of 2016 a survey was completed by Residents and a separate survey was completed by Resident's family members. The results are posted on the Residents' Council and Family Council bulletin boards.

Since the number of people who completed the surveys was low:

- ⇒ The results must be considered in combination with other sources of feedback (statistics, formal complaints, feedback at meetings, etc.)
- ⇒ From there, action plans were developed for highest risk items

Positive feedback:

- Meals and dining
- Activities
- Religious and Spiritual care
- Respect for Choice, Dignity, & Autonomy
- Environment
- Care
- Overall Experience at OV

May need improvement:

- Bedroom/Bathroom: space in room; putting clothing away in the right place
- Medical Care/Treatment: Frequency of Doctor's visits
- Staff: Answering call bell quickly; knocking on doors before entering
- Quality: Complaints process; safeguarding belongings
- Communication (between staff and families)

Respecting Resident's Rights: Privacy

Residents have the right to personal privacy. To properly respect their privacy, staff should knock before entering a room, and wait for the Resident to answer. Staff also show that they respect personal privacy by:

- asking permission before they clean a Resident's room or anything else that belongs to them,
- being careful when they need to move anything that belongs to a Resident,
- asking permission before touching their personal belongings, and
- not using Residents' possessions (e.g. wheelchair or walker) for someone else without their permission.

Searching a person's room without their permission also violates their right to privacy.

The staff must make sure that Residents have privacy when Residents are:

- talking on the phone,
- sending or receiving mail, or
- visiting with other people.

Residents need to respect other residents' privacy too, by:

- knocking and waiting for an answer before entering another person's room,
- asking permission to use or share someone else's belongings,
- checking to see if they can use another Resident's chair or other personal belongings before they do so, (this is important, if they share a room with someone else)
- making sure that their radio or television is not too loud, and
- making sure that their family or friends do not disturb others.



Thank You!

Ocean View would like to offer our sincere thanks to the kind families of **Tom and Joyce Hacquoil**, and **Jon Freeman** for their donations. Their generosity will be put to work enriching the lives of future residents, and is much appreciated with changes to funding for long term care.

Residents have the right to privacy in care and grooming.

Residents have a right to privacy when any care is being given. Staff should always make sure that the curtains are drawn or the door is closed when:

- a resident is washing, brushing teeth and dressing,
- a resident is using the washroom, or
- when staff are providing treatments or helping residents.

Staff should not provide personal care and treatments (e.g. wound care, foot care, nail care, grooming) in areas where other people may be present — for example, in common areas, dining room or in a lounge space.

Residents have the right to have their personal and medical information kept private.

Residents give out their personal, financial and medical information to the staff at a facility with the understanding it will only be used for certain purposes. Only their doctor, specific staff at the facility, and people they have chosen should be able to see the information on their medical record. To respect this right, the staff should:

- keep Residents' personal and medical records in a safe place where only the people who are looking after them can see the records, and
- make sure that any information about a Resident or his/her care is not discussed where other people can hear.



Some guidelines for protecting private and confidential information include the following:

- **Never leave health care records open or unattended in public areas where others can have access to them.** This includes items such as MARs, TARs, flow sheets, log sheets, tracking sheets, diet profiles, which need to be closed when not in use, and removed from tops of carts, tables, desks, printers/copiers, and counters when not in use.
- Discuss client information ONLY in a place that is away from other clients, families, and visitors
- Report should not be given at the Nurses' station, as this is not a private area, with much opportunity for information to be overheard
- Never discuss clients in an elevator, in a hallway, break room, or any other public place within or outside the facility
- Discuss client information only with appropriate staff. Do not ever release information to media or newspapers. Don't release information to the police without first alerting a manager. Instead refer them to a manager.
- Do not keep a copy or make copies of client information
- Any item with a client's name or identifying medical information should never be placed in general trash bins or used for scrap paper. They should be shredded for appropriate disposal of confidential information.

Family & Visiting Pets

- Family/visiting pets must be on a leash or in a carrier coming into and out of the building.
- Dogs must remain on a leash at all times while at Ocean View.
- Family/visiting pets must be under the control of their owners at all times and if on a leash it should be less than 2 metres.
- Family/visiting pets must not get underfoot in a situation where it could trip a resident, visitor, volunteer or staff member.
- Family/visiting pets are allowed where the general public is allowed. Visiting pets are not allowed in areas such as dining rooms during meals, medication rooms, food preparation areas, storage areas, maintenance areas or laundry areas.



What's Going On...

Administrative Professionals Day

Wednesday, April 26

National Physiotherapy Month

May 2017

STOP! Clean Your Hands Day

Friday, May 5, 2017

Theme: Ask Yourself...

NAOSH Week

May 7-13, 2017

Theme: Make Safety a Habit

Although you should prioritize safety all year round, NAOSH Week is a great opportunity to increase awareness that workplace injuries and illnesses are preventable. This year, our focus will be on *safe work practices*. Watch in your work area, for more information about the NAOSH week activities.

Emergency Preparedness Week

May 7-13, 2017

Theme: Plan. Prepare. Be Aware.

National Nursing Week

May 8—14, 2017

Theme: #YESThisIsNursing

Ocean View 50th Anniversary Open House

Wednesday, May 10, 2017

Community Room - 3:30 pm to 5 pm

Meet and mingle with fellow staff, volunteers, residents and community members, take part in telling your own "Ocean View story" and help us identify staff, residents, volunteers, etc in our photo collection.

World Elder Abuse Awareness Day

Thursday, June 15, 2017

What's up in the *Neighbourhood Program?*

The Neighbourhood Program is 1 Year Old!

The Neighbourhood Program celebrated its 1 year anniversary on April 1st. This has been a year full of the twists and turns expected in the first year of business, and we are so happy with where the program has gone. Ocean View is offering supports to people living in the community that will truly help them stay happy, healthy and safely at home. The Neighbourhood Program is a strong, robust and accessible program that is affordable for anyone who is interested in joining.



The Neighbourhood Program is a not-for-profit, membership-based program provided by Ocean View for everyone 55 years and older in the HRM. The membership model is based on the village movement started in the United States 15 years ago, we are the first of its kind in Canada. Members can simplify their lives by making one call to access a directory of pre-assessed providers at discounted rates. Whether it is transportation, health and wellness services, home and lawn care, cleaning and lifestyle assistance, or social and educational activities, we have checked their references and negotiated a discount, giving members peace of mind about the people they hire. We also offer to coordinate any appointments for these services where needed.

After 1 year in business, we now have **77 members** and **36 vendors** supporting this movement. This is just the beginning of our story, we are so excited to continue to grow and share the benefits of the Neighbourhood Program across the HRM and touch and assist in as many lives as possible. Drop by our office on the first floor anytime to find out more about this innovative program Ocean View is offering to your community.



Neighbours Helping Neighbours