

The OceanVIEW

Fall 2017

.....News From the Ocean View Community

Best Tips for Staying Well During the Holidays

- Wash hands often with soap and water.
- Get your "flu shot".
- Avoid touching surfaces such as escalator railings, doors handles, and store counters.
- Don't shop when malls are busy. Shop online, or browse websites for gifts before going to the store.
- Avoid offering guests food in large bowls. Instead, serve individual portions.
- To boost your immune system: eat well, exercise regularly, get plenty of rest, and drink lots of fluids.
- Use hand sanitizer and wipes when running errands and visiting loved ones.
- Say "no" to shopping, parties, visiting, and travel plans when you feel unwell.
- Do not share drinking glasses, cosmetics, or eating utensils.
- Remind children about hand washing and cough/sneeze etiquette. When visiting Santa, bring along toys to occupy little one's hands, and hand sanitizer to keep hands clean.



Find more Healthy Winter tips in the Quality & Safety Insert!

What's Going On...

Volunteer Christmas Social

Dec. 7, 2:00—4:00 pm, Community Room

Harbourside/Shoreside Resident Christmas Party

Dec. 13, 2:00—4:00 pm, Community Room

Seaside/Bayside Resident Christmas Social

Dec. 15, 2:00—4:00 pm, Neighbourhood

Skyview/Islandview Resident Christmas Party

Dec. 8, 1:30—3:30 pm, Community Room

Staff Christmas Fest

Dec. 14, 2:00—4:00 pm, Community Room

Residents New Year's Eve Party

Dec. 31, 2:30—4:00 pm, Community Room



Our revamped website is live!

We have been hard at work revamping our website to help us better connect with the Ocean View Community!

Check it out at:
www.oceanv.ca

Ocean View

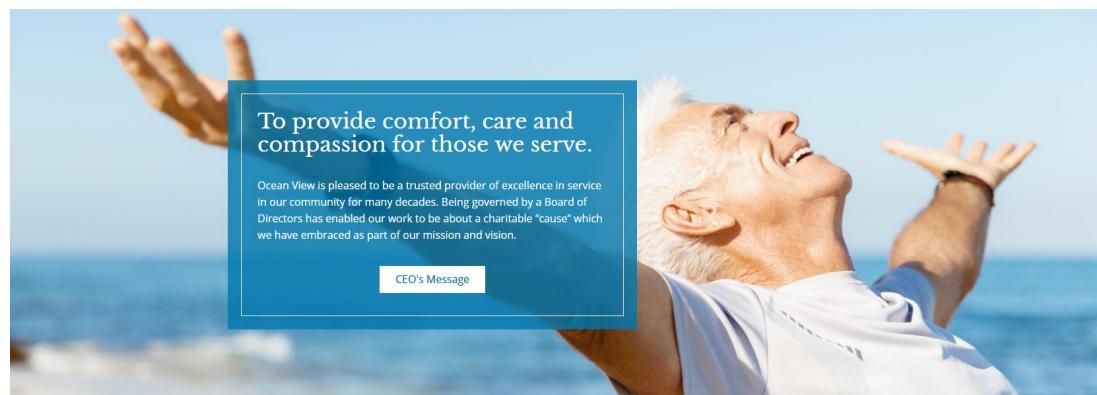
Services ▾ About Us Join Our Team Donations News Contact

J-RO
EZ REST

To provide comfort, care and compassion for those we serve.

Ocean View is pleased to be a trusted provider of excellence in service in our community for many decades. Being governed by a Board of Directors has enabled our work to be about a charitable "cause" which we have embraced as part of our mission and vision.

CEO's Message



Memories from the past few months...

September was a busy month for the Ocean View Community!

We recognized **Prostate Awareness Month** with:

- A Stop and Learn Table with free brochures, pamphlets, and postcards
- Awareness posters throughout the building

Topics included: screening, treatment, disease management, supporting caregivers, and nutrition after diagnosis. For more information on prostate cancer: visit prostate.ca

A **Community BBQ** on September 8th celebrated Ocean View's 50th Anniversary.

In honour of **Continuing Care Month**, Resident's Council held a prize draw as a thank you to staff. Throughout the month we reflected on the work, passion and dedication of continuing care staff across Nova Scotia.

"I want to commend our staff for the wonderful work they do in caring for our residents and the clients being served in the Halifax community. Thank you for choosing to bring your pride and passion for your work to this field and to the clients, families and to each other at Ocean View." - Dion Mouland, President & CEO of Ocean View

Staff, residents, family members, and volunteers joined together on September 13th for the **Ocean View Walk for Alzheimers**. Thank you to all who supported and participated!

November was Fall Prevention Month

Throughout the month there was a focus on **universal falls precautions**. There was a "travelling" display for everyone to visit, that included handouts about the precautions that should be used for all residents. Other ways to increase your understanding of **universal falls precautions** and to improve your daily practice:



- Complete the mandatory "falls" education module in itacit
- Discuss **universal falls precautions** with co-workers, Residents, and Families
- Read and share the falls prevention article in the Nov. issue of the Ocean Breeze newsletter
- Chat with our Risk Manager about how to do a **universal falls precautions** audit in your Neighbourhood
- Consistently document and follow **universal falls precautions** for all Residents (i.e. care plans)



In November, residents and members of the Recreation team attended a **Pre-Remembrance Day Service** at the 12 Wing Shearwater Club



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:

Jenine Glasgow, Continuing Care Assistant



Jenine was nominated by a co-worker for her hard-work, compassion and dedication to Ocean View and our residents. She shows consistent care and respect for others on a daily basis. Her co-worker is quoted as saying, “I know when Jenine is present my day is going to be pleasant. She’s a prime example of what is expected of an employee.”

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

Please welcome some of our new employees:

Chelsea Stark – Administrative Support Clerk

Laura Karahka – Communications and Marketing Assistant

Michele Lowe – Special Projects Director

QUALITY & SAFETY MATTERS!

Fall 2017

.....Ocean View Quality & Safety Insert, pg. 1

Canadian Patient Safety Week

Took place this year from October 30th—November 3rd

Canadian Patient Safety Week (CPSW) is a nationally designated annual event led by Canadian Patient Safety Institute (CPSI) that focusses on increasing awareness of patient safety issues in Canada. This year's theme was **Take With Questions—Your Life Saving Reminder**. This year, four primary activities took place:



5 Questions Campaign: Ocean View is one of over 100 organizations that have endorsed the 5 questions to Ask About your Medications campaign. The 5 Questions were distributed and are still available to be downloaded [HTTPS://WWW.ISMP-CANADA.ORG/DOWNLOAD/MEDREC/MEDSAFETY_5 QUESTIONS TO ASK POSTER.PDF](https://www.ismp-canada.org/download/medrec/MEDSAFETY_5 QUESTIONS TO ASK POSTER.PDF)
You can also watch this You Tube video <https://youtu.be/BJI1ToB-Dv8>

Medication safety quiz: Staff were provided the link and encouraged to try the Canadian Patient Safety Institute medication safety quiz (for both patients and healthcare providers). <http://www.patientsafetyinstitute.ca/en/Events/cpsw/Pages/Take-With-Questions-Quiz.aspx>

Canadian Patient Safety Culture Tool: The staff opinion survey about OV's resident safety culture was launched.

Medication Safety Tips: Shared with all Residents and Families via their monthly newsletter.



Holiday Gift Giving

With the holidays soon approaching, people will be spending hours at the local stores to find the perfect gift for their loved one in long term care. Family members and friends can pick up a copy of "Holiday Gift Ideas for Residents" from one of the display stands, along with a copy of Ocean Breeze which contains a list of items that are not permitted at Ocean View.

OV Staff and Volunteers,

Deck the halls, eat some treats, and wrap those packages, all with one thing in mind: You've worked hard and you deserve to enjoy the season. I hope you have a warm celebration with family and friends and greet the New Year with gusto.

Best wishes for the happiest of holidays,

Leah, Quality & Risk Manager

Thank you for Taking Our Survey

Residents and Families: We recently conducted our **annual survey** with **Residents**, as well as with their **families**, so that we can gather their feedback and opinions, to identify any areas of excellence in care/services and to identify areas that require improvements. In January, the survey results will be posted on each Council's bulletin board and actions to address areas for improvement will be outlined in the Ocean Breeze newsletter. Watch for the results to be posted:

- On the Family Council bulletin board outside of the Social Worker's office, in the Sunlounge area
- On the Resident Council bulletin board, in the Community Room on the 1st floor

Staff: Also this fall, we conducted a survey with **staff** that asked for their opinions on different aspects of the **work environment (Worklife Pulse Tool)**. In November, all **staff** were asked to complete a second opinion survey focused on OV's **safety** culture (the **Canadian Patient Safety Culture Tool**). The Worklife Pulse and Safety Culture Tool results will be shared with staff and an action plan will be developed together.

THANK YOU TO ALL RESIDENTS, FAMILIES, AND STAFF FOR COMPLETING OUR SURVEYS! WE TRULY VALUE THE INFORMATION YOU HAVE PROVIDED.



Privacy Matters: Photo, Video, and Audio

As festive cheer fills Ocean View, please remember staff, volunteers, and students are not allowed to take photographs or recordings of anyone at Ocean View using a personal cell phone or portable electronic device.

Taking a photo/recording of residents on your personal electronic device is a violation of privacy laws and Ocean View policies.

Get the Shot, Not the Flu!

Flu Vaccine Report

When healthcare workers get immunized, it protects vulnerable residents, patients and family members. People infected with the flu may pass it on even if they do not feel unwell. Research suggests flu shot rates among healthcare workers should be considered a safety indicator and a measure of quality-of-care. OVCCC reports its annual vaccination statistics for surveillance and evaluation purposes both internally and externally. **Some important targets we are working on right now... 95% of staff and residents will get the annual "flu shot" in 2017-2018.**

Immunization Rate to Date
Residents, 95%
Staff/Volunteers, 26%*

The Staff/Volunteer Immunization Rate is based on 72 staff out of 275 receiving the shot at the time of this issue. Flu shots are still available from our RNs and LPNs. The flu vaccine helps you fight off Influenza before you even know you have been exposed. It is not possible to get the flu from the flu shot.

Risk and Safety Quiz

- 1.** What is a good time to conduct new staff's training?
 - A. One month into the job
 - B. Right after hiring
 - C. They will learn on-the-job
 - D. Before employment

- 2.** Providing staff with Personal Protective Equipment (PPE) is optional.
 - A. True
 - B. False

- 3.** A piece of cleaning equipment is not working properly. What is the correct procedure for addressing the issue?
 - A. Have a proper reporting procedure in place
 - B. Attach maintenance/repair tags and labels, set equipment aside
 - C. Try to fix it yourself first
 - D. Option a and b
 - E. Option b and c

- 4.** When working with carts, frequently used items should be placed _____.
 - A. In the middle
 - B. Far from you
 - C. Closer to you

- 5.** What is the recommended posture for lifting, emptying and keeping cans and buckets?
 - A. Bend your knees and keep your back straight as you pick up or lower items
 - B. Stoop over as much as you need to
 - C. Bend at a 90 degree angle and then pick up the item
 - D. Options b and c

- 6.** Which of the following actions should be avoided to prevent injuries to the shoulders, neck, back, and arms?
 - A. Making small movements
 - B. Keeping hands between shoulders
 - C. Overreaching
 - D. All of the above

Answers: 1. b; 2. b; 3. d; 4. C; 5. a; 6. C

If you are injured at work, follow these steps:

1. Get assessed and receive first aid from RN
2. Notify the Manager
 - a. The Clinical Leader/Night RN is the Manager for all staff during the evening/night and week-end hours
 - b. Do not leave work without speaking to your Manager
3. Fill out an OV staff Injury Occurrence Report AND a WCB Injury Report for all injuries (even minor ones such as bruises).
4. Your Manager will support you through the process to get further treatment, set up and implement a Stay at Work/Return to Work plan, and to take action to prevent a recurrence.



Protection for Persons in Care Act

A provincial law that promotes the safety of adults in care, by requiring you to report incidents where you have reasonable and probable grounds to suspect that there is, or has been abuse against a resident. If you believe someone is in immediate danger, first take steps to ensure his or her safety. To report abuse, talk to your Manager or call the toll free number

1-800-225-7225

Health & Safety in the Workplace

Essentials for Safe Care: There are essential practices in place because without these, residents and/or workers will be at risk. Please take some time to review the policies and procedures in place at Ocean View, complete your mandatory education modules, and ask your Manager for additional education/training if needed. Here are a few examples:

TOPIC	POLICY
Resident Identification	LTC Policy Manual - Policy D700
"Do Not Use" List of Abbreviations	LTC Policy Manual – Policy B700
Hand Hygiene	IPC Policy Manual – Section two
Privacy	Corporate Policy Manual – Section two
Skin and Wound Care	LTC Policy Manual – Policy E100, E200, & E300
Abuse	Corporate Policy Manual – Policy A2500
WHMIS	OHS Policy Manual – Policy A800
Resident Smoking	LTC Policy Manual – Policy D600

All policies are available on the shared computer drive <H:\CONTINUING CARE CENTRE\Policy Manuals>

SAFE WINTER WALKING

Slips and falls are some of the most frequent incidents we see during the winter months. No matter how well snow and ice is removed from parking lots or sidewalks, you will still encounter some slippery surfaces when walking outdoors. Keep these important safety tips in mind:

- In cold temperatures, use caution and assume that all wet, dark areas on pavements are slippery.
- Avoid boots or shoes with smooth soles and heels.
- Use special care when entering and exiting vehicles.
- Walk in designated walkways as much as possible. Look ahead when you walk.
- Point your feet out slightly like a penguin! Bend slightly and walk flat-footed with your center of gravity directly over your feet as much as possible.
- Extend your arms out to your sides to maintain balance. Keep your hands out of your pockets.
- Watch where you are stepping and ... GO S-L-O-W-L-Y!!
- Take short steps or shuffle for stability.
- Help prevent slippery conditions indoors by removing snow and water from footwear when entering.
- Report hazards on sidewalks or pathways.



When these helpful hints don't work, and you know you are going to slip, try to reduce your potential injury when falling by:

- Avoiding landing on your knees, wrists, or spine. Try to fall on a fleshy part of your body, such as your side.
- Relaxing your muscles. You'll injure yourself less if you are relaxed.
- Toss the load you are carrying. Protect yourself over objects being carried!

The Food Service Department will provide a **complimentary holiday meal** at dinner and supper on **Christmas and New Year's Day for all staff on duty.**

Meals will also be plated for night staff which will be found in the 2nd floor break room fridge! **Merry Christmas and a Happy New Year!**



RESIDENT TRANSPORTATION PLANNING TIPS

During the holidays, Residents typically go on more outings to visit with loved ones, shop, or dine out. Here are some important reminders for planning these types of trips with Residents:

- Residents who are going out should be evaluated ahead of time, and learn safe ways to get around by Physiotherapy staff (e.g. get into a car, manage stairs, etc.).
- A Resident's transfer status must be assessed by OV staff to be no greater than minimum assistance of one person to be assisted into a car (i.e. into a vehicle owned by a Resident's family member/friend). Manual lifting is not permitted and staff have the right to refuse to perform a transfer that is in violation of established safe work practices.
 - OV does not permit employees/volunteers to carry Residents/Clients in their vehicles because of health & safety and insurance implications for OV, the employee/volunteer, and the Resident/Client.



Further guidance about transportation and assisting Residents to go out is outlined in "Resident Transportation", LTC Policy B1800.

Oceanside Café & Gift Shop

Holiday Hours

Monday, December 25	CLOSED
Tuesday, December 26	CLOSED
Wed., Thurs., Fri. Dec. 27—29	OPEN
Monday, January 1st	CLOSED

►December SPECIAL◀
Take an **EXTRA 20% OFF** the
last sale price on
All Clothing!

Limited sizes available. While supplies last.



Thank you for all your support of the Oceanside Café throughout this past year. We look forward to continuing to bring you seasonal items, local gifts and new promotions in the new year!

Happy Holidays!