

## Ocean View and The Birches Are Stronger Together

In January, the Boards of Directors of Ocean View and The Birches Nursing Home announced they've entered into an **agreement to work together** to enrich our offerings to seniors in both Eastern Passage and Musquodoboit Harbour!

"We believe Ocean View and The Birches are stronger together," says Tom Emodi, Chair of the Ocean View Board of Directors. Ocean View and The Birches will continue to operate with two Boards of Directors, making decisions based on the needs of seniors in each of our local communities.

Joining forces will allow both organizations to achieve **innovation, growth and sustainability through shared services and resources**. We have many things in common: a similar community focus, board mandate, and local community. We're also both single sites working with lean management resources.

The enhanced partnership will be under the leadership of President & CEO, Dion Mouland. "This is an opportunity for us all to work differently to better serve our seniors," says Dion. What will 'working differently' look like?

We hope to share costs for management and admin services, develop social enterprise opportunities together, and approach building improvements together. We also hope to build capacity through shared community and volunteer engagement, joint purchasing, and combined human resource efforts.

In order to do our work differently, some of our Ocean View staff have taken on a different or changing workload. Some of our staff have new reporting relationships and accountabilities. We have also welcomed two new employees to Ocean View from The Birches.

These changes are explained in greater detail on **iTacit** in Dion's memo (Feb. 5) and the Revised Organizational Chart (Feb. 6).



**A part of the Musquodoboit Harbour community since 1979, The Birches is home to 42 residents. Their focus is on providing resident-centered care, and striving to honour lifelong routine.**

# What's Going On...

## St. Patrick's Day with The Double D's

March 17, 2:30 pm, Community Room

## Easter Weekend

March 30 - April 2

## Administrative Professionals Day

April 25

## National Day of Mourning

April 28

The National Day of Mourning, held annually in Canada on April 28, is dedicated to remembering those who have lost their lives, or suffered injury or illness on the job or due to a work-related tragedy.



## National Nursing Week

May 7 - 13

The theme of this year's National Nursing Week, #YESThisIsNursing, speaks to the "expanding traditional and non-traditional roles, settings and sectors nurses work in," as well as the unique opportunities for the profession presented by emerging technology trends.

## NAOSH Week 2018

May 6 - 12

Make Safety a Habit! Although you should prioritize safety all year round, this is a great opportunity to increase awareness that workplace injuries and illnesses are preventable.



NORTH AMERICAN OCCUPATIONAL

Safety and Health Week

## Emergency Preparedness Week

May 6 - 12

## National Physiotherapy Month

May 1 - 31

## STOP! Clean Your Hands Day

May 2018, date TBD

## Victoria Day

May 21

## World Elder Abuse Awareness Day

June 15

WEAAD focuses on the responsibility we all hold to prevent elder abuse. Communities around the world use this day to raise visibility of elder abuse, by sharing information about abuse and neglect, and promoting the resources and services that increase seniors' safety and well-being.



Meal time is an important part of everyone's day. To allow loved ones and staff to enjoy the delicious meals our Cooks prepare, we have new meal ticket prices!  
Get your tickets at Reception (11am - 7pm) or in the Oceanside Café

- \$5.00 for a Lunch Ticket - includes soup, entrée, dessert and coffee or tea
- \$8.00 for a Supper Ticket - includes entrée, dessert and coffee or tea

# KUDOS... *You're Living Our Values!*

*“Kudos to the Seaside and Bayside staff for being so awesome and understanding during the temporary change lately with me not being on the floor and doing scheduling!!!! They have really stepped up and held it together, though I had no doubts they can do it. They are an amazing group of staff and great team players!! I am a lucky person to call them my team.” - Selina Smith*



*“A big thank you to the staff and residents who participated in the filming of the NSNU’s holiday video! You were a joy to work with, and helped us show off the spirit of Ocean View!” - Laura Karahka*



*“Kudos to all the Islandview staff for doing a great job with the out break. They kept it contained to one neighborhood and took amazing care of the residents.” - Krista Stewart*

The CEO's AWARD OF EXCELLENCE is another opportunity to recognize staff who live the values and mission of Ocean View every day. Keep an eye out for the next *Call for Nominations* to recognize someone you've witnessed being truly committed to our values!

## 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. 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. 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.**

<b>Immunization Rate as of Feb. 28, 2018</b>	Residents, 95%
	Staff/Volunteers, 30%

# QUALITY & SAFETY MATTERS!

Winter 2018

.....Ocean View Quality & Safety

## ACCREDITATION

Ocean View voluntarily participates in the Accreditation Canada program known as Qmentum. We do this to identify what we are doing well and what we can do better.

*How does the Accreditation Canada program work?*

*Starting off:* The organization begins the process by assessing itself against the standards. The standards examine an organization's governance, leadership, risk management, infection prevention and control, medication management measures, and quality of care. The organization uses self-assessment and the standards to identify areas that need work, and to plan quality improvement activities.

*On-site survey:* An on-site survey is conducted by trained surveyors who assess the organization against national standards. The surveyors are health care professionals and administrators from accredited health care organizations. The accreditation decision lasts for four years.

*Our next on-site visit is about a year away.*

*Ongoing quality journey:* The results of the on-site survey point to areas of success and areas where improvements can be made. These are used to bolster our ongoing quality improvement program. The organization continues on its quality improvement journey, which is a repeating cycle.

*There is so much work to meet and keep meeting the standards year after year. What should I focus on?* There are three different levels that impact the overall accreditation award:

- 1. Required Organizational Practices**, or ROPs, are essential practices that must be in place because without these, residents and/or workers will be at risk. These carry the most weight in determining an accreditation award.  
The ROPs are threaded throughout each set of standards. Look for the ROP stop sign. For convenience, all of the ROPs have also been collected into a handbook.
- 2. High Priority Criteria** are all of the other practices that address safety, risk management, ethics, and culture of quality improvement. They greatly contribute to safe, quality care; however they are more general statements, and have guidelines rather than tests for compliance. They are identified in the standards with an exclamation mark.
3. The last level of priority are all of the "**other**" standards. These tend to be the enabling systems (e.g. information systems, staffing mix, equipment and physical environment) that support teams in carrying out the practices described in the ROPs and priority criteria.

The Qmentum program has recently been re-designed. Throughout the year, new and revised program elements will be introduced in a variety of areas, such as the standards format and content, and the assessment manual and methods.



Risk and  
Safety  
Quiz

1. If you suspect elder abuse, what should you do?
  - a. Report it to a manager
  - b. Ask the resident about it directly
  - c. Ignore it
  - d. Talk to the abuser directly
  
2. Which of the following is not considered physical abuse?
  - a. Burns
  - b. Not providing hygiene
  - c. Broken bones
  - d. Inappropriate use of devices such as restraints
  
3. Withholding medications or refusing to provide necessary medical care is considered a form of abuse.
  - a. True
  - b. False
  
4. Which of the following is considered financial abuse?
  - a. Billing the person for medications or care that they did not receive
  - b. Not allowing the person to use their own money or property
  - c. Both A and B
  - d. None of the above
  
5. How can you prevent caregiver stress?
  - a. Take all breaks that are available
  - b. Relax
  - c. Have an outside support system
  - d. All of the above

Answers: 1 A; 2 B (it is a form of abuse known as neglect); 3 True; 4 C; 5 D



**RISK DICTIONARY**

**Confidentiality:** - preserving the privacy of the people you care for  
 - this means all information related to them will be kept in strict confidence for use only by the team of care providers  
 - includes information gained verbally or from client records

**Private:** - not available for public viewing or knowledge  
 - privacy also refers to the right to have physical privacy (e.g. curtains closed, knocking before entering a bedroom)

**Breach of confidentiality:** sharing information verbally or in written form regarding a Resident with someone who is not on the care team, or who does not have a release of information consent from the Resident

**Indiscretion:** - an action in which you inadvertently share confidential information  
 - there is no bad intent with an indiscretion

**PHIA:** The Personal Health Information Act protects Residents' personal information. It governs how healthcare providers may collect, use, disclose, and maintain clients' health information. Under this law, clients have the right:

- to be told if their privacy has been breached if there is potential for harm or embarrassment to them
- to see who has looked at their health record
- to be told who to complain to and how

## SAFE WORK PRACTICE: CHEMICALS

If chemicals are not used, stored and handled properly, they can cause injury, illness, disease, fire, explosions, or property damage. Know the hazards of chemicals and appropriate precautions to take to work safely and avoid injury such as:

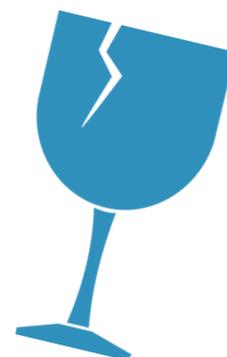


- Each person is responsible for knowing the chemicals used in the work setting.
- Store Residents' personal care items and chemicals in a locked area at all times (including Virox wipes).
- Make sure all containers are properly labeled and that the material is contained in an appropriate container. Don't use any material not contained or labeled properly. Report any damaged containers or illegible labels to your manager/supervisor right away.
- Read labels and the material safety data sheet (MSDS) before using any material to make sure you understand hazards and precautions.
- Use all chemicals solely for their intended purpose.
- Never eat or drink while handling any materials, and if your hands are contaminated, don't use cosmetics or handle contact lenses.
- Store all materials properly, separate incompatibles, and store in ventilated, dry, cool areas.
- Keep you and your work area clean. After handling any material, wash thoroughly with soap and water.
- Clean work surfaces so that contamination risks are minimized.

## Disposal of Broken Glass on Neighbourhoods

Dispose any glass items (broken or not) into the white plastic pail marked, "glass only".

- These glass only pails are always kept in the locked cleaner's closet on each neighbourhood.
- The Housekeeping staff bring the glass only buckets to the Maintenance Shop to be emptied by the Maintenance Staff.
- Housekeeping staff pick up, clean and return pails to the Neighbourhood cleaner's closet once emptied. They also ensure that the glass only buckets are not lined with garbage bags.



## SAFE WORK PRACTICE: CHEMICALS continued



- Learn about emergency procedures and equipment. Understanding emergency procedures means knowing evacuation procedures, emergency reporting procedures, and procedures for dealing with fires and spills. It also means knowing what to do in a medical emergency if a resident, co-worker, or visitor is injured or overcome by chemicals.
- Inspect all incoming containers to ensure that the containers are undamaged and are properly labelled. Do not accept delivery of defective containers.
- Inspect storage areas and containers regularly for any deficiencies, including leaking or damaged containers, expired shelf-life or poor housekeeping. Correct all deficiencies as soon as possible.
- Ensure that containers are tightly closed when not in use and when empty. Keep empty containers in a separate storage area. Empty containers may contain hazardous toxic residue -- keep closed.
- Store containers at a convenient height for handling, below eye level if possible. High shelving increases the risk of dropping containers and the severity of damage, injury and/or exposure if a fall occurs.
- Store material within the temperature range recommended by the chemical manufacturer/supplier.
- Ensure that you know the location of the emergency eyewash stations.

### **Safe Work Practice Reminder: Don't Share Medicines with Co-Workers**

Do not take or offer a co-worker a medication (including over the counter ones). Over the Counter (OTC) medications are those medicines that do not require a prescription from a physician and are readily available to the public. This does not mean that they do not need to be taken carefully.

The most commonly used OTC medicines are:  
*Pain relievers, Antihistamines, Decongestants, and Cough medicines*

Medication falls outside of the scope of employee first aid, as there are potential adverse outcomes.



OVCCC is a pet friendly environment that is home to several animals including cats, birds, and rabbits.

We also welcome dogs to visit Ocean View. They must be on leash and under their owner's control on our property.

## SOME GUIDELINES FOR PROTECTING PRIVATE AND CONFIDENTIAL INFORMATION

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.

### What is considered confidential?

- DOB
- Gender
- Race
- Religion
- Marital status
- Occupation
- Health information
  - SIN
- Insurance information
- Health conditions and problems
- Lab tests, x-rays, scans, blood work
- Any diagnostic procedure
  - Financial information

## 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**

# What's Going On...

**New Nametags for All Staff will be rolled out by end of March!**



## **Why the change?**

Visitors and staff have identified that it would be helpful to be able to quickly identify which staff are working in a RN, LPN or CCA role throughout the building!

## **What are the nametags like?**

The new nametags are durable plastic badges with a magnetic backing. To make them easy to read, we've used the largest font possible, depending on name length, and a simple bold type.

They have been tested in a number of conditions to be able to withstand the various things you might encounter in your work day-to-day: water, heat, food, etc!



As part of the Eastern Passage community for more than 50 years, Ocean View knows a sense of community is key.

**Sharing our history is one way we like to celebrate that sense of community!**

We are currently collecting stories of our history from staff and community members like you!

**Do you have a funny or touching story about Ocean View from the past?** Please help us look back on our history and yours by sending your memories of years gone by at [Ocean View to Ikarahka@oceanv.ca](mailto:Ikarahka@oceanv.ca)



# What's Going On...

Ocean View tracks important Indicators and Statistics each quarter. Here are our recent results:

INDICATOR or STATISTIC	Jan - Mar 2017	Apr - Jun 2017	Jul - Sep 2017	Oct - Dec 2017
Number of Falls	218	190	206	206
# Major Injuries (due to falls)	2	5	1	0
% Residents using Physical Restraints	1.1%	1.9%	2.5%	1.9%
Infection Rate (per 1000 bed days)	3.6	1.1	0.19	0.61
% Residents with pressure injuries	10.8%	7.7%	6.6%	7.4%
% Resident Safety Incidents that led to Injury	16.7%	10.9%	18%	13.8%
# Admissions	25	27	19	20
Average Age of Those who moved into OVCCC	78.8 years	79.6 years	80 years	81.8 years
# Deaths	22	22	15	15
# Discharges	3	3	7	4
Occupancy Rate	98%	98%	98.5%	98.6%
Respite Bed Occupancy	32.2%	65.9%		45.6%
WCB Time Loss Claims (Staff injuries)	4	7	13	2
OHS Audits (% completed)	100%	100%	100%	100%

## ETHICS COMMITTEE

**What is Ethics?** Ethics involves systematically asking questions about what is morally right.

**Ocean View has an active Ethics Committee working to:**

- educate the Ocean View community about ethics
- review policies in areas that have ethical considerations
- evaluate Ocean View's success in ethical decision-making

**What topics has the Ethics Committee been working on lately?**

- Implications of recent legislation allowing Medical Assistance in Dying in Nova Scotia
- Issues surrounding Medical Marijuana





As spring approaches we do expect to see ants in the building.

- You can help by:
- (a) keeping food out of Residents' rooms;
  - (b) discarding waste in appropriate bins;
  - (c) quickly cleaning up food crumbs and drink spills;
  - (d) reporting areas that have ants so the pest control company can treat the area quickly.

**Please remember not to bring any pesticides or other chemicals into the facility at any time** (e.g. Raid, ant traps, and homemade solutions). They are not permitted under the Pesticides By-Law and WHMIS Legislation. All employees should also remind residents and visitors of OV's pest control guidelines.

# Oceanside Café & Gift Shop



Do you belong to a group or team looking to show off your home town pride? We carry **Eastern Passage Proud** and **Cow Bay Love** T-Shirts and they're **ON SALE!**



## Adults T-Shirts

Now **ONLY \$10.00** tax incl.!

## Kids T-Shirts

Now **ONLY \$6.97** tax incl.!

## Visit us in the Café:

Monday - Friday  
9:30 am - 4:00 pm

Saturday  
11:30 am - 3:30 pm