



Ocean View

Report to Our Community
2017 - 2018

Comfort

Care

Compassion



A community-governed organization in beautiful Eastern Passage, Ocean View's aim is to help seniors age well in the place they call *home*, by providing comfort, care and compassion in our Continuing Care Centre as well as in the community through our varied programs and services.



Setting the Tone: **Words from our Leadership**

Our Ocean View community is thriving thanks to all of its members: our inspirational long term care residents, community clients, stellar staff, dedicated volunteers, committed partners, unwavering community Board of Directors, and **you**. The long term care community has been no stranger to challenges in this past year, but we believe that our engaged community and strong set of values are helping us make change and plan for a meaningful future.

This past year, we have continued to focus on being **innovative** in what we do. As both members of this important Ocean View community and citizens of this province, we know that *working differently* is how we must move forward to serve our seniors. Whether in our long term care home or in the community, we know that our seniors are relying on us to find creative and inventive ways to provide the care and services they need.

How do we achieve innovation? Firstly, we focus on providing **comfort** – each of us may, one day, live in long term care or need support to stay in our own home. With this in mind, we are motivated to not only meet the basic needs of the more than 600 individuals that we serve each year, but to find ways to help them live comfortably and with a sense of purpose. After all, this is what we will want when we are in their shoes.

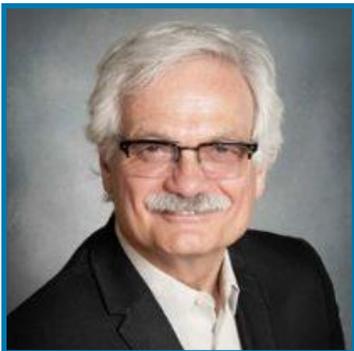
One of our innovative initiatives, the Neighbourhood Program, makes it possible for members to maintain one of the most important aspects of staying in their own homes as they age: **autonomy**. The Program helps seniors connect with volunteers, vendors and fellow community members who believe in *neighbours helping neighbours*. The key? They choose which program offerings and advantages will benefit them in living a meaningful life.

We strive to **respect** the opinions of our residents in long term care. This year we have engaged them in our *Your Voice* questionnaires and focus groups to zero in on how we can better achieve our values. We have facilitated an active Resident's Council committee where members work to improve the lives of their fellow residents. We have also involved them in discussions regarding our evolving partnership with *The Birches*, and invited representation from them on our important Ethics committee, where we discuss pressing moral issues impacting our work and their lives.

Lastly, we know our innovation will be born from **empowerment**. This past year we continued to make improvements to the model of how we deliver care to our residents. Introducing "clusters" to our care delivery will allow our staff to work in closer-knit teams with the same residents day-in and day-out. To introduce this new way of working, we have handed over much of the on-the-floor implementation to the teams themselves, allowing them to decide how this will work best for our residents and staff.

Difficult financial and staffing challenges continue to come our way, but with these strong values we continue to grow and embrace change. We thank you for being a member of our Ocean View community, and invite you to read further in our Annual Report to discover what we have accomplished throughout this past year.

Sincerely,



A handwritten signature in black ink that reads "Tom Emodi".

Tom Emodi,
Board Chair

A handwritten signature in black ink that reads "Dion Mouland".

Dion Mouland,
President & CEO



Our Priorities: *Leadership, Governance, Stewardship*

One of our strategic goals is to achieve **appropriate structure and resources that support success**. In this area, we're happy to report that this year, although we still have room to grow in decreasing our bad debt, we are in a **healthier financial position**.

We are also happy to report our focus on a safe workplace has resulted in **decreased workplace injury claims this year**. Looking to the future, we are eager to continue building a fantastic place to work and to volunteer, building on important worklife feedback we have collected in recent surveys.

Celebrating

Our Long Term Care Residents

Residents In Action

Ocean View's Residents' Council has continued to meet on a monthly basis and be an active part of our community this year. Their meetings give all residents an opportunity to voice concerns; suggest improvements to quality of care and services; and provide direct input and feedback. Our residents bring a diversity of knowledge and experience to the Council and to Ocean View - *read on into the next page about Cynthia, an active Council member and a prime example of this.*

Residents' Council also gives members an opportunity to give back to their fellow residents and to staff by sponsoring activities throughout the year. Their accomplishments in 2017-18 have included:

- Monthly events, including bingo and music
- Two computer stations and a new adaptable computer desk
- Birthday cards for residents
- "Beat the Winter Blues" and "Continuing Care Month" staff appreciation events
- New games and leisure items for the home

When our residents come together, we're inspired by the impact they're able to make on life at Ocean View.

Our Vision

To be the **community of choice** for Nova Scotians needing support in a place they call *home*.



Home Sweet Home

Cynthia, Resident

Cynthia has more understanding than most of what goes into making a long term care home truly feel like **home**. Before her retirement, she worked in a variety of roles in long term care. "I loved it," she says of her career. She prided herself on knowing not only every resident, but the community of people who visited and loved them.

These days, as a resident at Ocean View, Cynthia still values that kind of connectedness. What relationships does she cherish most? "My fellow residents and their family members," she explains. She has also developed a special bond with the resident cat, Scruffy. With many of her own family members living out-of-province, she appreciates the strong relationships she has built here.

Beyond the connections she has made, what makes Ocean View feel like home to Cynthia? Many things, from the local community, to the personal touches she has incorporated into her room, to morning check-ins with staff. She has also become an active member of many committees, helping shape Ocean View's future.

"I'm quite happy at Ocean View," she says. "You make the best of what you have. This is my last stop, so that's what I'm doing."



Celebrating **Our Long Term Care Families**



**Kay, Resident, and
Katherine, Family Member**

Katherine (right) is a proud daughter to Kay and member of Ocean View's Family Council. In fact, she spearheaded the Council in 2015 herself to support Ocean View's mission and help create a positive long term care environment.

"Placing a loved one in a long term care facility is undoubtedly the most difficult task for anyone to do," she shares. She values Family Council for many reasons, including the opportunity to offer and receive support from other families. It's also an opportunity to advocate for residents' rights, care and personal needs; and to make active improvements.

What are some of the accomplishments of Family Council this year? They have made improvements to our Welcome Package; made recommendations to improve our laundry system; supported new nametags for all of our staff to improve communication; and even lobbied the Minister of Health to oppose funding changes in long term care. Their impacts are felt throughout the organization.

The Family Council has also given Katherine and other family members a more efficient channel of communication with Ocean View administration and staff.

"It is very important for staff to be able to communicate with family members," she explains, "to create a trusting relationship."

This relationship is so important in helping our residents live their best life at Ocean View. After all, as Katherine explains, "the family-staff care partnership creates a common goal of enhancing the quality of care for residents."

With many goals for more improvements into the coming year, family members and the Family Council will continue to be an invaluable part of our community.

Our Priorities: *Exemplary care in the setting of choice*

One of our strategic goals is to ensure that our **continuing care clients are living well in the setting of their choice**. In this area, we're happy to report that this year, a high percentage of our long term care residents and families would recommend life at Ocean View to friends and family.

As the realities of long term care evolve and those entering Ocean View are more aged, the percentage of deaths at Ocean View each year continues to grow. Although our admissions this year remained steady and discharges decreased, looking to the future, our reaction to this reality will include increased efficiency around filling vacant beds.

We are also happy to report that we have been successful in our focus on decreasing falls with major injury, but there is still work to do in our focus on safety, including decreasing the overall number of falls, as well as decreasing our infection rate, which has gone up slightly year-over-year.

We continue to work strategically to provide exemplary care to those we serve.

Ocean View and The Birches Are *Stronger Together*

In January, the Boards of Directors of Ocean View and The Birches entered into an agreement to work together, under the leadership of President & CEO Dion Mouland, to enrich our offerings to seniors in both Eastern Passage and Musquodoboit Harbour.

"This is an opportunity for us all to work differently to better serve our seniors," says Dion. Both Boards of Directors will continue to make decisions based on their local communities, but will build capacity through sharing costs; developing our social enterprise together; and combining human resource and building improvement efforts.



We have many things in common with The Birches: a similar local community, board mandate, and long history. Part of the Musquodoboit Harbour community since 1979, The Birches is home to 42 residents. Their focus is on providing resident-centered care, and honouring lifelong routines.

Celebrating Our Staff

Rob, Maintenance Staff

Our dedicated staff at Ocean View are key to helping residents feel at home. Rob, a member of our Maintenance team, has worked at Ocean View for more than 28 years, and in that time he has made many lasting impacts!

What has helped him make this difference? Rob feels empowered to do little (and big) things to improve residents' lives at Ocean View, from stopping to have a chat with a resident, to helping spearhead an Ocean View fundraiser. He knows management has the confidence in his dedication and work ethic to give him that freedom.

Maintenance wasn't Rob's original career path. His first professional passion was music (and although he didn't fulfill his rock star dreams, he still plays, with Ocean View co-workers often rocking out in the crowd!), but here at Ocean View, he has found a second passion. "You learn how much you can love people here," he says, "Now I know how much compassion I have for someone on that last path."

One of Rob's proudest moments at Ocean View? When he was asked to buy a home theatre system for Ocean View. Not only did he install the system, he made sure it had all the bells and whistles to work for both residents and staff. When it came time to show it off to Ocean View's board, he received a standing ovation, along with sincere recognition from many managers, which meant the world to him!

"I just did that because I wanted to, for the residents," he shares, "But then they go and just say thank you, thank you, thank you - it hits you. I love it here. I love my job."



CEO's Award of Excellence

Each year we recognize **outstanding staff contributions** to service delivery with this award. Winners were nominated by managers and colleagues for outstanding contributions to Ocean View and those it serves. **This year, we congratulate:**



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 says, "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.**"

Jim Mendoza
Continuing Care Assistant

Jim was nominated by a co-worker because of the **compassion and comfort** he gives our residents. He is a good team player and **always there to give a helping hand**, treating others the way he would want to be treated. His co-worker says, "**I would want someone like Jim to care for my parents.** They would be treated in a respectful manner."



Congratulations Jenine and Jim, and thank you for living the values and mission of Ocean View in your work life!



Our Values

Innovation
Collaboration
Autonomy
Respect
Empowerment



I Care.

Get Involved: *Together We Make a Greater Impact!*

Looking for a fulfilling career with this type of dedicated team?
Visit www.oceanv.ca/join-our-team to find job opportunities!



Long Service Awards



Beverley
Krauss-Sandall



Krishna Kumar



Juliana
Lund



Rowena
Graham



Tracey Logan



Gladys Horne



Robert
Gass

**Congratulations on your outstanding commitment
to those we serve!**

Evolution of Our Model of Care

Nova Scotia's population is aging, and those entering long term care now and into our future have different and evolving needs from those who came before them. To help those living at Ocean View continue to find purpose and meaning, we respond with changes to our *Model of Care*.

What is our *Model of Care*? Ocean View's *Model of Care* could also be described as:

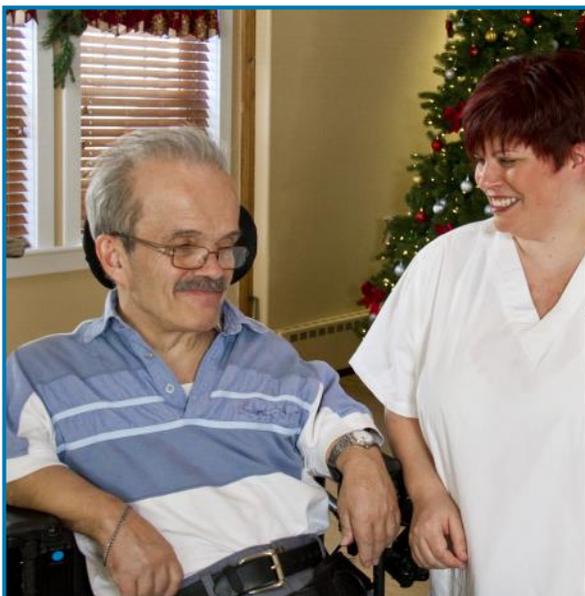
- how we *treat* those we serve
- how we *react* to the needs of those we serve
- how we *organize*— our jobs and responsibilities, our schedules, and especially our work. We need the *right* person doing the *right* thing at the *right* time.



Building on our history of exemplary care, strong staff commitment, and ability to change and adapt, we have introduced changes this year to how we organize our work. Our aim is to allow residents to guide us through the day based on their preferences, rather than having us pull them through it based on our schedules.

We have listened to feedback from family and residents, and created change that will mean more consistent staffing numbers from 7 am—11 pm, so residents are empowered to shape the day around their own personal routines, whether they are a morning person, a night owl, or somewhere in between!

The changes will also allow us to organize our teams differently, in “clusters”, around our residents. This will allow us to build deeper relationships within our teams, as well as between staff and the resident.



Building on these positive changes and looking toward the future, we have also added the new *Facility Support Worker* role into our staff mix, combining our dedicated Environmental Services, Laundry, and Dietary Aide staff into one role. This new role will broaden the ability of these staff to support residents more directly day-to-day, empowering them to plan their day differently and to take on tasks that otherwise may have taken time from the other work of traditional care staff.

By changing the way we work, we will achieve better teamwork, more flexibility, and increased consistency. Above all, the goal of any changes to our *Model of Care* is to offer the best care possible for those who call Ocean View home.

Celebrating Our Volunteers

This past year, we've been lucky to have the support of **102 dedicated volunteers** with roles throughout Ocean View, from our Board and committees to our community programs, from live music to Café, church services, and beyond. Each volunteer makes a meaningful difference in the lives of our Ocean View clients.

Volunteer Service Awards



Dianna Falconer



Doreen O'Brien

Honourable Mentions:



Hazel Joyce



Winnie Roy

Not pictured:

Royal Canadian Legion - Caen Branch 164, Honourable Mention for 20+ years
Eastern Passage Cow Bay Lion's Club, Honourable Mention for 25 years

Get Involved!

Together We Make a Greater Impact



Do you have time, talent and passion to contribute to make a difference in the lives of local seniors? Volunteer with Ocean View!

No matter your schedule or interest, we can find a fulfilling volunteer role for you!

Visit www.oceanv.ca/join-our-team for more information on how you can help!

Mike, Volunteer

A dedicated member of our volunteer team, Mike has been part of the Eastern Passage community his entire life, and an Ocean View volunteer for the past 9 years. Searching for a fulfilling commitment after his retirement, Mike settled on Ocean View, where many family members and friends had worked over the years.

Mike's volunteer efforts have impacted many areas of life at Ocean View: he has visited with residents one-on-one, helped with recreation events, taken residents on group outings, and supported our Adult Day Program.

"I enjoyed listening to the residents' stories," says Mike. Regardless of how small a task or interaction may seem, he believes they are all important in helping bring positivity to the day of residents and staff alike.

These days, Mike has taken on a leadership role with the Palliative Care Team. When asked what it is like to connect with residents at their end of life, he explains that working alongside the Doctors and staff at Ocean View to make a difference in this way feels like a "shared mission" that is very rewarding.

"I have always enjoyed helping others!" says Mike. And we, at Ocean View, are lucky to have him.



Celebrating Our Community Programs

Betty, Nancy & Sharon, Adult Day Program

Ocean View's Adult Day Program offers dependant adults a chance to socialize and participate while their caregivers have time to recharge and refocus.

Betty (centre) attends the Adult Day Program each week. She loves attending because of the group of peers she has grown close to.

"There's five of us," she says of that core group, including Kay, who Betty now considers her best friend. With challenged mobility in the community, she is grateful for the time to sit and chat together.

Betty's daughters, Nancy (left) and Sharon (right) enjoy the break from caregiving while their Mom attends but, as Sharon says, "It's more for Mom than for us."

"She wasn't getting out," adds Nancy, "I think it's put a little more spark in her life!"

As Betty approaches her 90th birthday (she plans to invite her Program peers to the celebrations!), the Program has helped her stay active—she especially enjoys bowling! "I haven't slowed down yet!" she shares.



Our Priorities: *Community Capacity Building*

One of our strategic goals is to achieve **self-generating community capacity that enables the ability of all community members to live well and experience a sense of belonging**. In this area, we're happy to report that this year, our numbers of Foot Care and Adult Day Program clients have grown. Although new individual and household memberships to our Neighbourhood Program have petered off, we were happy to renew a number of our memberships year-over-year.

Looking to the future, we are eager to focus on increasing fundraising and commercial revenues to build community capacity, as well as ensuring our programs support our clients in staying in their homes and communities.

Ocean View's **Neighbourhood Program** connects seniors in our community with solutions to help them age more comfortably, wherever they call home. The Program offers wellness activities, volunteer opportunities, and social engagement at home in their own neighbourhood, while also creating connections with neighbours keen to support members in living meaningful, comfortable lives as they age.

John and Jody Keizer of Keizer's Freshmart are part of this growing network of neighbours who feel strongly about helping seniors find solutions to the problems that prevent them from living comfortably in their community.

Thinking of his own father, John says, "If this program were available where he lived, perhaps it could have assisted him living at home a little longer."

"People need this," he says, "There's so much up-side to being part of the program."



Jody & John,
Neighbourhood
Program



Jerry & Sheryl,
Neighbourhood
Program

Having only lived in Eastern Passage for a few years, Jerry and Sheryl truly value the connections they have made through the Program. They truly feel neighbours like the Keizers are interested in helping them live better.

Feeling inspired to do his own part for the community, Jerry volunteers his time and insights to the Neighbourhood Program, helping to find new and creative ways to empower local seniors.

"I've got time on my hands," says Jerry, "And what we're doing helps people stay in their home."

We can not imagine celebrating our work and accomplishments this year without also thanking our generous donors, whose support enriches Ocean View annually. This year, donations have helped our clients find comfort here, with many items that make a difference in their day-to-day lives, including:

Celebrating Our Donors



- new **comfortable chairs** to help our residents relax in comfort in their gathering spaces;
- **belts for tubs and wheelchair cushions** to keep residents both comfortable and safe;
- **chairs for dining rooms**, as well as **rimmed plates and “nosey” cups**, to help residents enjoy mealtime;
- **subsidized memberships** to our Adult Day Program for low-income seniors in our community.

Together, we are able to offer **comfort, care** and **compassion** to those we serve.

Get Involved! Together We Make a Greater Impact

Are you able to make a donation to help Ocean View feel like home?

Visit www.oceanv.ca/donations for more information on how you can help!



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