



Ocean View

Report to Our Community
2018 - 2019



Words from our *Leadership*

We are thrilled to share the story of this past year at Ocean View with you, a valued member of our Ocean View community. Our long term care sector has been no stranger to challenges in this past year, but our engaged community and strong set of I-CARE values – **Innovation, Comfort, Autonomy, Respect and Empowerment** – have helped us make meaningful change and important impacts.

We believe an innovative spirit is essential as we evolve to meet the needs of our aging population. At the Board level, this means conversations around what the future will hold, and how we can creatively meet the needs of those we serve. What does our work force need to look like as the needs of those we serve change? How will we provide things like meaningful activity when long term care overcrowding becomes a reality? How can collaboration help us have an impact in our long term care home, and in our community?

This year, as always, we have focused on finding solutions that bring together our skills, resources, and passion for providing comfort, care and compassion to those we serve. In partnership with generous community donors, we have worked towards introducing a meaningful virtual reality experience that will have an impact on resident life at Ocean, called the BikeAround. It's the first of its kind in Atlantic Canada, and you will learn more about it on *page 18* of this report! We have also collaborated with the Nova Scotia Health Authority to host a Nurse Practitioner here at Ocean View, which will have an amazing impact on our local community – more on this on *page 16*.

With a focus on both our long term care home and our community, we have also developed the In-Home Support Worker (IHSW) role this year under our Support Services Ltd. portfolio. This new role will provide direct service to seniors in our community who need support to continue living well at home. The IHSW will also be able to support our long term care home team when staffing numbers are low, by stepping in to take care of everyday tasks that often fall to our CCAs. Read more on *page 13* to find out why support for our CCA work force is becoming more and more crucial.

Offering comfort to those we serve also continues to be a driving force in our work, and an important aspect of this in our long term care home is a comfortable, home-like environment. With this in mind we were happy to participate in a long term care Building Review this year, in partnership with the Department of Health and Wellness. We were also thrilled to complete a long awaited update to outdated flooring in our Shoreside and Harbourside neighbourhoods – see the results on *page 13!*

Having respect for those we serve and preserving their autonomy also continues to be paramount in our everyday work, as well as Board level decisions. This year our Board released a position statement in support of the Medical Assistance in Dying (MAiD) procedure at Ocean View, for those permitted by law to access it. We recognized that our mission, vision and values — including autonomy and respect — play an important role in not only this decision, but in how we will move forward with each individual MAiD conversation, request or procedure. Read *page 7* to find out how the voice of residents was represented in these important conversations.

As we do all of this important work, we also strive to ensure residents, clients and staff feel empowered to influence change and provide feedback. This year we restructured our teams and committees at Ocean View, with an increased focus on inviting those we serve to these tables. We were also able to include a member of our Family Council in our meeting with the Minister's Expert Advisory Panel on Long Term Care, contributing their unique voice to conversations at a provincial level. You will learn more about the voice and impact of Family Council on page 6, along with Residents' Council on page 5.

In addition to annual updates on our *Vision 20/20* Strategic Priorities (found on pages 3, 7 & 17), in this year's report we also hope to give you some insight into some of the day-to-day purpose driving us. This year, our team focused on the key areas of Human Resources (page 13), Standards and Model Of Care (page 8); and Capacity and Morale (page 9).

Challenges continue to come our way, but with strong values and community support, we continue to grow and embrace change. We thank you for being a member of our Ocean View community, and invite you to join us in celebrating the great things 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 Moulana".

Dion Moulana,
President & CEO



P.S. We hope as you read this report you will be inspired by how deeply our values thread through everything we do. Along with our I-CARE values, we wanted to highlight the values that make up our Philosophy of Care, so throughout the report these appear in **bold and blue**. We are guided by these values this year, and every year, and we believe they will give you great insight into who we are as a team.

Strategic 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 we have continued to find creative ways to offer quality care within our budget, and are entering the next year with a focus on improving our financial processes to increase efficiency and put us in an even **healthier financial position**.

We are also happy to report that, though our **number of workplace injury claims** increased slightly this year, they are still **down considerably from 2016-17**, and the percentage of **staff who rate Ocean View as a good, very good, or excellent place to work has increased** this year by 14%!

Peter, Resident



Peter has lived at Ocean View for a little over a year, and is known for always having a bright smile to share with staff, and having a great sense of fun!

"I'm happy no matter where I go," he says.

Peter's daughter Angela believes Ocean View's value of **understanding life stories** is so important to residents like her Dad. To help Peter share his story, and to support him in his transition to life at Ocean View, she put together an album all about his life.

"It supports him in starting a conversation, making social connections. He's very proud of his accomplishments," Angela shares. "And it's an opportunity for staff, if he's having an off day, to pull out the book and comment, ask questions."



Pictured: Peter celebrating our annual Walk for Alzheimer's with staff member Stephanie

Our Vision

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

The album includes photos that remind Peter of important events and people from his life. It supports him in keeping those memories, including those of his beautiful late wife Peggy.

"We met in church," he shares, with a chuckle, "I fell in love with the back of her head!"

What does Peter have to say about his album?
 "Have you read it?" he asks with a smile.
 "I've lived a good life!"

Residents In Action

Ocean View's Residents' Council is a monthly opportunity for residents to actively embrace Ocean View's value of **autonomy**; to voice their concerns; suggest improvements to quality of care and services; and provide direct input into activities.

This year, Residents' Council chose to support and participate in a whole host of activities and education sessions that were of interest to them, including:

- Coordinating a "Beat the Winter Blues" staff/resident/volunteer refreshment break
- Providing annual Resident Survey feedback
- Participating in Licensing Reviews
- Sending birthday cards to residents
- Supporting Ocean View's Walk for Alzheimer's
- Education sessions on topics including Emergency Codes; MAiD; Safe Transferring & Positioning; and Nutrition
- Supporting monthly events like bingo and music - see below for more on this impact!



Our residents bring a diversity of knowledge, leadership and experience to Council and to Ocean View. When they come together, we're inspired by their voice!

What's the most rewarding part of **coordinating the type of events for residents that are supported by Council**? Our Recreation team share some of the things they enjoy most:



**Marisa, Vanessa,
& Shauna**
Recreation Team

"The positive feedback when they liked a program, whether it would be through verbal or non-verbal expression."

"When family come in and participate with their loved one(s)!"

"When a resident comes in believing that they can no longer participate in a leisure activity they enjoyed in the past, and we are able to modify that program to support their abilities!"

Residents' Council and our Recreation Team both play an important role in **providing meaningful activities** that support holistic care and quality of life at Ocean View.



David,
Family Member,
& **Margaret,**
Resident

David's Mom, Margaret, has been a resident of Ocean View since 2015. David visits her often, and appreciates Ocean View's value of **involving families**.

"I have to be an advocate for my Mom's well being," David explains. He is grateful to be kept in the loop about changes and concerns about her health. He is also grateful for the care and compassion he sees staff show to his Mom, and to all residents.

"I cannot thank you all enough or say enough kind things about what you people do," he shares, "I have the upmost respect for everyone who works at Ocean View."

"It is to me a very special place which has become my Mom's home."

Family Lend their *Voice* to our Work

Since 2015, Ocean View's Family Council has offered a chance for family and friends of residents to advocate for improvements, and to support us in achieving our mission to provide comfort, care and compassion to those we serve.



This year, Family Council was involved in many important conversations. Council had representation on both our Infection Control and Ethics Committees. A member also participated in discussions with the Minister's Expert Advisory Panel to offer input into their recommendations for the Long Term Care sector.

Family Council also makes an effort to learn more about issues impacting residents and staff. To that end, members of the Council attended both the Nova Scotia Alzheimer's Conference in October 2018, and Volunteer Dining Assistant training.

The Council strives to strengthen the partnership between family and staff by promoting communication and connection. Members participated alongside staff in our annual Walk for Alzheimer's this year. The Council also met with key team members including our Director of Operations Jacob Hillier and CEO Dion Mouland. They also offered valuable feedback to the team, including suggestions around improving identification of care staff; creating a more safe and comfortable atmosphere for meal time; and ways to further improve the feeling of community at Ocean View.

What is Client and Family *Centred* Care?

In 2018, Ocean View's Board of Directors released a statement officially affirming our commitment to client and family engagement. In a nutshell, a client and family centred approach ensures that input from those benefitting from our services *directly influences* the design and delivery of those services. This commitment threads throughout our work.

Client and family centred care means supporting clients and family members with the information they need to offer real input, by offering a variety of communications and opportunities to learn. It also means consulting and collaborating with clients and family members. We do this through focus groups, surveys, and ongoing opportunities for feedback, but we are also striving to involve their voices on our teams and committees.

In one example, a resident member of our Ethics Committee offered a passionate and important perspective to conversations about Medical Assistance in Dying this year. It was incredibly meaningful to have her input at this level.

It also means striving to create a day-to-day environment where clients and family members feel comfortable to speak with staff at all levels about issues and concerns, as well as celebrations and successes. These individual stories and perspectives are an important and essential piece of our story, as you have seen throughout the previous three pages.



Strategic 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**. We are thrilled to report that this year the **percentage of Ocean View residents, families and staff who would recommend our services to friends and family has increased**.

Realities in the long term care and healthcare sectors highlight the need for efficiency, and we are happy to report that this year we have **lowered our number of vacant bed days**, and achieved a slightly **higher overall occupancy rate** for the year. We have also **welcomed clients in our respite room more often** than in the previous year.

We are also happy to report that we **decreased our overall number of resident falls** this year, and maintained our lower rate of falls with major injury. There is still work to do, however, in decreasing resident safety incidents, as well as infection rates.

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

Our Priorities

Standards and our Model of Care

Last year, we shared what a *Model of Care* is, and how it continually evolves to meet the needs of our aging population. It ensures we have the *right* person doing the *right* thing at the *right* time. Our *Model of Care* is crucial to achieving many of our values, including **providing individualized care plans** and **accommodating routines**. It works hand-in-hand with ensuring our work is guided by best practice and solid standards.

This year, we recognized a need to add additional supports for our front line staff. We added new administrative support at the Neighbourhood level, reducing the added pressure of coordinating clerical duties. This has allowed our care staff to live one of our most important values and do more of what inspires them - putting **residents first!** To ensure they are confident in their work with our residents, we also created a new Resident Care Educator role, with the goal of empowerment and education - see *the next page for more on this exciting development*.

To ensure we are able to react to the needs of those we serve, Neighbourhood teams now meet monthly for Quality Circles, a chance to communicate about issues facing residents, raise concerns, and collaborate to find solutions.



In the background of all of this work, we also continue to prepare for our upcoming Accreditation visit in June 2019. Accreditation Canada visits every four years to assess Ocean View against best practices and industry standards. It's an important time to celebrate all we do to offer comfort, care and compassion to those we serve!

Sherry, Dietary Aide

Sherry is happy to be the *right* person to serve our residents at meal time! She loves putting a smile on their faces, and embracing our value of **promoting personal choices** by supporting them in exercising their right to choose, safely. She, and her dietary teammates, stay organized and informed about each resident's specific diet, and strive to offer second choices during meals.

"This is their home," she shares, "it's their independence."



Kara, LPN

Working as a member of the care team in long term care can of course be stressful, but Kara says the residents make it worth it.

“We’re all a big family in here,” she says.

Kara’s passion is working with those with dementia. She believes part of her role is helping them adjust in a world that no longer makes sense to them.

“You have to be very creative,” she shares, when asked how our value of **innovation** influences her work. It can be something as big as development of *Nana’s Nook*, a secure spot where residents can have some safe alone time. Or it can be something as small as coming up with a kind and respectful response to a resident’s complicated request. A great example? She recalls one resident who was adamant he needed a plane ticket.

“I made a ticket on the computer for him with the info he told me. It took a bit of work,” she laughs, “I gave it to him and he said ‘Air Canada!? No, I’m not flying with *them!*!’”

“I came back later with a ticket from *Ocean View Airlines* - he thanked me!”

Kara is truly **committed to care**. Her big heart makes her a valuable member of our team!



Our Priorities Capacity and Morale

It is no secret that staffing shortages are a hot topic in our sector, and this year we identified Supporting Capacity and Morale as keys in response to this. We want to give our staff all they need to succeed here.

Ensuring our staff feel confident in their work is an essential piece of these priorities. This year, we introduced the Resident Care Educator role to our team. They will work with our care staff to ensure they have the skills and education they need to excel!

The Morale and Engagement Committee was also new this year, bringing together staff from all levels of our work. This team discusses positive and negative influences, both internal and external, on staff, and how we can help the team move towards a happy, healthy, work-life balance!

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:**

Michele Molnar, Continuing Care Assistant:

Michele was nominated by a co-worker because of her ability to go above and beyond to provide comfort, care and love to all of our residents. Her cheerful smile lights up a room and her co-workers appreciate her dependability, **respect** and efficient work practices. One of Michele's co-workers is quoted as saying, "Michele is honest, supports team work and demonstrates the Ocean View mission daily."

Glenn Freeman, Maintenance: Glenn was nominated by co-workers and managers because of his ability to make big impacts to residents and staff by combining safety, comfort, work ethic and compassion into his work on a daily basis. One of Glenn's co-worker is quoted as saying, "Glenn exemplifies what it means to be an invested Ocean View employee, committed to the mission, and demonstrates this daily. He has enthusiastically partnered with a resident who helps him with maintenance tasks throughout the building and supports this resident, and in turn this resident continues to contribute to his community through this purposeful and empowering work." *See the next page for a feature of Glenn and his work partner, John!

Michelle Leslie, Continuing Care Assistant:

Michelle was nominated by her co-workers because of her ability to remain calm in stressful situations, and her loyal and dependable hardworking nature. She always looks for ways to collaborate with others and makes a positive contribution to the lives of our residents. One of Michelle's co-worker is quoted as saying, "Michelle is always respectful, she is sincere, and so very kind to our residents."

*Congratulations
Michele, Glenn and
Michelle, and thank you for
living the values and
mission of Ocean View in
your work life!*





Glenn, Maintenance

In early 2018, Glenn, a member of our Maintenance team, and John, an Ocean View resident, began partnering up to make deliveries, paint, build, and ensure Ocean View continues to look and feel like “home.”

“I heard John was bored and he’d like to have a job,” Glenn explains. Embracing our value of **maximizing abilities**, he approached John to help out a bit around the building. John agreed that helping out with maintenance tasks would be a good way to keep active, and is now happily working with Glenn five days a week!

John’s daughter Paula is thrilled that John feels he still has a purpose at Ocean View, but she is not surprised that he found his niche in helping out the maintenance team.

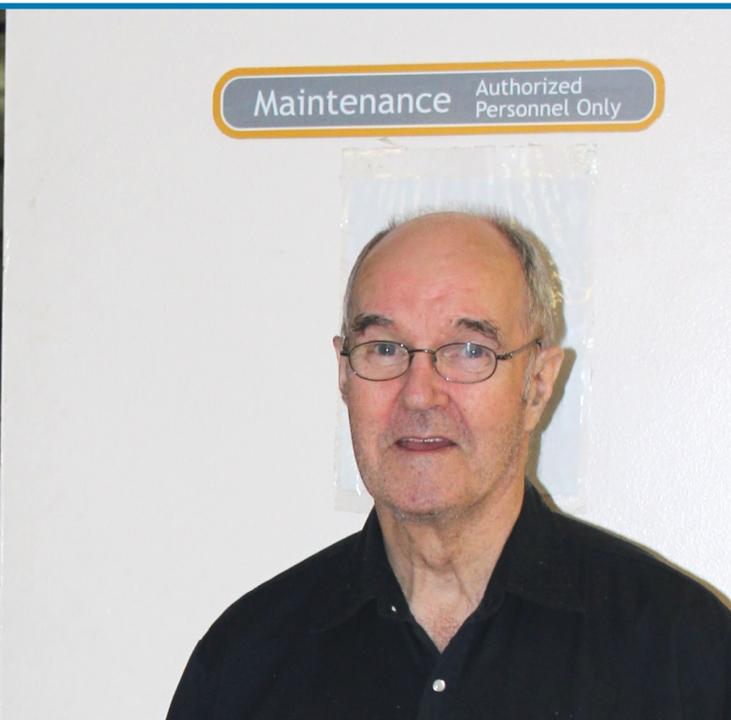
“He’s always been a doer,” she says, explaining that John had a long, busy career, and that working with Glenn has been a great way to maintain his mobility and keep his mind active. She also thinks Glenn and John make a great team!

“I sometimes stand back and listen to the two of them,” she shares, “and you’d think they’ve been working together for years!”

“He’s a great guy to work with,” agrees John, with a smile.

Glenn appreciates having a work partner who is fun to hang out with, as well as a helpful extra pair of hands. He’s quick to point out that John contributes a lot, and is a great help — he says that many people don’t even realize John is a resident!

Glenn’s final thoughts on working with John? “It makes my job a little more worthwhile.”



John, Resident Volunteer

Long Service Awards



Mary Crowley
30 years

*Pictured with
resident Cynthia*



Susan Laquant
30 years



Krista Ball
20 years



Michele Froment
20 years



Dion Moulant
15 years



Jennifer Bowles
15 years

*Pictured with
resident Maureen*



Catherine Loder
10 years



Danna Hannam
10 years

Our Long Service Awards recognize those who have dedicated a milestone amount of years to offering comfort, care and compassion to those we serve.

Also honoured this year but not pictured:

Josephine Brothers, 30 years; **Tracey Blackburn**, 15 years; **JoAnn Fleming**, 15 years;
Angela Wournell, 15 years; **Michele Molnar**, 10 years; **Donna Myers**, 10 years;
James Norman, 10 years; **Sharon Yates**, 10 years

Congratulations on your outstanding commitment to those we serve!

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

Join this amazing team for a long and fulfilling career!
Visit www.oceanv.ca/join-our-team to find job opportunities!

Our Priorities

Human Resources

We cannot celebrate our staff without acknowledging the staffing crisis in long term care, and celebrating all the work our team has done to bring excellent staff onboard this past year.

This year, Ocean View was proud to achieve designation as part of the Atlantic Immigration Pilot Program. This program will help us fill hard-to-recruit positions with skilled immigrants who are eager to join us in our work.

We also reached out into our local community to find the right candidates, attending job fairs and planning our own Hiring Blitzes to engage job seekers in our community.

In these recruitment and hiring efforts, we have been happy to incorporate the voice of our residents. This year our Residents' Council had direct input into what qualities they want Ocean View staff to possess!

Turning our attention to our existing staff, we were also thrilled to work with CUPE this year to settle our collective agreement.

We also acknowledged this year that there are not enough CCAs — our largest staff group at Ocean View — in our province to meet the needs of the long term care sector. In response to this, alongside our recruitment efforts, we also partnered with CBC Career College to host a CCA training course right here at Ocean View, starting in May 2019!

Flooring Project

Ensuring our building is a **home-like environment** is important to us at Ocean View, because it is important to our residents and their families.

We were thrilled this year to move forward with a large renovation project that involved a much-needed replacement of old flooring in our Shoreside and Harbourside neighborhoods.

Project planning began in summer of 2018, and the project itself took place over the first five months of 2019. It was a success thanks to the hard work and collaboration of many staff, as well as the patience of residents and families!



Celebrating Our Volunteers

This past year, we've been lucky to have **more than 90 dedicated volunteers**, of all ages, making an impact throughout Ocean View. Volunteers sit on our Board; support our community programs; and help us offer **therapeutic support**, live music, entertainment, spiritual services, and so much more. Each volunteer dedicates time and talent to our Ocean View community, and we are thrilled to recognize the following list of special volunteers for dedicating an exceptional number of years to Ocean View:



Please join us in congratulating our honoured Volunteer Service Award recipients this year:

5 years:

Betty Sawlor
Brenda Woodrow

15 years:

Carol Ambrose
Brenda Horne
Tom Bates
Peggy Fortier

10 years:

Mike Myers

Special mention:

Winnie Roy, 43 years
Hazel Joyce, 53 years

Pictured, from top: volunteer Mike spending time with a resident; volunteer Winnie with our Volunteer Manager Petrea; and volunteer Hazel with our local MLA Barbara Adams!

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!

BE YOURSELF... *Everyone else is already taken* -Oscar Wilde-

Daphne, Volunteer, Adult Day Program

Local volunteer Daphne dedicates her volunteer time to Ocean View's Adult Day Program, an opportunity for local seniors to socialize and participate in meaningful activities in a welcoming environment.

"So much fun" are the words Daphne uses to describe her volunteer work with the Program. She loves developing friendships with the participants, and getting to know them. The Program, which has just recently expanded to five days a week

due to its success, is an amazing opportunity for seniors to develop a community of their own outside of family life, and to maintain life skills.

Daphne joined the volunteer team after her retirement, wanting to give back, and find her own new social network now that she wasn't at work. She also wanted to connect with the older generation, because her own parents are no longer around. The Adult Day Program was a perfect fit because the kind of **empathy** Daphne brings to the role is key — participants feel comfortable to share their stories with her, and to connect on a social level.

"I knew exactly where I wanted to be," she explains, "I knew there were so many seniors down here that I'd love to meet!"

She says it's so hard to describe the Adult Day Program and her volunteer experience to potential volunteers who haven't seen it in person. She finds it so meaningful to work with them, to help alleviate the loneliness they might feel in the community, and to help them truly enjoy their day.

The absolute best part of Daphne's volunteer experience with our Adult Day Program participants? "Making them smile!"



Celebrating Collaboration

Our J-RO EZ Rest

From the very beginning, the development of our J-RO EZ Rest has been an amazing example of collaboration, involving input from our physiotherapy team, CCAs, senior leadership, and external partners. This year, we were thrilled to be invited to share a presentation on how collaboration made the J-RO EZ Rest possible to colleagues from across the province at the 2nd Annual Lawtons Continuing Care Conference.



This year, the J-RO EZ Rest was also submitted as a Leading Practice to Accreditation Canada. Projects and practices are recognized in this way when they demonstrate a people-centred, positive change. What kind of positive changes have we seen? Since implementing the invention here at Ocean View, our time loss claims have decreased by 30%. The J-RO EZ Rest is also being used across the province to help our colleagues work more safely, while injecting important revenue into our work. It is a true collaboration success story!



Our Partnership with The Birches

As our partnership with the Birches has grown over the past year, we have continued to recognize ways in which we are stronger together. This year, the Boards of both long term care homes met together to discuss how they might work together to have a more powerful voice in advocacy. Both Boards feel strongly about moving forward advocacy issues in our sector, and together they have begun engaging in meaningful conversations in support of this common goal.

Nurse Practitioner Partnership

This year we also developed an exciting partnership with the Provincial Health Authority to host a Nurse Practitioner in our space at Ocean View, as part of a collaborative care practise in Eastern Passage/Cole Harbour. This initiative is part of Government's plan to reduce wait time for family physicians. On our end, it's also an opportunity to utilize our assets for the greater good of the community and build our social enterprise.



Kate, Foot Care Nurse

For many of us, Foot Care is not a specialization of nursing we often think of, but the work of Ocean View's Foot Care nurses is making an important difference in supporting local seniors.

"I love our local seniors here at Ocean View," Kate shares, "It's wonderful to be doing people's foot care and looking out at the sea, ...them telling you all their memories of the beach, ...and how they grew up here in the Maritimes."

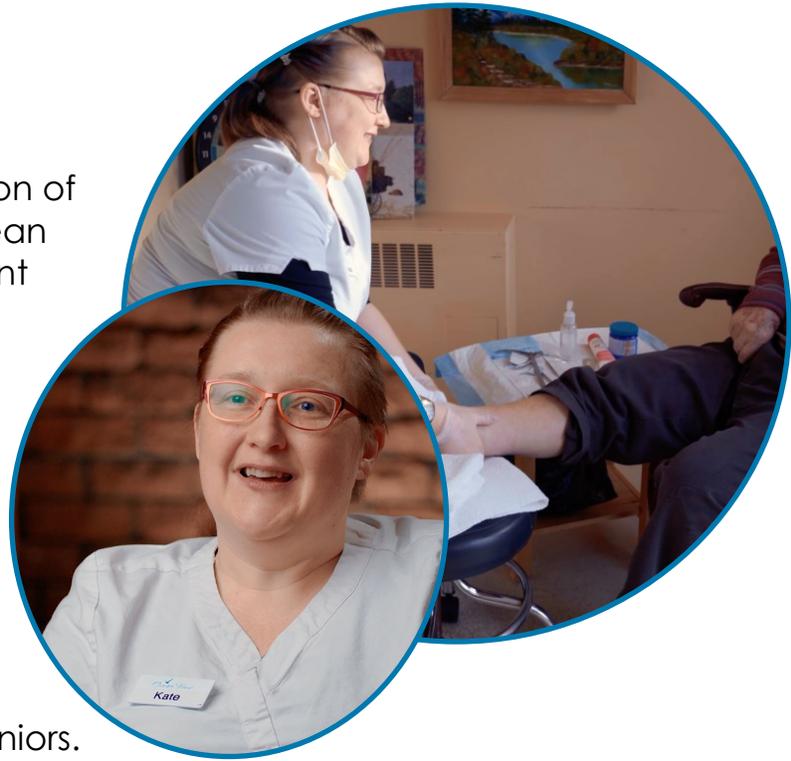
Maintaining good foot health is an important step in **encouraging independence** for our seniors.

One of the rewarding parts of Kate's job is

having clients tell her about the fun things they have done after foot care!

"A lot of ladies specifically — that might have had nails that have had some trauma, or some infection, or they were just embarrassed to show their nails — they'll come and show you that they've had their nails painted, they bought a nice pair of sandals for the beach," Kate shares, "I've also had (one client) come back and say she was really excited to have it done again because her husband took her out dancing afterwards!"

Kate truly enjoys helping seniors feel more comfortable and confident on their feet!



Strategic 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**. As an integral piece of this priority, we are happy to report that this year, although our total number of **Adult Day Program participants** was lower than the previous year, the participants we have are seeing great benefit and have **attended a higher total number of days than ever before**. In response to this, the Program has expanded its schedule from four days a week to five!

In other areas, such as our Foot Care service, total number of clients did decrease, but moving forward we have **created a Business Development team, who will be looking critically at opportunities to build capacity** in all of our offerings, and revenue to support our community.

Celebrating our *Donors*

The *BikeAround* is an innovative technology that offers an experience “for body and mind”, with the aim of supporting a senior's abilities.

In 2019, thanks to generous donors, the *BikeAround* is coming to Ocean View. This exciting piece of equipment, which looks a bit like a stationary bike connected to a dome screen, will allow residents to enjoy a virtual ride around Google Street View — places they've always wanted to visit, sites of cherished memories, or even their home town!



While offering a fun opportunity for physical activity, the *BikeAround* can also spark conversations with visiting loved ones, helping residents reminisce and supporting memory and language skills. It's also a fantastic opportunity to engage youth to come along for the “virtual journey”, learning first-hand about real history from residents.

The campaign to raise funds for this exciting innovation was championed by Andrew, a recent Master of Health Administration resident at Ocean View.

“I was hopeful that I could instill in others the level of excitement and enthusiasm that I felt,” Andrew says. “I wanted donors to know that they were being part of a ground breaking project. (Up to now,) *BikeAround* technology only exists in the central and western provinces.”

Donors were vital to bringing the *BikeAround* to Ocean View, with a combination of generous support from individual donors, the Royal Canadian Legion Branch 164, and Dalhousie University School of Health Administration. The Canadian Medical Association Foundation was also integral to the project, contributing a \$10,000 *Healthy Canadians Grant*.



Andrew began the *BikeAround* campaign during his MHA residency at Ocean View, but he believes so strongly in the potential of the project that he has continued to contribute his time as a volunteer to see the project through to the end! We are grateful for his hard work, and happy to report he will graduate in May 2019 with his Master of Health Administration. Congratulations, Andrew!

Looking Forward to the Future at Ocean View

A QIP, or Quality Improvement Plan, is an important way for our Ocean View team to address areas for improvement, and ensure high quality and safe care. As we celebrate the past year, we want to also leave you with a sense of what we have planned for the next year at Ocean View.



Our QIPs, explained below, were developed directly by the diverse committees who will be spearheading them, based on what they felt was important to work on in this coming year.



We plan to decrease the number of resident falls and pressure injuries, as well as the number of times residents have harmful responsive behaviours. These are issues across long term care, and we know they require our focus to ensure our residents continue to be safe and comfortable at Ocean View.



We plan to ensure we are following our oral hygiene policies, as well as our processes to keep up-to-date resident health records and assessments. There are so many pieces to the puzzle of resident health, and we know each deserves special attention.



We plan to increase the number of staff receiving the influenza vaccine and ensure we are following our hand hygiene policies. Outbreaks of illness are tough for our residents, not only because they may become ill, but because an outbreak may impact other important aspects of life at Ocean View. We know we must do all we can to help prevent the spread of illness.



We plan to increase retention of CCA staff, and ensure 100% of employees complete mandatory education. Having a strong complement of educated, confident staff will have an amazing impact on residents and staff alike!



We plan to decrease the overall length of WCB time lose claims, as well as total time lose claims due to issues with safe resident handling. We want our amazing staff to be here, at work, safely doing what they love.



Last but not least, we plan to implement Safety Huddles on each neighbourhood, 3 times per day. These huddles will offer more opportunity for staff in all roles to come together and not only discuss safety issues, but also work together to come up with innovative solutions!

We can't wait to report on the success of these initiatives in next year's report!

Ocean View has a rich history, having been a part of the Eastern Passage community for more than 50 years. This rich history is in part kept alive through the memories of those who have worked here for many years. To celebrate our past, we asked one such staff for a treasured memory!

Queenie is one of many dedicated Ocean View staff who have been part of the team for more than 30 years. She has so many wonderful memories of life at Ocean View, but one that stands out is the marriage of two Ocean View residents a decade ago.

What made this event so special, above and beyond the warm feeling of knowing two people who found love so late in life? Family members and staff came together in a heartwarming way to plan a wedding ceremony for the couple in our Community Room, complete with white decorations, wedding cake, flowers, and friends!

Queenie's favorite part of the whole experience was throwing the bride a Bachelorette Party before the big day, complete with gifts and a fancy tiara!

"That was so much fun!"

Celebrating **Our Rich History**



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1909 Caldwell Rd, PO Box 130
Eastern Passage, NS B3G1M4
Phone: 902-465-6020
Fax: 902-465-4929

www.oceanv.ca