



# Ocean View

Report to Our Community  
2019 - 2020



## Words from our *Leadership*

We are thrilled to connect with our Ocean View community at this time, to share a glimpse into our world. Connection is so important, now more than ever.

Although this report tells the story of our 2019-20 year, as we write this we are many months into the COVID-19 pandemic. So much has changed since March 2020. It has been challenging to think back to our work pre-pandemic, but it has also been rewarding. In many ways, our work in the 2019-20 year laid the foundation for our team to help those we serve safely weather these past many months. What did this look like at Ocean View?

Our team acted swiftly to bring together a Pandemic Outbreak Management team early on, to oversee our response to the pandemic. Ocean View did have one resident test positive with COVID-19, prompting our team to act quickly and open our Outbreak Unit (OU). In the OU, dedicated staff supported the resident to successfully recover. Throughout the pandemic, the entire team has worked to prevent the spread of infection and support quality of life for residents despite the many challenges. We are immensely proud of the team for all they did in the lead up to and during the pandemic to accomplish this, and have shared a deeper look at this work in its entirety at the end of this report.



At all times, we believe a focus on quality is the strong foundation of all we do. We were thrilled to receive Accreditation with Exemplary Standing from Accreditation Canada, the highest possible Accreditation standard, early in our 2019-20 year. Our team was proud to meet 99.9% of the 534 national standards evaluated during the survey. We were prouder still to share this news with those we serve, as a testament to the quality of care they receive from us.

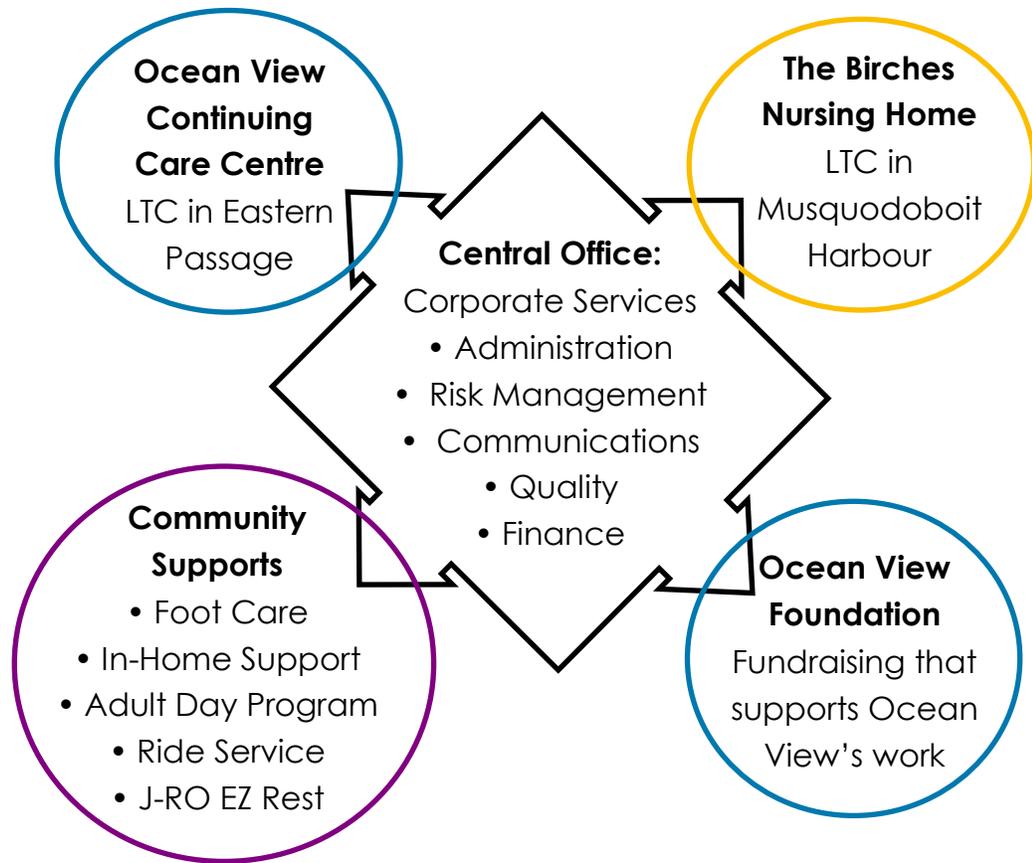
Our Accreditation accomplishment both recognized and reinvigorated our ongoing focus on safe, quality care. Our team is continually evaluating, making quality improvements, and embracing emerging best practices. Last year we shared with you that we had developed a number of new Quality Improvement Plans (QIPs). QIPs represent our ongoing commitment to ensuring we offer quality care at Ocean View. In the 2019-20 year we were especially proud of progress made in decreasing harmful responsive behaviors and decreasing pressure injuries. These are crucial areas of focus across our long term care sector and will, along with our other QIPs, remain areas of focus for us year over year as we continue to make improvements.

Part of our strength as an organization also comes from embracing collaboration, so this year it should come as no surprise that our Ocean View Board of Directors joined forces with the Board of Directors of the Birches to create a Joint Advocacy Committee. Although challenges in long term care are in the media often today, they have existed in our sector for some time. The Joint Advocacy Committee is an opportunity for us to expand our capacity to use our voice and our influence — as Directors of these amazing organizations — to enact change.

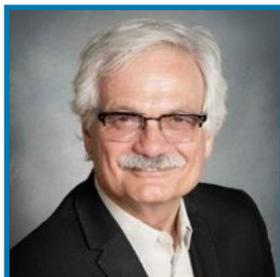
Innovation also helps us accomplish amazing things for those we serve, so we are never

afraid to make big changes. This was evident this year as we took the step to expand our physical footprint, moving some members of our team to office space on Baker Drive. Called our 'Central Office', this space is now the hub of our corporate supports, including administration, finance, quality, risk management, and communications. Five years ago, during our strategic planning process, we recognized that there are many local seniors striving to live well outside of the walls of Ocean View Continuing Care Centre (OVCCC).

We have made the commitment to support seniors outside of OVCCC through our community supports, as well as through our relationship with the Birches. As our reach and impact grows, our corporate services support all of our endeavours through this new space at Baker Drive, providing increased capacity and opportunity to further the mission and vision of the board. To the right we have included a visual representation of the role Central Office plays in support of the many facets of our work and team!



As recent events have reminded us, both challenges and opportunities are inevitable in our long term care world, as in the world at large. We will continue to rise to both with strong values, community support, and a willingness to 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 the 2019-20 year!



*Tom Emodi*

Tom Emodi,  
Board Chair

*Dion Mouland*

Dion Mouland,  
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. You will find our **I-CARE values — Innovation, Collaboration, Autonomy, Respect and Empowerment** — highlighted throughout. We are guided by these values this year, and every year.

**Mo** has been living at Ocean View for a few years, but according to her, she has been planning on moving in for a very long time!

"It's such a wonderful place," Mo says, "I waited 40 years to get in here. That's honestly how I feel."

From nearby Cole Harbour, Mo first became acquainted with Ocean View as a teenager, working in both dietary and housekeeping. She also volunteered later in life. She was so impressed with how much it felt like family here, and says that's still true today.

Mo was diagnosed with MS in the early 90s. Around the same time, she became a single mom. A few years later, Mo's car needed to be replaced and she struck up a conversation with a very nice car salesman.

"Eventually he and I got together, and he became husband #2!" laughs Mo, "How lucky I was to have someone."

Mo's husband was able to support her to live at home for many years, even in a 100 year old home! But when he passed away, she knew it was time to make her move to Ocean View.

Mo brings joy and kindness with her wherever she goes at Ocean View. She is still striking up conversations with all sorts of folks, and these days it's as a friendly listening ear.

"If anybody's having problems, I stop and ask 'what's going on'. People seem to open up to me," Mo says, "It's just my nature. Most times there's nothing I can do other than listen, or give a hug!" *...continued on next page*

## Mo, Resident pictured with LPN Judy



*Respect*



Speaking with kindness and courteously to others in our daily interactions; Assuring non discriminatory practices in all we do



Left: Mo loves to show her personality in her room, including her life-long love of owls!

Chatting with fellow residents also gives Mo the opportunity to be an advocate for them. She does this on an individual level by letting staff know when someone is having trouble. She also represents her fellow residents as part of our Residents Council.

But Mo feels like she gains just as much as she gives to life at Ocean View.

"There is so much I've gained since moving in here," she says, "I had lost so much, being living home alone.... I had given up so much. When I moved in here, it gave me the opportunity to have a social life, to get involved in everything."

Mo loves that the staff support her in making her own decisions, and taking carefully considered risks. She loves drinking tea, and although some of her challenges mean that thickened liquids would be more ideal, she does take a cup of tea with meals at Ocean View. She appreciates the support to try different things and see what works for her!

The absolute most meaningful part of Mo's day at Ocean View? "Getting out of bed, going out, and smiling at people!"

## 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. Our residents bring a diversity of knowledge, leadership and experience to Ocean View.

This year, Residents' Council:

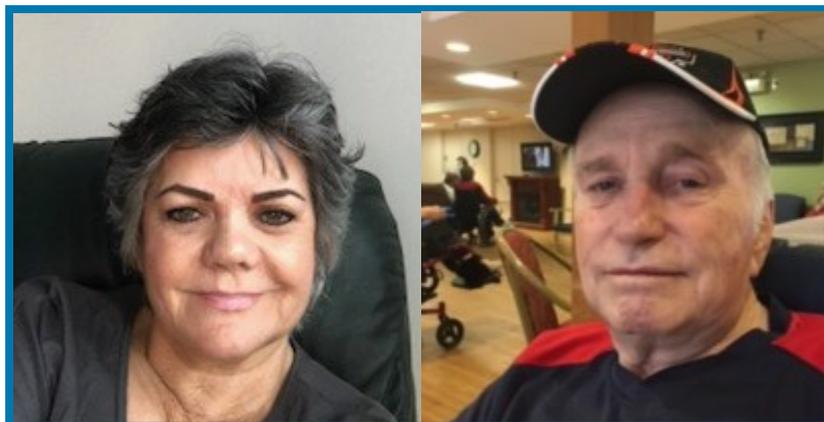
- Supported monthly bingo, entertainment, and birthday cards for residents
- Participated in the Alzheimer's Walk
- Provided valuable suggestions on menus
- Participated in Licensing Reviews and offered valuable feedback to our Resident Survey
- Supported the annual Winter Staff Fest

Members of Residents' Council also took advantage of opportunities to learn about topics including Health & Safety; Hand Hygiene; Emergency Codes; Staffing; and Accreditation and what it means for Ocean View.

When our residents come together, we're inspired by their drive to make an impact, continue learning, and improve quality of life here at Ocean View.



Barb's husband George has been living at Ocean View since 2018, and in that time Barb has seen the Ocean View team live our I-CARE values.



**Barb, Family Member & George, Resident**

**Innovation:** "The way staff interact with George and how they approach him... he's not always easy to deal with but they have a knack of knowing how to respond to his moods," Barb shares, "I have seen a staff member get out her phone and play George's favourite tune, 'Don't Close Your Eyes' which he sings along to and, of course, he is in a great mood afterwards!!"

**Collaboration:** "Staff do their utmost to listen and respond positively to the concerns of family members."

**Autonomy:** "I certainly feel like I'm part of George's care team," Barb says, "I'm informed and consulted as needed which I appreciate very much."

**Respect:** "I've always enjoyed the atmosphere at OV. Staff always say hello and often relate amusing stories about what George has said or done. I feel very respected and I see the respect staff give to residents and family members."

**Empowerment:** "George was always going on about how much he liked coconut cream pie," Barb shares, "The staff arranged for him to have one - a whole one - which he ate half of in one sitting!"

Some of Barb's favorite memories at Ocean View are spending time with George when there are live bands, performers, and other fun events like the dress-up Halloween party that happened this year! During times like these, Barb takes particular notice of how patient the recreation staff are with each resident!

*Autonomy*



Respecting the role of clients and families in directing their care;  
 Providing ethical supports;  
 Assuring full disclosure and communication with clients and families

"Staff always try to improve the quality of life, not only for George, but all the residents in their care," Barb says, "Small things have a big impact on George and give me much comfort knowing he is looked after so well. I feel so confident leaving him in OV, particularly during this bizarre time in which we are living."

## 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. They met often with senior leadership at Ocean View to learn about emerging issues and about high level issues impacting long term care. They were also an important voice during our Accreditation visit, with members participating in the Family Focus Group.

Family Council always strives to make a positive impact on life at Ocean View, by offering valuable suggestions. One such suggestion this year was to increase safety signage behind our building. The signage is a great addition!

"I enjoy Family Council because family members get updates on what is happening at OV," says Barb, who we featured on the previous page, "It serves as a platform where concerns or suggestions can be brought to the table and discussed."

## Strategic Priorities: *Exemplary care in the setting of choice*

We strive to ensure our clients are **living well in the setting of their choice**. We are thrilled to report that this year the percentage of Ocean View residents and families who would **recommend our services to friends and family remains high at 90%**

Challenges in the long term care sector persist, and this year we did have a higher number of vacant bed days. However, we also know that those who are not yet living in LTC sometimes require support, so we are happy to report that the number of **clients we welcomed in our respite room continued to grow in the 2019-20 year**.

We are also happy to report that we continued to **decrease our overall number of resident falls** this year, and maintained our low **rate of falls with major injury**. There is still work to do in decreasing resident safety incidents, but we are happy to report **decreased infection rates** in the 2019-20 year.

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





**Dianna, CCA**  
*pictured with*  
**resident David**

Dianna has been part of the Ocean View team for more than 5 years.

She started as a dietary aide, but loved making a difference here in her hometown of Eastern Passage so much that she decided to go back to school to become a CCA.

“My grandmother was living here,” Dianna shares, “And I had family members working here in different departments. So I just applied, and loved it here so much. It made me want to go back and learn to be more hands on.”

Dianna believes the CCA role is so important in the life of a resident because they get such a close perspective on the whole health of the resident, and can often spot emerging mental and physical health issues.

*Empowerment* 

Ensuring staff and residents feel confident to make decisions, voice their opinions, solve problems, make requests, and try even if they might fail!

“I don’t think (the public) realize how emotional it can be,” Dianna shares, “How much of an emotional support you are to the residents... You’re a lot of things for them... you’re a friend and you’re a confidante.”

Although the job can sometimes be tough, Dianna finds it rewarding to support those who are isolated and lonely.

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“My favorite part of the day is just being in a room doing their care, because it's alone time with them and you can have great conversations,” she says, “You really get that one-on-one time... That's when I find peace in my job.”

Dianna also loves helping residents have fun! One of Dianna's favorite memories at Ocean View happened this past Christmas, when two residents had the idea to dress up as an elf and Santa to spread some cheer!

“They just went unit to unit and gave out candies, and it was really sweet and really funny, but it was amazing because it was their idea,” Dianna remembers, “They wanted to do it, they just wanted us to help out! I will always remember that.”

At the end of the day, Dianna wants family members to feel confident that she and the rest of the team are going to take good care of their loved ones. She comes to work each day knowing Ocean View is not her *workplace*, it's the residents' *home*.

“I want the community to know that it's a wonderful place for your loved one to live,” she says, “And it's a wonderful place to work. It feels like a home here.”

## 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 continue to 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, in the 2019-20 year, our **number of workplace injury claims and WCB rates** decreased.

As you read earlier in this report, we were also thrilled to **meet 99.9% of Accreditation Canada's criteria during their visit** this year. This truly is a testament to the hard work and leadership happening at all levels of the organization.



## 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. **In the 2019-20 year, we congratulated:**

***Susan LaQuant, Housekeeping*** Susan was nominated by her co-workers and her manager because of her respect for our residents, their family members and her co-workers. Her strong work ethic and her positive attitude contribute to a smooth shift. She is resident-focused and ensures their needs are taken care of. One of Susan's co-worker is quoted as saying, "Susan cares. She spends time with our residents and she manages to keep us all laughing!"

***Karen Cooke, Physiotherapist*** Karen was nominated by co-workers and her manager because of her ability to always make time during her very busy two days a week at Ocean View to answer questions and offer useful explanations. She is constantly sharing her knowledge and passion for resident and staff safety. She is empathetic towards residents and advocates to improve their quality of life. "Residents always come first for Karen, she is very good at speaking to families when there's a change in their loved one's mobility" one of her co-worker is quoted as saying.

***Shauna Switch, Recreation Programmer*** Shauna was nominated by her peers for providing the residents living on the Seaside & Bayside Neighbourhoods a relaxing and family-type environment. She is very active in leading activities and programs to enrich the lives of our residents such as involving them in decorating their Neighbourhoods for the holiday season. One of her colleagues is quoted as saying, "Shauna goes the extra mile; she assists with feeding residents at meal times and can effortlessly entertain or comfort residents, she has that special touch."

*Congratulations  
Susan, Karen, Shauna &  
Robert, and thank you for  
living the values and  
mission of Ocean View in  
your work life!*

*Maureen*



***Robert Gass, Cook*** Robert was nominated by his peers for taking the residents nutritional needs seriously and preparing them quality meals they enjoy eating. He is a reliable and dedicated member of the Ocean View team and shares his witty sense of humour with all of us! One of his colleagues is quoted as saying, "Rob has a high standard and ensures that the residents' meal experience is pleasant as they transition from living elsewhere to living at their new Ocean View home."

# Celebrating Our Volunteers

**Ron**  
Volunteer, Oceanside Cafe

Ron joined our Café team this year after hearing about the robust volunteer program at Ocean View.

“Volunteering at Ocean View gets me out in the community and lets me lend a helping hand,” Ron explains, “It also gives me a sense of purpose.”

He enjoys volunteering because it allows him to develop job skills, patience, confidence and self-respect.

What has been the most rewarding part of working in the café for Ron? “Knowing I am helping the clients of Ocean View,” he says, “and I get to interact with lots of different people!”

Thank you Ron, and to all of our volunteers for making a difference in the lives of our residents, their family members, and our staff in the 2019-20 year!



Collaboration



Supporting the team to strive for excellence; Working with others in ways that promote the sector and issues facing the clients and families we serve

# Long Service Awards

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



**30 years,  
Ann Atkinson**



**25 years,  
Shelley Colclough**



**20 years,  
Kevin Myers &  
Glenn Freeman**



**20 years,  
Audra Gallant**



**20 years,  
Carol Wheeler**



**15 years,  
Petrea Leslie**



**15 years,  
Jacob Hillier**



**15 years,  
Kyla Farnsworth**



**10 years,  
Ryan Fillmore**



**10 years,  
Betty Stull**



**10 years,  
Melissa Martin**



**10 years,  
Henry Blades**

Not pictured: **10 years:** Jacqueline Fancy; Sherri Hiltz; Claire Nowlan; Shauna Switch

**15 years:** Rita Borden

**20 years:** Kara Everleigh; Michele Froment; Heike Henniger; Michelle Leslie; Debbie Stockley; Suzanne LeBlanc

**30 years:** Marjorie Doyle; Sandy Gallant

**Congrats to all! You're such an inspiration!**

*Our Mission* 

Provide **Comfort, Care, and Compassion** for those we Serve.

As we age, foot care supports circulation and good health, as feet start to succumb to years of strain and stress. Many seniors and caregivers have reached out to Ocean View's Foot Care service this year, because they recognize the crucial role it can play in feeling good, maintaining independence, and continuing to enjoy all kinds of activities.

"My feet are sore," explains Mildred, one of our Foot Care clients, "So that makes me feel miserable. So I'm very anxious to have my feet done properly."

"Knowing that part of her health is being covered by a professional is important to us," says Mildred's daughter Audra, "That's one less thing I have to worry about."

Mildred finds it relaxing to have someone rubbing and scrubbing her feet, but more importantly, she's grateful that the Foot Care nurses are professionals.

"I think they're very special... not everybody likes to do this kind of work," says Mildred, "And it doesn't matter if your toenails are long or your feet are dirty, or what. They just go ahead and do the job."



**Mildred, Foot Care client** leaving a Foot Care appointment with daughter **Audra**

Mildred & Audra often run errands together. Without her foot health, Audra says her Mom may not be able to join her on these outings.

"My mother will always say after she has her Foot Care that her feet feel fantastic," Audra shares, "So you know that she's enjoyed it and it made a difference for her."

"I enjoy talking, laughing, walking," Mildred says, "You enjoy everything so much more when you're healthy!"

*Innovation* 

Thinking outside the box;  
Being productive and competitive;  
Being focused on quality and  
excellent customer service

Elizabeth, one of our dedicated In-Home Support Workers, has been working with our team for more than a year. She is passionate about supporting our local seniors.

"I love making beds, I love helping them with meals. If they want a friend to sit with them, we're there for them," she shares, "(Our clients are) just generally happy people to be around! And they share so many wonderful memories. I love hearing their stories!"

Elizabeth, along with the other members of the In-Home Support team, make a difference each and every day in the lives of both our staff and clients.

## Elizabeth, In-Home Support Worker



Created this year, the In-Home Support Worker role can lend a hand in both a client's home in the community, or a long term care facility. They offer seniors a flexible level of support for tasks that don't require a CCA, but are still so important. These can include respite support, help with housekeeping, preparing meals, help with pets, and personal care.

What does Elizabeth love most about her day-to-day work? "I love just coming in and seeing their happy faces!"

## 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.**

We're happy to report that we **continued to serve many Foot Care clients this year.** The creation of our In-Home Support service this year allowed our team to begin offering **valuable support to individual clients in their homes,** as well as **3 of our fellow long term care homes.**

In the 2019-20 year, we also saw our Adult Day Program participants attending **more days of this meaningful program than ever before!**



# Celebrating Collaboration



## Eastern Passage Family Practice

Early this year, Nurse Practitioner Erin Sarrazin moved into the Eastern Passage Family Practice (EPFP) space at Ocean View, and has been a wonderful addition to the local community! In 2020, as things evolved, we were able to move the EPFP up to the second floor, an even more convenient location for visiting patients. We are thrilled that this continuing partnership allows us to utilize our assets for the greater good of the community, and build our social enterprise.

## Our Work with The Birches Nursing Home

This year, Boards of both The Birches (TBNH) and Ocean View participated in a formal evaluation of the service agreement that guides how we work together. The evaluation highlighted value brought to TBNH through our shared services, including increased communication with stakeholders; increased focus on quality and risk; and the securing of funds to complete much-needed capital improvements.

Other highlights included work to reduce staff injury; improvements to mealtime at TBNH; human resources capacity building; upgrading of IT supports; and work to ensure a strong financial future for TBNH. The evaluation also examined the positive impacts on Ocean View, and above all celebrated our success in paving the way to a different model of working together in the not for profit LTC sector in Nova Scotia.

## In-Home Support Workers at Saint Vincent's Nursing Home

Recognizing the value our In-Home Support Workers add to the long term care environment at Ocean View, our Community Supports team reached out to our friends at Saint Vincents Nursing Home (SVNH) earlier this year. We now also support SVNH with In-Home Support Workers in the same way a staffing agency might provide additional CCAs. In this way, we increase the capacity of our social enterprise, while also helping even more local seniors to live well.

### Our Vision



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

## Dental Clinic at Ocean View

We are always looking for ways to creatively leverage the resources we have to respond to the needs of seniors, both in Ocean View and in the community. Although oral health is an important part of overall health, there are many barriers for seniors when it comes to dental care, including mobility, support, finances, and transportation.

This year we submitted a proposal for funding to set up a dental clinic in our space that could be used by our residents and the community at large. Much work has been done thus far, and we look forward to offering updates in the coming year!



## J-RO EZ Rest recognized as Leading Practice

When continuing care staff work together to create their own innovative solutions to the issues facing healthcare, they are a powerful force. That's why we are so proud of the work our team has done, and continue to do, with the J-RO EZ Rest. Invented right here at Ocean View, the J-RO EZ Rest is positively impacting caregivers across the province (and beyond) each and every day.

According to the Workers' Compensation Board (WCB) of Nova Scotia, within the health care sector musculoskeletal injuries are the most common time-loss injuries, and 53 per cent of these were linked directly to work involved in lifting or transferring in 2018. Staff injury contributes to many of the problems facing us in health care in this province, including staff shortages.

In 2019, our J-RO EZ Rest has been recognized as a Leading Practice by global organization Health Standards Organization (HSO) and its affiliate Accreditation Canada. The Leading Practice designation is awarded to innovative ideas around the world that are creating positive, people-centred change!

Rowena (the "RO" in J-RO and one of the staff who invented the product), is pictured to the right proudly showing off the Leading Practice designation!



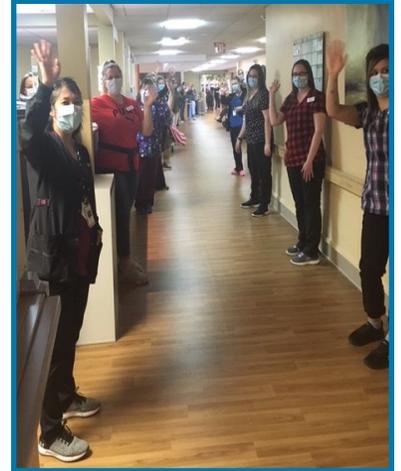
# Ocean View's Pandemic Experience

In March 2020, the World Health Organization declared COVID-19 an official pandemic. As the situation rapidly evolved, we were dedicated to ensuring the health and safety of our clients, staff and community.

Our Pandemic Outbreak Management Team met daily throughout March and over the coming months, making difficult decisions based on our pandemic plan; information from Public Health; and advice from Nova Scotia's Chief Medical Officer. As we reacted to the unfolding situation, we looked for the balance between risk and resident quality of life.

We supported our staff with the information, education, and supplies needed to help prevent spread of COVID-19, including infection control practices. They worked hard to live these practices each and every day.

Throughout this experience, we've reflected often on the value that family members have always brought to life at Ocean View. Family members often step up to offer help with personal care, mealtimes, activities, and so much more. Their absence within the building has been felt greatly, by both residents and staff.



Social connection is so important for our seniors, and this has been one of the most challenging hurdles during this time. Our team has worked hard to create opportunity for families to connect with residents. Window visits, virtual visits, and phone calls have been bright spots for residents. More recently, when given the go-ahead by the province, we have started to facilitate scheduled in-person visits.

Our team has also helped residents find creative ways to reach out to loved ones when they cannot physically be here, helping them to create brightly coloured messages to be shared on social media!

It has been a constant challenge to balance safety with the social needs of residents, but we continue to strive to do so in creative and innovative ways!

**Ocean View did have one resident test positive with COVID-19**, prompting our team to act quickly and open our Outbreak Unit (OU). In the OU, a **dedicated team of staff stepped up to support the resident during his illness**. Through quality care, solid infection control practices, and hard work around the clock, this team was soon celebrating the resident's successful recovery. We are immensely proud of the team for giving us this shining example of how much they care for the well-being of our residents. They were well prepared, acted swiftly, took charge, and acted with compassion! Thank you, team!

The pandemic has also greatly impacted staffing at Ocean View, and across long term care. Many staff left us during this time because they had chronic health issues that put them at risk; issues finding childcare; or simply could draw on the Canada Emergency Response Benefit from the government. Throughout the pandemic, we have worked creatively to find hardworking individuals who could fill these gaps. Just as importantly, we have also advocated for government to support long term care in addressing these issues.

Looking towards the future, our team strives to continue working with residents, families, volunteers and colleagues, however possible, to prevent the spread of COVID-19 while enriching the resident experience.

As the Director-General of the WHO said early on, "(The) amazing spirit of human solidarity must become even more infectious than the virus itself."

We are so proud that this rings true here at Ocean View.

## Our Pandemic Experience: By The Numbers

We've done **COVID-19 testing** for more than **115 staff and 100 residents**

We've ordered more than **150,000 masks**, along with lots of other PPE.

We've missed out on roughly **2000 hours** of **Support from our Volunteers**

We've updated our overarching *Pandemic Supplementary Document* **5** times with key information for staff. It now contains **45 pages** of important information about our pandemic response!



We are so grateful to the local community for finding creative ways to support our residents as the world has changed. The donation of tablets from Eastern Passage Cow Bay Lions Club made an amazing difference in helping our residents continue to feel connected!

During the pandemic, heartwarming handmade signs have peppered our back lawn as well, offering words of encouragement to residents and staff!

The community has also showed their appreciation to our passionate, hardworking team during this time. Whether through words of encouragement, childcare support, or treats delivered to our door, our staff have been reminded time and again how valued they are, even outside of our walls.

**Thank you all! Your support makes a world of difference!**





## Get Involved!

*Together We Make the Greatest Impact*

Did you love reading about Ocean View's story, past and present?  
Become a part of our story, and our future!

Visit [www.oceanv.ca](http://www.oceanv.ca) to find out how to join us as a **client, staff, volunteer, donor, or supporter!**



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