

Our

OceanVIEW



Newsletter — Spring 2021

The Our OceanVIEW Newsletter is a **quarterly newsletter** that has traditionally been produced for staff, but in the spirit of togetherness, **the Our OceanVIEW Newsletter is now a publication for all — residents, families, friends, volunteers, and staff!**



In this issue, you'll find:

- *Hot Topic*: Mental Health during the Pandemic
 - *What's Going On* Highlights
 - *Who's Who* — Profiles of our new Medical Director and Decision Support Leader
 - News from our Diversity Committee, including results of their recent Diversity Questionnaire
 - Staff Kudos
- AND MORE!



Remember when... we had our very own "drive-thru" here at OV for just one day?!

We love doing fun things for our residents! Earlier this year, staff member Melissa B. (*pictured*) crafted a "drive-thru" to set up for our residents, complete with coffee, tea and treats! She even manned the window with a real Tim Hortons uniform and hat!

Kudos to Melissa, our friends at Tim Hortons for helping make this happen, and to our whole team for helping residents visit the "drive-thru" with physical distancing and infection prevention in mind!

HOT TOPIC: Mental Health during the Pandemic

Early in the COVID-19 pandemic, local Psychologist Dr. Simon Sherry shared that the COVID-19 pandemic was expected to increase anxiety among the general population, and that has certainly been a lived experience for many of us during this time.



To rebound from new anxieties, it can be a good idea to focus on “recharging activities”. At this time, you might not be able to do a lot of the things that usually make you feel good (going out to socialize, getting a massage, etc.) so here are some suggestions:

- 1.** If things are feeling out of control, rely on **new routines** to help you feel a sense of normalcy. Even though your normal routines might be shaken, try to commit to some things you will still do every day. For example, you could decide that you’ll try to go to bed 8 hours before it’s time to get up. Bonus: getting enough sleep will be really helpful right now, too!
- 2.** If things start to feel monotonous, add in a **wacky factor to spice things up!** Do something fun and silly! Play a game, dance around the kitchen, or play a harmless prank on your family/roommates! You may have noticed members of the management team wearing costumes on St. Patrick’s Day — sometimes we need a bit of a wacky factor too!
- 3.** Add in a **bit of exercise**. It might seem hard if you are used to going to the gym, but you can do something active in your yard! Or try looking up some exercise videos you can follow at home! The key is finding something simple to get your body moving in ways that will make it feel good.
- 4.** Make the choice to **eat well** as much as possible. It’s easy to rely on comfort foods right now, and that is totally understandable. But as the days go by and you get sick of junk food, make sure you have some healthy options stocked to fuel you!
- 5. Be kind to yourself.** Don’t beat yourself up for feeling anxious. This has been an uncertain and fearful time. And feeling anxious doesn’t mean you can’t draw on your own resilience, too. This is an opportunity to be a great role model for everyone around you, as you take steps to overcome anxiety and stay well!

Throughout the newsletter, we’ve sprinkled in some activities and information to support everyone’s mental health!

What's Going On...

National Occupational Health and Safety Week took place in May

One of the ways we recognized National Occupational Health and Safety Week was by sharing the new microsite, created by our EFAP provider Morneau Shepell, called "Building Your Self-Care Toolkit"



The microsite encourages us to find simple self-care steps and build a self-care action plan! It can be found here:

<https://wellbeing.lifeworks.com/ca/newsletter-content/building-your-self-care-toolkit/>

Regional Care Unit accepted first admissions

As you know, Ocean View has been prepared to open our Regional Care Unit for some time. On May 6th, the Regional Care Unit accepted its first positive residents.

Since that time, these residents have quickly recovered under the care of our dedicated Regional Care Unit team, and have left the Regional Care Unit to return to their external facilities.

We are thrilled that the Regional Care Unit model worked so well for these residents, and that the hard work we have put into preparing the RCU has had a meaningful impact.

As planned, the RCU operated as a standalone unit, totally separated from Ocean View's spaces. Members of our dedicated RCU staff team who began working in the RCU did not work in Ocean View while it was open, and have waited a 14 day period before returning to Ocean View for any shifts.

We are so proud of all of the folks on our RCU team. Together, we were ready (and will continue to be ready) to step in to the important work of caring for those who are most vulnerable. KUDOS, RCU TEAM!

To review information previously shared about the RCU, you can visit www.oceanv.ca/RCU



What's Going On...

May 10—16 was Nurses Week!

Our Site Manager and Director of Care Martha Cooper had this to say in celebration of Nurses Week:

“To all direct care providers, I’m so grateful for what you do every day in terms of how you make a difference in the daily experience of our residents. I see you so often, doing extra special things when you don’t even know I’m looking... And it just warms my heart to know that that’s who we are at OVCCC. Not just in Nurses Week, but every day.”

They may forget your name, but they will never forget how you made them feel

— *Maya Angelou*

We celebrated Administrative Professionals Day in April

The direct care and service we provide for our residents & clients would never be possible without an array of administrative talents and skills laying the foundation for all we do. Our administrative professionals provide support, often behind the scenes, ensuring that we succeed in so many aspects of our work.

Thank you to our robust admin team for all they do each day!



Some of our awesome Admin Professionals are featured in this photo with other team members from Central Office :)

Family members continue to visit in these ways:

- Designated Caregiver are able to visit during these hours: **Mondays, Tuesdays, Wednesdays, Fridays, Saturdays, Sundays**, 11:00 AM — 6:00 PM
Thursdays, 11:00 AM — 7:00 PM
- Virtual Visits are also still available! To book one of these, call Recreation at 902-465-6020 ext. 2150!



What's Going On...

The pandemic continues to evolve in our community

Public Health continues to investigate clusters of COVID-19 in our communities and advise the public of locations/times of potential exposure. All members of our Ocean View community are encouraged to check www.nshealth.ca/covid19-news daily for recent PSAs related to exposures.

How? Click on the "See All" button on the righthand side of the webpage to view all exposures. If you find that you have been to an exposure location, please follow the instructions given online; and if you are a staff person, alert Staffing and/or your Manager immediately.

As the list of community exposures grows, please also continue to follow Public Health guidance; be vigilant with self-screening; wear your mask; respect social distance; follow respiratory and hand hygiene practices; and follow gathering limits!



Changes to the Staffing Department

We have recently introduced some changes for the Staffing Office.

In an effort to limit the extensive number of distractions and interruptions experienced by our Staffing team, we have decided to implement Visiting hours.

Moving forward, staff are asked to please visit the Staffing Office with enquiries between the following hours Monday — Sunday: 1000hrs - 1100hrs. Otherwise the Staffing Office will be closed to staff except for emergencies.

An additional time from 1600hrs - 1700hrs is available on some days but not others. At this time, every second Tuesday and every Friday there will not be afternoon Visiting hours.



The purpose of Visiting hours is to allow staff an opportunity to make enquiries, offer availability and book shifts.

We will also be installing a mail slot directly on the Staffing Door so that you can drop off Requests for Leave outside of visitation hours for the Staffing Office and still have the confidence that the request has been received!

Our Focus on Mental Health: Compassion Fatigue

What is Compassion Fatigue?

Compassion fatigue is a type of stress we experience when we're faced daily with substantial emotional challenges. It usually shows up suddenly (unlike burnout, which many of us are more familiar with).

It often affects those who make a life of helping others. Many of us focus so heavily on the needs of others that we forget our own self-care.

What are some signs you might be experiencing compassion fatigue?

When you learn about someone's problems, is your new instinct to resent them or feel annoyed by them? Do you feel like you're bottling up your feelings? Are you feeling unable to find joy in things you used to enjoy? Do you feel irritable, powerless, and unable to concentrate? If you have answered yes to many of these, you may be feeling compassion fatigue.



How can you cope with compassion fatigue?

1. Focus on self-care: Figure out creative ways to get a healthy meal, some exercise, or a good night's sleep. Take five minutes during your down time to do something that help you feel more peaceful.
2. Wherever possible, gently separate yourself from socializing with coworkers, family, or friends who are spending a lot of their energy complaining or focusing on negativity. Find a safer, more healthy way to express your negative feelings—like in a journal, or by chatting with a counsellor from our EFAP.
3. Put major life decisions on pause. Some people with compassion fatigue think they need to take major steps to find peace. Experts say that sometimes these changes do more harm than good in the long run. Try some self care first - a lot of times, that's all it takes to get back to feeling good again.
4. Recognize that experiencing compassion fatigue isn't a weakness and does not make you a bad person. You can get through it. If you feel comfortable, confide in someone you trust and ask them to help spot when you're being too hard on yourself or others.

Your caring and compassion is a wonderful part of who you are. By taking these few steps to help yourself through compassion fatigue, you can be even better prepared to support those who need your help - and just as importantly, support yourself!

A Focus on Mental Health: Resources to Help you Learn and Cope

MindWell U — Available across Nova Scotia, Mindwell U is a free online program that takes just five minutes a day, and can be accessed anywhere and on any device. This self-guided program challenges you to take five minutes out of your day to learn the basics in mindfulness: <https://app.mindwellu.com/novascotia>

TAO (Therapy Assistance Online) — Shared with Nova Scotians by Nova Scotia Health, TAO is an online library of engaging, interactive programs to learn life skills and to help people bounce back from disappointments or stumbling blocks in life. https://taoconnect.org/what_is_tao/ns



EFAP — Support for Our Staff:

COVID-19 has impacted our family life, community life, and work-life in so many ways. Our team has stepped up to do the right thing and we should all feel proud of the role we have played during this time, but stress can still take its toll. So it is a good time to remind our team that all of our employees and their families have access to one of the best EFAP programs in the country.

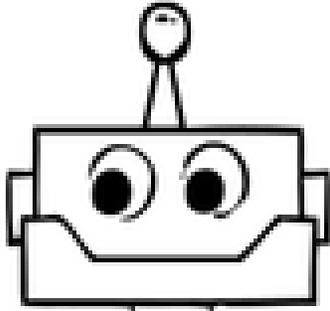
You can contact our EFAP program at 1-844-880-9137 for a wide range of supports — things like Counselling, Parenting Support, Nutrition Support, Stress Management Coaching, and more!

You can also explore www.workhealthlife.com to read articles on lots of topics related to wellness.

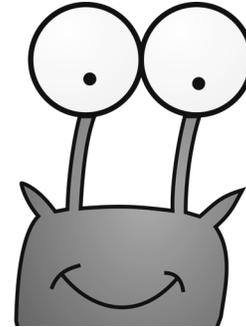
You do so much for others — EFAP is there to support YOU!

A Focus on Mental Health: A Fun Doodle Break

What kind of robot would you like to invent? Draw the rest of this robo-friend!



Have you ever imagined meeting an extraterrestrial? Draw the rest of this friendly alien:



Here are some other fun activities, suggested by members of the team, to help you have fun and recharge during your down time:

- Limit time on social media to avoid information overload
- Play a game (online word game, puzzle, trivia, board game—whatever you like!)
- Write in a journal
- Read a lighthearted book that you love
- Try meditating (Smiling Mind is a great app !)
- Watch a lighthearted movie or some funny videos

Who's Who...



Dr. Jackie Stewart, *Medical Director*

A friendly face from around our facility over the past year and a half, we were thrilled to announce that Dr. Jackie Stewart became our new Medical Director in May 2021.

Originally from Halifax, Doctor Stewart trained at Dalhousie Medical School before travelling to Calgary for her family medicine training.

Throughout her career, she has done general family practice, but she has always had an interest in geriatrics and nursing home care. So when she moved back to Halifax a couple of years ago, she began to explore that aspect of medicine!

When Doctor Stewart first joined our Ocean View team as a physician, it was as a short term trial, but we are thrilled that she has found joy in working with our team and our residents!

“What kept me here was the wonderful staff that treat the residents as family members. They provide such loving, warm care. They’re a joy to work with,” Doctor Stewart says, “And the residents themselves of course. I like doing geriatric medicine, the complex medical care that you get with the patient population that we have here.”

Doctor Stewart also appreciates the opportunity to help seniors die with dignity, when that time comes. She likes being able to support residents throughout their last days and end-of-life care.

When Doctor Stewart is not working, she loves spending time outdoors, whether she’s playing tennis, hiking, or chasing after her kids.

She loves being close to the water, after her years in Calgary. So Ocean View sure seems like a wonderful place for her to be, and we are grateful to have her!

Who's Who...

Doug Snow, *Decision Support Leader*

Providing support for Ocean View, The Birches, Port City, and central office, Doug has an impact on so many aspects of our work in his role as Decision Support Leader.



Building on an education as an Information System Specialist, Doug has worked in a variety of roles before joining our team, including roles with the Department of Natural Resources and Shannex. But more than his education and work experience, Doug brings a great attitude to his position. One of the things he enjoys about his position is that he gets to work with every employee (and many stakeholders) of our organization.

"And luckily Ocean View (and The Birches) have some of the nicest people I have ever had the pleasure of working with!" he says.

Doug enjoys when his work impacts the well-being of residents or our team.

"If I can recover that file you were so upset about accidentally deleting, or get your presentation working for you, makes me feel great," he says, "Given that I am responsible for the telephone and nurse call systems, it's always nice when you get a resident's phone working so they can call their family on an important holiday, or make sure the care systems that they rely on are working appropriately."

As you can tell from his words, Doug's role involves many aspects of information technology — from servers, to emails, to our websites, to computers, to printers, to phones, to cyber security, to software, to nurse call systems, and beyond! He also works to maintain our wireless network, helps us troubleshoot when we have issues, maintains the software systems that facilitate our work (ADP, Goldcare, SSC, etc.), and supports the team with internal systems that help us work together. Doug also provides education to our team on the technology we need to do our work.

Another piece of Doug's work is supporting the team in making decisions by ensuring we are able to collect, store, and use information we need. He loves playing a part in our large inter-disciplinary team as we tackle tough issues.

Above all, Doug tries his best to help us all feel comfortable with technology, while also feeling comfortable to ask him questions!

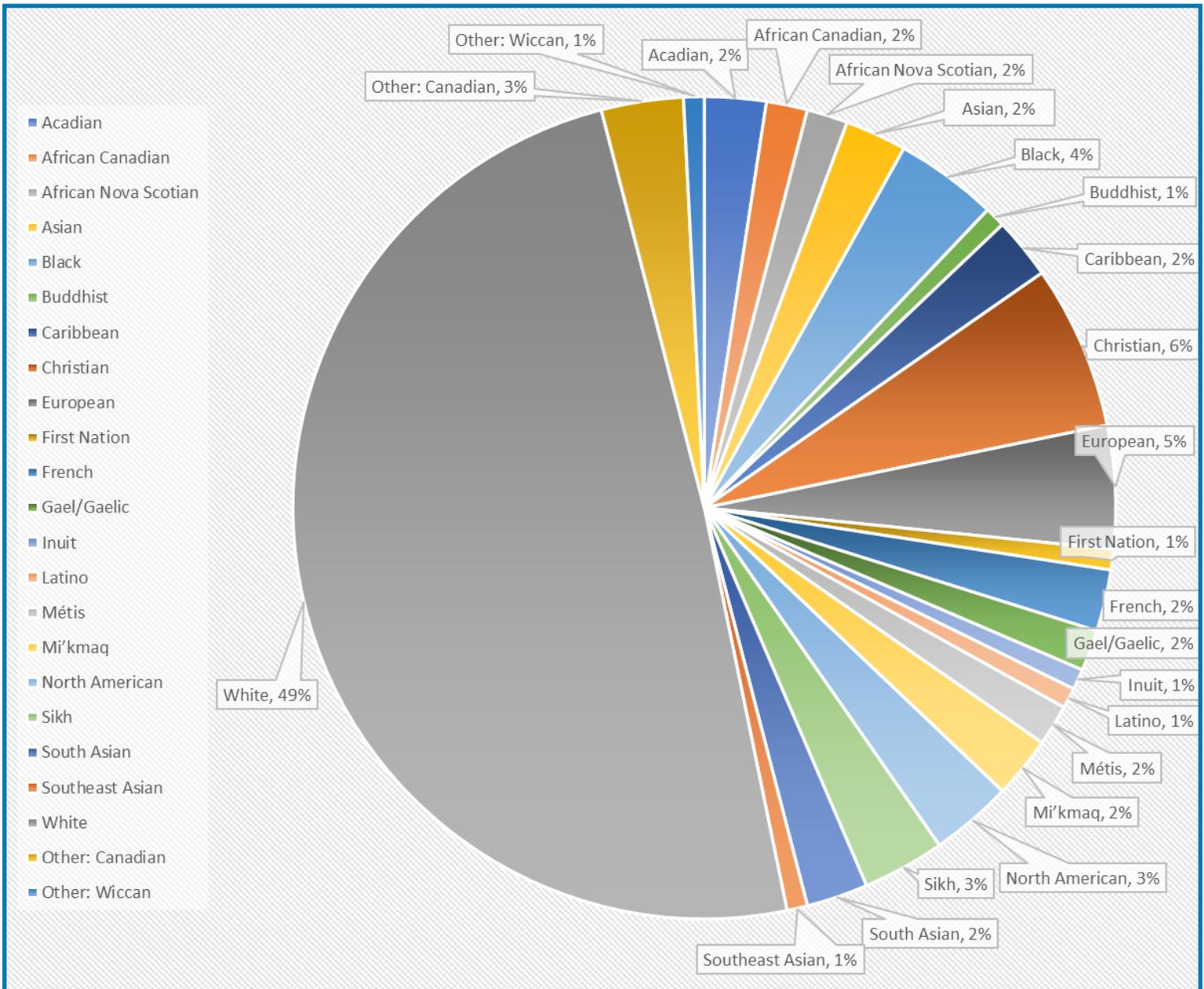
"People often say 'wow you make this look so easy!'" Doug says, "I usually reply with, 'well, keep in mind I've been doing this for years, and practice this stuff every day. I don't know how to provide care for a resident or give a needle... you sure make THAT look easy!' Which usually brings a smile!"

Spotlight on Diversity...

In our last newsletter, we let you know about our **Workplace Diversity Questionnaire for Staff**. We have now completed the questionnaire, compiled the results, and discussed them as a committee. We wanted to take this chance to let you know a bit about the overall results and next steps in these next few pages.

The questionnaire went out to all Ocean View, Birches, and Port City Home Services staff, and we were thrilled to have 86 staff respond. One of the goals of the questionnaire was to get a sense of the diversity existing on our team. The committee was pleasantly surprised to find we have a variety of voices represented on our team.

We provided a number of opportunities for the team to answer **“Do any of the following words describe how you identify personally?”** Here are some of the results:

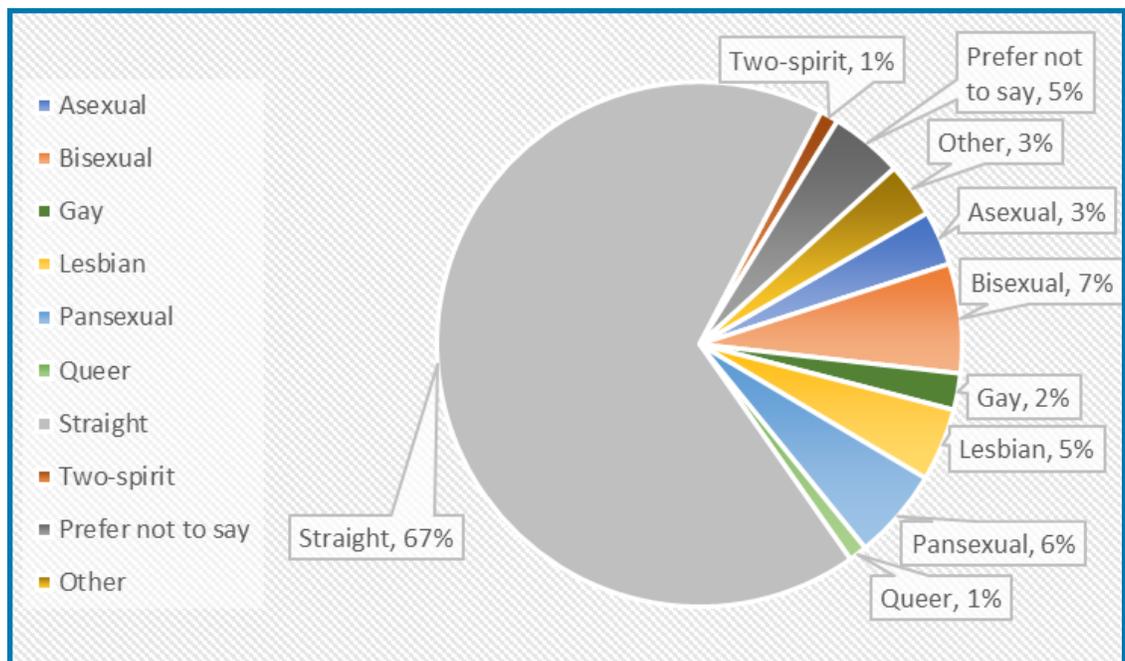
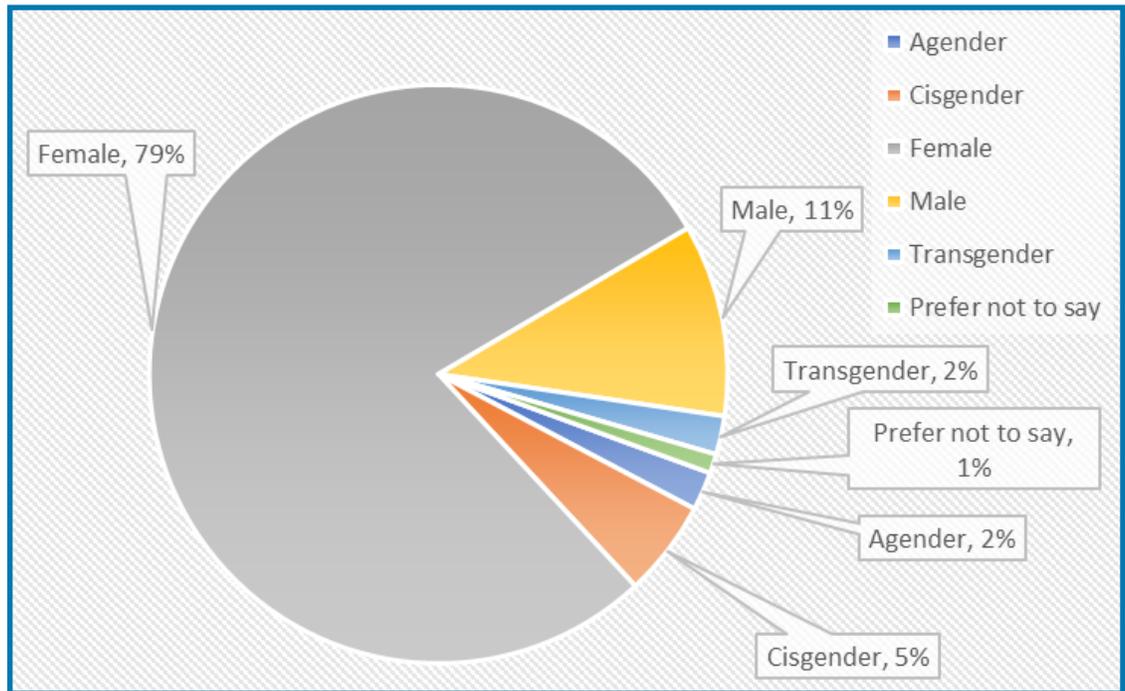
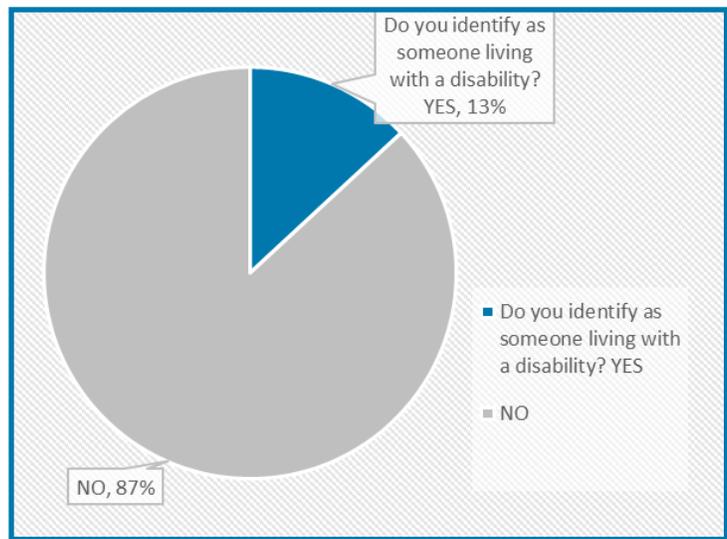


Spotlight on Diversity

...continued from last page!

As we mentioned on our last page, in our Diversity Questionnaire we provided a number of opportunities for the team to answer **"Do any of the following words describe how you identify personally?"**

Here are some more of those responses:



News from our Diversity Committee...

...continued from last page!

The Diversity Questionnaire also gave members of our team the opportunity to answer questions about their experience as part of our organization. With this feedback, the committee hoped to discover our baseline so we knew where there was room to grow and improve.

One of our key takeaways from this feedback is that there certainly is a need for this committee and its work. We were surprised and disappointed to hear that we are far way from hitting the mark in terms of inclusivity in our workplace 100% of the time, despite the importance we place on Respect.

Here are a couple of the key results that helped paint this picture:

- Unfortunately, results showed that 23% of respondents disagreed with the statement "People of all identities/backgrounds are respected and valued here."
- 21% of respondents agreed with the statement "I have heard remarks, expressions or slurs in our workplace that I found hurtful based on my identity."

The committee was disheartened to read these responses. However, we are so grateful to the team for their feedback and honesty, and we are committed to making change and improving the lived experience in our workplace.

The committee has created a number of initial Action Items based on the Questionnaire responses. Our first step will be evaluating our "Respectful Workplace" and "Bullying in the Workplace" policies to ensure staff have:

- a clear path to bring forward complaints/concerns;
- meaningful and varied ways of seeking resolution;
- and avenues that will help them feel safe to bring this information forward.

The feedback from the questionnaire also helped the committee finalize a diversity framework and strategy to guide its work. Members of the committee will present the framework to the Board in an upcoming meeting, to ensure we have support at all levels to move forward this important work.

We are grateful to have formed this committee so we can address the issues that exist, and ensure this is a wonderful place to work. There is much work to be done, and the Diversity Committee commits to reissuing the Questionnaire in early 2022 to ensure we are moving forward in the right direction!



What's Going On... Some important dates of note, from our Diversity Committee

National Indigenous Peoples Day is coming up on June 21

Also called National Aboriginal Day by many, National Indigenous Peoples Day takes place on June 21. It is an opportunity for Canadians to show their respect for, and to learn more about, the rich culture, heritage and contributions of Canada's First Nations, Inuit and Metis people.

This day is an important reminder that the history of indigenous peoples is intertwined with the history of Canada, and that all Canadians should seek to learn more about this history. One good place to start is the Canadian Geographic resource that shares more about the history of First Nations, Inuit and Metis of Canada at <https://indigenouspeoplesatlasofcanada.ca/>



In June, Pride Month is celebrated across the country! Here closer to home, the Halifax Pride Festival will be celebrated in August 2021

Pride is a time to celebrate the history, culture, activism, and resilience of the LGBTQ2+ community.

This Pride Month, one step we all can take to ensure we make all members of our community feel welcome is to broaden our understanding of diverse identities under the LGBTQ2+ umbrella.

There are many resources available to help you learn about identities you may be unfamiliar with, such as "agender", "transgender", "pansexual" or "two-spirit". Although it's an American-based website, our Diversity Committee found <https://pflag.org/glossary> to be a great place to start learning!

As you learn, keep in mind that it is always best to respect and use the terms each individual prefers when referring to their own identity, as they know their own experience and identity best!

Spotlight on Quality & Risk

A recent message from Dion regarding our Quality & Risk team:

As many of you know, Maddie Kubiseski has been accepted into Medical School at Dalhousie University and will be leaving us in June. I am so thankful for the work that Maddie has done for Ocean View/The Birches in the past 2 years but her dream has always been to become a physician and so she's on her destined path. We all wish Maddie great success in her future and I am sure she will remember fondly her work within our organizations.

I am pleased to announce that Sharon Costey will be joining our team as Quality and Risk Manager for our long term care facilities (Ocean View and The Birches). Sharon comes to this role with 20+ years experience in a variety of roles. She is Certified in LEAN management (Yellow belt) and is a Registered Dietician. Sharon has completed an undergraduate degree in Nutrition (Mount Saint Vincent) as well as Masters degrees in Health Science (University of Toronto) and Public Administration (Dalhousie University). She is a current faculty member in the School of Health Services Administration at Dalhousie University, teaching Quality Management in the Diploma program. She previously taught in the Nutrition program at Mount Saint Vincent University. Sharon will have a regular office at Ocean View Continuing Care (2nd floor) and will also be designating 1 day per week on site at The Birches. Please welcome Sharon to the team!



We are all sharing our congrats to Maddie (*pictured above with Dion*), and our kudos for all of the contributions she has made to our work!

Let's Learn About... Protection for Persons In Care Act (PPCA).

It can be uncomfortable to think about, but it is important for us all to be able to recognize what abuse might look like. According to PPCA, "abuse" includes:

- Physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding
- Mistreatment causing emotional harm, including threatening, intimidating, humiliating, harassing, coercing or restricting from appropriate social contact
- Administration, withholding or prescribing of medication for inappropriate purposes
- Sexual contact, activity or behavior between a service provider and patient/resident
- Non-consensual sexual contact, activity or behaviour between patients/residents
- Misappropriation or improper/illegal conversion of money/other valuable possessions
- Failure to provide adequate nutrition, care, medical attention, or necessities of life without valid consent.

According to PPCA, abuse doesn't occur when a service provider carries out duties in accordance with professional standards/practices and facility policies/procedures.

To learn more about this important Act, please visit <https://novascotia.ca/dhw/ppcact/>

Spotlight on Safety - Dealing with Heat

As Summer approaches, you can protect yourself & others from heat stress:

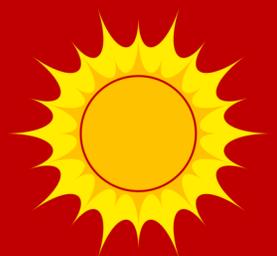
- Drink lots of water and natural fruit juices even if you don't feel very thirsty. Avoid alcohol, tea, coffee and caffeinated soft drinks which cause dehydration.
- Block out direct sunlight and other heat sources where possible. In areas without air conditioning, keep shades or drapes drawn and blinds closed, but try to keep windows slightly open.
- Whatever you're doing, set a healthy work pace and reduce activity in the heat.
- Take regular rest breaks, especially in times of higher temperatures and humidity. During breaks, rest in an air conditioned area.
- At work, rotate people through hot, heavy demand jobs if possible. Schedule more physically demanding tasks in the cooler times of the day.
- Where possible, wear lightweight, light-coloured, loose clothing. Use sunscreen and wear a hat when working outdoors. Pay special attention when wearing PPEs.
- Avoid heavy meals and increase salt intake (if your healthcare provider approves).
- Regular exercise and fitness will help reduce the risk of heat illnesses.
- Wherever possible, turn off heat generating equipment that's not being used.
- Those on medications or with medical conditions may be more susceptible to heat illness. Talk to your healthcare provider about how to care for yourself in the heat.
- Know the signs of heat illnesses; monitor yourself; and use a buddy system to watch for symptoms. Some symptoms of **heat exhaustion** include headache, dizziness, fainting, weakness, wet skin, irritability, confusion, thirst, nausea, or vomiting. Some symptoms of **heat stroke** include confusion, fainting, collapsing, seizure, stopping sweating, fast pulse, headache or dizziness. *Heat Stroke is experienced when all of the body's available water and salt is used up—get medical aid immediately for heat stroke.

A "Heat Wave" brochure is available in our lobby, which includes tips for reducing your risk for heat stress disorders. As well, staff are reminded to review the "Management of Heat Stress" policy at this time of year (Policy A560; OH&S Policy Manual).

Stay safe and enjoy your summer by being mindful and prepared for the heat!

As SUMMER approaches, here are some ways for residents to stay safe, and ways staff and families can help:

- Residents should wear sunscreen and a hat outdoors!
- Long sleeves, sunglasses, and hydration also help reduce risks associated with sun & heat while outdoors.
- Residents should use sturdy footwear and footrests at all times too. Though they're popular, slide-on shoes/slippers/sandals are not safe.



At this time, it's helpful to focus on things we can control!

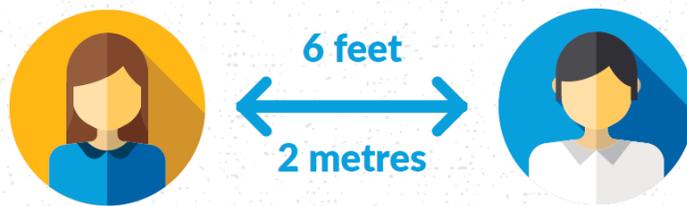
Physical Distancing

As COVID-19 becomes less mysterious over time, we know that it is possible to be asymptomatic with COVID-19, and that it's even possible to have COVID-19 if you have been vaccinated (vaccination is very important, but it is not 100% effective).

For this reason, it's still so important to live by the motto: **"Act like you have it, so no one else gets it."** One of the ways we do this is by following physical distancing practices whenever we can, in all we do!

In order to live by this motto you must follow the basic principles of physical distancing, even when at work: Please stay at least six feet from others at all times, unless you have to enter the "6 Foot Circle" for care and necessary services.

The "6 Foot Circle" rule comes from studies of respiratory physiology. When someone coughs, sneezes, etc. small drops of liquid spray from their nose or mouth. If you're standing too close, you can breathe in the droplets.



When you do have to enter the "6-foot circle" to offer care / for necessary services:

- Perform proper hand hygiene before and after.
- Do not touch your mouth, nose or eyes.
- Do not cough or sneeze or breathe directly on others.

We know this will be hard because we love a great hug with a resident, or a high five with a co-worker. But BECAUSE we love our residents and community, we must ALL follow this practice!!

This only works with EVERYONE on board: If you notice anyone not following these rules you have the right and responsibility to step up and have a polite conversation with the individual to remind them and help them get on track.

Protecting yourself outside work: We have the privilege to spend time with our local seniors. To support their safety, we should take extra measures even when we are away from the facility. Physical distancing is important in our personal life too. Take extra care to make sure your loved ones understand that you spend time with seniors, and know how they can help protect you from the risk of community spread.

What you need to know about Online Safety Part 1

Over half of internet users get at least one phishing email per day and unfortunately no matter what companies or individuals do, some phishing emails will always make it to the inbox. Here are some great tips on how to avoid scams or malicious attempts.

Tip 1: Be suspicious if you didn't initiate the action/conversation. Have you ever received an email message informing you that you had won the lottery, but you hadn't bought a lottery ticket? Do not open attachments or click on links if you get a message informing you that you are receiving a package you didn't order, have won a contest you did not enter, are being invoiced for something you're unfamiliar with, or are receiving a receipt for something you didn't buy, etc.! You can bet that the message is a scam!

Tip 2: Look but don't click. Hover your mouse over any links embedded in the body of an email, even if it looks legitimate. If the link address looks weird, don't click on it. If you want to test the link, open a new window and type the website address directly rather than clicking on the link from unsolicited emails. Or if you know the supposed sender of the email, contact them directly by phone to inquire about the link.

Tip 3: Check for spelling mistakes. Companies and brands are pretty serious about email. Legitimate messages usually do not have major spelling mistakes or poor grammar. Even a small typo could be a giveaway. Read your emails carefully and report anything that seems suspicious.

Tip 4: Analyze the salutation. Is the email addressed to a vague "Valued Customer?" If so, watch out — legitimate businesses will often use a personal salutation with your first and last name. We have seen many spam emails that say we were nominated for something, but the nursing home is referred to as 'Your Valued Company' or 'Your Firm'. These can be dead giveaways that it is spam.

Tip 5: Don't give up personal information. Legitimate banks and companies should never ask for personal information via email!

Tip 6: Beware of urgent or threatening language in the subject line. Invoking a sense of urgency or fear is an extremely common phishing tactic. Beware of subject lines that claim your "account has been suspended" or "your account had an unauthorized login attempt." These emails will commonly have a button or somewhere to click to 'authenticate' your account.

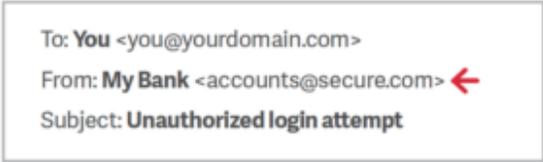
Tip 7: Review the signature. Lack of details about the signer or how you can contact a company is very suspicious. Legitimate businesses always provide contact details.



What you need to know about Online Safety Part 2

Tip 8: Don't click on attachments. Including malicious attachments that contain viruses and malware is a common phishing tactic. Malware can damage files on your computer, steal your passwords, or spy on you without your knowledge. Don't open any email attachments you weren't expecting.

Tip 9: Don't trust the display name. A favorite phishing tactic among cybercriminals is to spoof the display name of an email. Here's how it works: If a fraudster wanted to spoof the hypothetical brand "My Bank," the email may look something like this --->



To: You <you@yourdomain.com>
From: My Bank <accounts@secure.com> ←
Subject: Unauthorized login attempt

Even though "My Bank" doesn't own the domain "secure.com," many spam filters will not block this email on "My Bank's" behalf. This fraudulent email, once delivered, appears legitimate because most user inboxes only present the display name ("My Bank"). Don't trust the display name. Check the email address under "From" to find out if the email seems suspicious.

Tip 10: Don't believe everything you see. Phishers are extremely good at what they do. Just because an email has convincing brand logos, language, and a seemingly valid email address, does not mean that it's legitimate. Be skeptical when it comes to your email messages—if it looks even remotely suspicious, BE suspicious!

Tip 11: Beware SCAREWARE. Please be advised, there is a type of malicious website that is showing up more and more on the internet called 'SCAREWARE'. Scareware is a malware tactic that manipulates users into believing they need to download or buy malicious/useless software. Most often showing up as a pop-up ad, scareware is designed to take advantage of a user's fear and anxiety (your browser goes red, it says "we have called the authorities", saying anything it can to make you think the sky is falling, etc.) to scare you into installing fake anti-virus software. The #1 thing you should NOT do in this situation, is click ANYWHERE on the web page. They use fake close buttons, fake windows alerts, fake prompts, fake everything. It is safer to just restart your computer than attempt to close the web page.

KEY TAKE AWAY:

In Las Vegas, casino security teams are taught to look for anything that "JDLR" — just doesn't look right, as they call it. The idea is that if something looks off, there's probably a good reason why. This same principle almost always applies to email messages, and even unsolicited telephone calls. If something **Just Doesn't Look Right**, do not do what it is asking.

These tips are provided as a reference for all. If staff receive an email that they have even the slightest suspicion might be spam or not authentic, they can always forward to the Decision Support Leader at support@oceanv.ca as well, to verify if something is safe and authentic. We hope this information will help you stay internet safe!

Kudos to ...

During our recent “outbreak”, our team worked hard to follow evolving guidance and infection prevention and control practices. And for that you all deserve kudos!

Dr. Lynn Johnson and Suzanne Hennessey from the Nova Scotia Health IPAC Team visited the facility during that time, and both complimented the team on your excellent hand hygiene, PPE use, and how quickly you adjusted to the need for face shields! All staff deserve A HUGE ROUND OF APPLAUSE!

“Thanks everyone for all your hard work during the outbreak! Once again all staff did a phenomenal job! Huge shout out to the Laundry/Housekeeping Department for pulling together ... while continuing with our enhanced cleaning during outbreak!”

- Tammy Norman, Team Leader

Kudos to ...

PRESIDENT & CEO's Award of Excellence Winner

Katie Hanrahan, Diet Aide

Katie was nominated by her co-workers because of her positive attitude and willingness to take on new tasks. It is known that she has come in on her days off to visit the residents. Once she stayed late after her shift to sit with a palliative resident. She even brought in her puppy for the residents to see before our home was closed to visitors. She treats our residents like they are family.

“I never know if she is having a bad day as she is always smiling and wanting to help.”



*Congratulations Katie on living the values
and mission of OVCC in your work life!*