

Our

OceanVIEW



Newsletter — Summer 2021

In this issue, you'll find:

- *What's Going On — Continuing Care Month feature*
- *Who's Who — Profiles of our Ocean's 12 team, and our new Senior Director, Engagement and Accountability*
- *Spotlight on Quality & Risk — Protecting our Residents' Information*
- *Staff Kudos*

AND MORE!



Summer Memories...



Our Recreation team has created lots of opportunities for fun memories this Summer, from the Rock & Roll Cart, to Milkshakes, Tiki Parties, and other fun treats! Keep reading inside to see some photos of us having loads of fun!

Kudos to the Rec team for always making summer special!



What's Going On?

October is Continuing Care Month across our province! During **Continuing Care Month** we celebrate the work our amazing team does to put smiles on these faces!

We know this has been a tough year for our staff and residents alike, but this Continuing Care Month we **celebrate our team's continued hard work to ensure our residents find joy in their day-to-day lives at Ocean View!**

These smiles truly say it all, this is why we do what we do!

We know residents and their loved ones are joining us in thanking our entire team for each and every thing, big or small, they do to support those we serve! We encourage residents and their loved ones to let our staff know how much they mean to you during October!

During Continuing Care Month, staff should also keep an eye out for some fun treats and tokens of appreciation from the management team!



Many thanks to our recreation team for supplying so many awesome photos of happy residents to feature in the newsletter! These were taken during a number of recent activities and events, including the first time residents got to go out and get ice cream during the pandemic!

What's Going On?

- Residents Myra, Flo and Roy recently recognized long-time staff member Michelle with a beautiful card signed by residents and flowers, during her retirement send-off. Kudos to Michelle for her many years of hard work and dedication!



- Our Tiki Party was a big hit earlier this summer!



What's Going On?

- We recently received significant funding from the Department of Health & Wellness which will allow for a number of upcoming important improvements at Ocean View, including:
 - Purchasing 26 new adjustable dining tables to make dining more comfortable and inclusive for residents.
 - Improve mealtime even further by supplying our main kitchen with 2 new robot coupes!
 - Some much-needed big replacements / upgrades around the facility including our aging chimney stack, main kitchen convection ovens, and our main sprinkler room equipment
 - Keeping our kitchenettes in good repair with replacements to refrigerators, dishwashers, under-counter freezers, and ice/water dispensers on a number of neighbourhoods
 - Replace resident window curtains throughout the building, along with a number of resident beds

- A friendly reminder for any staff who has not yet completed their yearly Mandatory Education via iTacit that these are to be completed by Oct. 31.

If you have any questions or concerns please reach out to your direct manager, or you can contact Tammy Norman!



- There is lots going on in our Oceanside Café these days!

We are recruiting volunteers! If you know anyone in the community who would like to help out in our Café, please get them in touch with Petrea at ext. 2175. Did you know? Profits from the Oceanside Café all go back into our work, supporting extras that impact quality of life for residents at Ocean View! So Café volunteers make a HUGE difference!

New volunteers means we are able to be open more hours! We have already expanded back to four days a week, and are hoping to expand even more as new folks join our Café team!

We are also testing out lots of new products in the Café! If you have a suggestion of something you would like to see in the Café, please submit a suggestion in the Café or let Audra know at ext. 2116!

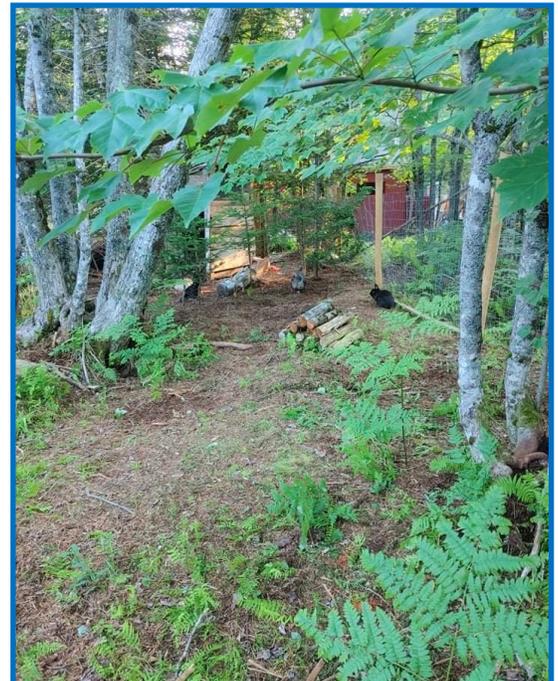
Oceanside
Café & Gift Shop

What's Going On?

- Residents have been keeping busy with varied activities from our Recreation team, for all kinds of interests! From “Booze & Tattoos” to painting parties!



- A new nature home for Billy & Joey! We are happy to share the news that our OV rabbits are settling into their new home, a hobby farm outside of Halifax. They are making new friends, being quite inquisitive about the “chickens” at the farm. We are pleased that they have a wonderful area in which to spend their remaining years, in a loving environment.



What's Going On?

- The Department of Health and Wellness is re-offering the **Recognizing Prior Learning (RPL) Assistance** and **CCA Bursary Programs** this year. These two initiatives are intended to reduce the costs of becoming a CCA, and may be an exciting opportunity for members of our team and community! Spread the word!

Recognizing Prior Learning (RPL) Assistance Program

The RPL process has been an important source of new CCAs for Nova Scotia. Approximately 18% of all CCAs certified have been credentialed through this process.

Supports provided in this program include:

- Fees for the RPL process will be waived for Phase I (\$800) and/or reduced for Phase II (\$800) for up to 300 participants!
- Up to 10 new assessors will be available to deliver Phase I of the RPL program to increase the accessibility province-wide!

To qualify for the RPL Assistance Program, participants must:

- Be accepted as a participant in Phase I or Phase II of the RPL Program between April 1, 2021 and March 31, 2022;
- Provide a letter from a Nova Scotia continuing care employer (like Ocean View!) indicating that the participant is currently employed there or has been offered employment there; and
- Sign a letter of intent to work as a CCA in the continuing care sector in Nova Scotia, upon certification, for a period of one year.

For questions about the RPL program, visit <https://www.novascotiacc.ca/careers/education-options/recognize-prior-learning/>

CCA Bursary Program

Again this year, the CCA Bursary Program will continue to provide bursaries of up to \$4,000 for full-time students or \$2,000 for part-time students enrolled in approved education programs including those at NSCC, CBBC Career College, Eastern College, and Island Career Academy.

The purpose of the program is to increase enrollment in the program by removing financial barriers for students.

For a list of approved education programs, please contact the CCA Program
Pam.Shipley@healthassociation.ns.ca



What's Going On?

- As announced by the Premier of Nova Scotia, effective November 30th, 2021 all visitors, designated caregivers, physicians, volunteers, repair persons, contractors, and staff that visit or work in long term care will be required to be vaccinated in order to visit or work.

Our team will be working on policies and procedures to implement these measures over the coming days and will keep you apprised of the roll out. The announcement requires that we restrict

entry into our premises of anyone that is not fully vaccinated by November 30th, 2021. We will be developing mechanisms for verifying vaccination status of the various folks and let you know more in the coming days.

We strongly encouraged everyone to get the COVID vaccine as it will be required to enter the premises of our facilities after November 30th, 2021.

For those who have not yet gotten their COVID-19 vaccine, further information about the safety and effectiveness of the vaccine is available at:
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/vaccines/effectiveness-benefits-vaccination.html>

For those who have gotten their COVID-19 vaccine already, vaccine receipts are now available online at <https://novascotia.flow.canimmunize.ca/en/portal>

Your vaccination receipt is a record of the date, time, location, type, brand, and lot number of COVID-19 vaccine you received. It is your official record within Nova Scotia that you have been vaccinated. You will need the email address and Canadian health card number that you provided at the time of booking your appointment to get your record online. (*Health care workers who received their first dose of vaccine between Dec. 16, 2020 and Feb. 5, 2021 may need to use their phone number rather than email address online to receive their receipt. If you do not have your health card number that you provided at the time of booking or your email address/phone number, you can request a receipt by phone through the toll-free line at: 1-833-797-7772)



What's Going On?

• Some changes to the Management Team

- Tammy Norman has assumed full time dedicated responsibility for Infection Prevention and Control and Staff Development at OVCCC and The Birches, as well as responsibility for LPNs at OVCCC in a matrix with Neighbourhood Team Leaders. Tammy has already demonstrated exceptional leadership in her past roles and so we are delighted that she has accepted these new responsibilities!
- Cheryl Conrod-Baker has succeeded Tammy as the Team Leader for Seaside/Bayside. We look forward to having the richness of her LPN expertise and leadership on Sea/Bay.
- Leanne Carter has assumed responsibility for our Environmental Services Team, Hairdressers, and Dining Experience Team. Leanne has demonstrated passion and a drive for excellence in all of her previous OVCCC positions so we are thrilled to have her take on the Facility Support Manager role!
- Tracy Bonner has recently been appointed as our Quality and Risk Manager. With a rich history in health care and 30+ years of diverse nursing, quality improvement, and leadership experience, we are thrilled to welcome Tracy to this role.

• Info for Staff About Changes to SSC

After our SSC platform was updated recently there is a new web



StaffScheduleCare

link to log into your account — <https://newportal.staffschedulecare.com/>

- Please use Google Chrome, FireFox, or Microsoft Edge to log in online.
- Please ensure the SSC app you are using is Purple, and called "StaffScheduleCare Employee Self Service". If you are not using that app please remove your current one and install the updated version from your app store.
- There are detailed guides posted in the following folder on the Shared Drive for Employee Self Service, accessible via any staff designated computer in the facility as well as all nursing stations:
H:\CONTINUING CARE CENTRE\Staff Related Files\SSC Reference Manuals



• **October 9th is World Mental Health Day!** Did you know? The Canadian Mental Health Association is a fantastic resource for all Nova Scotians! CMHA offers lots of information, programs and resources at www.novascotia.cmha.ca/

Our team also has the option to reach out to our EFAP program for mental health support at **1-844-880-9137**. The EFAP offers a wide range of supports — things like Counselling, Parenting Support, Stress Management Coaching, and more! You can also explore www.workhealthlife.com!

Who's Who...

"Oceans 12"

You may have heard of "Oceans 12" at Ocean View and wondered what this group actually is!

Here at Ocean View, we know team huddles are a great way to build trust and connection in our team.

Oceans 12 is a huddle of sorts, originally started by our CEO Dion as an opportunity for the onsite management team to get together to identify needs, work on challenges, and gain insight into what is happening in the entire building rather than each manager's "own shop".

This allows the onsite management team to look for impacts across OV for staff and residents, and to come up with potential solutions.

Oceans 12 keeps all onsite managers in the loop and allows the members to have more autonomy at the site level, and to support one another. Oceans 12 meets three to four times a week to:

- Build trust, connection and team morale
- Chat about team priorities
- Ask questions and get real-time answers
- Be heard
- Help focus effort

"If everyone is moving forward together, then success takes care of itself."



Who's Who...

Erin Beaton

Senior Director, Engagement and Accountability

Erin has recently joined our team, with a rich history of working in health care from coast to coast. She has a wide range of experience in everything from quality improvement, to risk management, public health, administration, human resources, mental health, and OH&S!

A true life-long learner, Erin holds a long list of educational achievements that will help her contribute to our work, including a Diploma of Health Services Administration, BA in Organizational Management, Masters of Business Administration, Certificate in Legal Aspects of Healthcare Administration, and Graduate Certification in Evaluation.

Most recently, Erin is currently in her 3rd year of a PhD program (Doctor of Philosophy in Health Quality) focused on quality improvement at the front line level. Her research will be centered in Ocean View and The Birches, looking at how we can empower frontline staff to implement and sustain quality improvements!

In her role with us, Erin will be the "2nd in Command" to our President & CEO role. She will provide strategic leadership for quality and risk management; decision support; human and volunteer resources; research/partnerships; facility based services for those living in the community (ex. Adult Day Programs); and medical services. Erin will also become the appointed Privacy Officer for our organization.

Erin has a passion for leadership, innovation, and quality improvement. What energizes her most is collaborating with people, and empowering them to understand, embrace, and shape their role in safety culture. She believes that resident safety cannot exist without employee safety!



"I've always worked in positions that were systems... very high level. And not that that isn't rewarding, but the impact and the opportunity we have in a place like this is endless. There's so much opportunity to be able to initiate change, shepherd it, be part of it, and actually see it through," says Erin.

"It's the ability to impact change. At the end of the day I want to do the right things for the right reasons."

What's Going On... notes from our Diversity Committee

September 30 marked the first National Day for Truth and Reconciliation. The day honours the lost children and Survivors of residential schools, their families and communities. Public commemoration of the tragic and painful history and ongoing impacts of residential schools is a vital component of the reconciliation process.

Though the National Day for Truth and Reconciliation has passed, it is not too late to start exploring the rich and diverse cultures, voices, experiences and stories of the First Nations, Inuit, and Métis peoples. Whether you want to read, listen, watch, or try, you can start learning today by visiting www.canada.ca/en/canadian-heritage



About the Diversity Committee:

This committee is a group of staff from OV, The Birches, and Port City Home Services who are focused on making a high-level impact by supporting our organizations to: recruit and retain a diverse workforce; engage with diverse communities; and provide respectful, compassionate care to all those we serve!

It's important for staff to know that, although we are working to improve the inclusivity in our workplace overall, this committee does not handle complaints regarding individual staff experiences. Those types of complaints should still be submitted through the *Respectful Workplace* policy. But as we shared in our past newsletter, the committee is providing some suggestions to ensure this policy is easy to understand and navigate, so keep an eye out for those!

What's Going On... notes from our Ethics Committee

It's common for organizations like ours, who are supporting a diverse aging population, to face a number of unique ethical dilemmas.

The Ocean View Ethics Committee takes a lead role in educating our Ocean View community about Ethics, and in reviewing relevant policies to ensure they reflect our mission; vision; philosophy; values; strategic directions; and Resident Rights and Responsibilities.

This important committee is seeking new members! Interested staff, family members and residents are invited to reach out to Audra at ext. 2116!

Spotlight on Quality & Risk - Protecting our Residents' Information

We are thrilled to share that a new member of our team will be taking on our "Privacy Officer" role — our new Senior Director, Engagement and Accountability, Erin Beaton, will be our Privacy Officer moving forward. With this change in mind, we thought it would be a great time to review some information about privacy and confidentiality!

Here is a helpful Glossary to help us all discuss this topic day-to-day!:

Confidentiality: preserving the privacy of the people you care for; this means all information related to clients will be kept in strict confidence for use only by the team of care providers (includes information gained verbally or from client records). **Confidentiality applies to data/information.**

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

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

PHIA: The Personal Health Information Act protects Residents' personal information. It governs how healthcare providers may collect, use, disclose, and maintain clients' health information. We strive to follow the need to know principle - "We collect, use and share the least amount of health information necessary to provide quality care".

Under this law, clients have the right to be told if their privacy has been breached if there is potential for harm or embarrassment to them; to see who has looked at their health record; and to be told who to complain to and how.

"NEED
TO
KNOW"

Protecting our Residents' Information *continued*

You might be wondering, how do we protect Private and Confidential information in our day-to-day work?:

- We should never leave client information or health care records open or unattended in public areas where others can have access to them (ex. spa rooms, common rooms). This includes MARs, TARs, flow sheets, log sheets, tracking sheets. Diet profiles should also be closed and removed from public areas when not in use.
- We should discuss client information ONLY in a place that is away from other clients and visitors. We should never discuss client information in a hallway, break room, or any other public place within or outside the facility.
- We should discuss client information only with appropriate staff who have a "need to know" the information.
- We should shred any item with a client's name or identifying medical information - never dispose of them in general trash bins or use for scrap paper!
- We should never use a personal device to photograph or record anyone while at work.

Do you still have **questions about Privacy & Confidentiality?**

You can refer to Corporate policy A1700 to learn more!

Or if you have a specific question,
you can reach out to **Erin at**

902-465-6020 ext. 2625 or **ebeaton@oceanv.ca!**



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

What do you need to know about PPCA if you witness or are aware of resident abuse?

- When witnessing resident abuse, it is important to intervene and make sure the resident is safe/secure!
- Once the situation is stabilized, immediately report it to the manager.
- The Protection for Persons in Care Act (PPCA) requires you to report all allegations or instances of Resident abuse.
- Some things it is important to note: No adverse employment or other action can be taken against someone who makes a report in good faith. It is an offense under the act to knowingly make a false report.

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

HOT TOPIC... Embracing Change

Did you know that in 2030, more than 1 in 4 Nova Scotians will be aged 65+?

As a charitable nursing home, at all levels — from our volunteer Board of Directors, to our leadership team, to our frontline staff and volunteers — we are driven to do all we can to help our local seniors live in a community of dignified, gracious living. We know that to accomplish this, changing the way we do things is going to become more and more essential to ensure we're able to help our growing number of local seniors live well as they age.

For some organizations, **change** is a challenging and scary word. But here at Ocean View we want to embrace change as a great tool at our disposal! Although sometimes uncomfortable, change can create opportunity, growth, and positive impact. **We are surrounded by the positive results of change every day!**

Now you might be saying, "Sounds great in theory, but in real life the status quo seems easier!"

So I invite you to imagine for a minute if two pretty big changes, the introduction of the *telephone* AND *walkie talkies*, never happened! When these two things were invented (*both by Canadians, by the way*), each represented a big change in how people communicated. Many wondered, at the time, why we couldn't just continue doing things the way we did before.

Just imagine the amount of yelling we'd have to do around Ocean View if people hadn't eventually embraced those changes! Or imagine how much more of a struggle the many months of the pandemic would have been if families weren't able to reach our residents by phone (and even more recent technologies, like tablets)! It's obvious that change CAN have positive impacts!

"But change still *feels* challenging, what should I do?"

- **Read and listen to information** about the change as it is shared to learn more!
- Pause and take time to **reflect on "why"** the change might be happening, and how it might have a positive impact on those we serve
- **Ask questions** at meetings, huddles, or in conversations with managers
- If you have a concern or feedback about a specific change, try to **suggest solutions/tweaks** to make the change work better!
- If staff are struggling with a change, they can also reach out to our *Employee and Family Assistance Program* for support at www.workhealthlife.com



Kudos to ...



After a particularly “crazy” day in August, Team Leader Lorna had this message of kudos to share for team members Tracey and Jodi:

“We have had a bit of a crazy day but with all of the help from both of you we got through YAY! Even had a few laughs. I can’t thank you enough for Supporting the team for both Sky and Island each and every day. Bravo to both of you. I just felt you should be recognized for your appreciated contribution, it doesn’t go unnoticed.”

Kudos to ... CEO’s Award of Excellence Winner:

Darlene Barkhouse, Laundry Services

Darlene was nominated by her co-workers because of her longstanding dedication, (40+yrs), in her work at Ocean View. She is known to step in to help new employees with their tasks. She ensures that residents have all their belongings placed in the same spot and helps residents look for any missing items.



She always has an “open ear” to listen, as well as a smile for everyone she meets. She is loved by all residents and their families. Residents have nick names for her like “Sunshine” and “Dar”!

Congratulations Darlene on living the values and mission of OVCCC in your work life!