

# Our OceanVIEW



## In this issue, you'll find:

- *Hot Topic* — Impacts of Absenteeism
- *Who's Who* — Profiles of our Quality & Risk Manager and Executive Assistant
- *Spotlight on Quality & Risk* — Privacy and Personal Health Information
- *Spotlight on Educational Opportunities*
- Staff Kudos

AND MORE!

## Memories of... Ocean View's long history!

A family member of one of our past residents reached out recently to share this newspaper clipping she discovered in a newspaper from Wednesday, August 25, 1976!

Did you know? Ocean View has been part of the Eastern Passage community since 1967, which is 55 years this year! Do you have a lovely, interesting or exciting memory from Ocean View's long history? Email it to us at [questions@oceanv.ca](mailto:questions@oceanv.ca) so we can share some fun memories in our newsletters throughout the year!



A GARDEN PARTY was held last Saturday for residents of Ocean View Manor, sponsored by the Canadian Red Cross Corps. Among those attending were: Evelyn Mitchell, Red Cross, Sara Racine, Thomas Rodgers, Winnifred MacKenzie and Brenda Tucker, Red Cross. [Cusano photo]

# What's Going On?

• For Halloween, our Recreation department turned our Community Room into a Haunted House! Staff contributed old Halloween decorations to the effort! Residents had lots of fun going through the winding walkway filled with lots of scares! We want to say an extra spook-tacular thanks to residents Myra and MJ (both pictured) who helped out as "scarers" in the Haunted House!



• This Fall, to celebrate and appreciate our hardworking teams, CUPE Local 1245 planned a Food Truck party, and took advantage of the opportunity to have the 156 staff who stopped by write something positive about a coworker! Answers were shared on the Positivity Tree in our Sun Lounge!

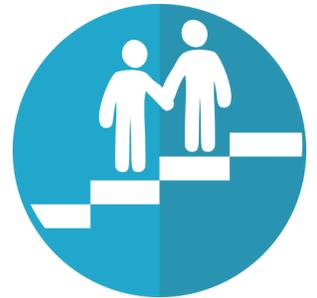
Many thanks to our recreation department and residents for helping put up the Positivity Tree to share these awesome staff-to-staff kudos! All were thrilled to see so many warm ways that staff show up for one another, like:

- "Very kind when answering all of my questions during orientation!"**
- "Great with residents!"**
- "Always supportive with staff and very compassionate!"**
- "Awesome team player!"**
- "Came in to help on his day off!"**



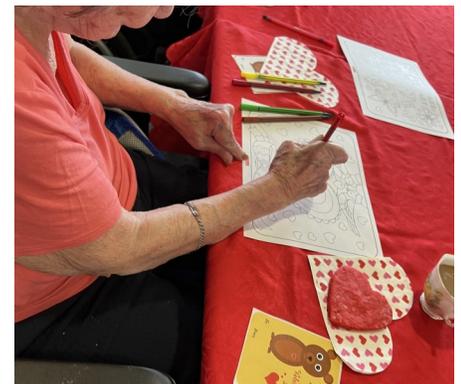
# What's Going On?

- Around the holidays, both residents and staff were the recipients of some seasonal cheer from our local **Eastern Passage Cow Bay Firefighters Association**, in the form of some special gifts and warm wishes! Thank you to the Firefighters Association for thinking of us during a very tough holiday season!
- We recently welcomed a new group of In-Home Support Workers from Port City Home Services to day-to-day life at Ocean View. These workers, called a "Level 1" IHSW, will mostly work short shifts aimed at helping out with mealtimes and other tough times of the day! Welcome to these new folks from PCHS!
- We want to share that, in the interest of safety, we will not be flying the flag for the foreseeable future while we explore options to replace the concrete footing of the pole. Something is affecting the concrete footing upon which the flag pole is mounted, causing a significant lean to the flag pole.
- CCAs are invited to keep an eye out for an upcoming message from Tammy regarding Mentorship education sessions to build up our pool of CCA Student mentors! With the increase in opportunities for folks to become a CCA, we want to be prepared to welcome them to OVCCC!
- Staff will be happy to hear some changes have been made to our annual iTacit training schedule this year, and modules will not be due all at one time! When you log in to iTacit you will see a small number of modules **due by the end of April!** Others are due by the middle of July, September, and November!



If you are having trouble accessing your iTacit, speak to Tammy or your Team Leader. And **keep an eye out for an announcement about incentives for those who complete their iTacit modules in a timely fashion!**

- Residents had some artistic fun on Valentines Day!



# What's Going On?

- Earlier this season, something unexpected prevented a group of residents from going out for lunch and a movie, so our Recreation team ordered in a special Chinese take-out lunch for them instead! The residents enjoyed a private fine dining experience!



- Members of the team recently participated in a training session with Bob Westhaver from WCB! We are always learning new things about how to talk about and ensure safety in our workplace!



- We are working with Canadian Mental Health Association to host some 3-hour mental health workshops for staff on **March 21 and April 6!** Here is a review of the workshop from 2 staff who attended the first offering on March 17:

*"For me, it put a whole new perspective on what mental wellness is all about and everything it encompasses. The exercises really made me think and helped me be more self-aware. **I would highly recommend this to all staff.**" - Rowena*

*"I feel that **with tools like these, we can easily be equipped to handle most stressful situations**, as well as forming more in depth relationships. Whether it is at work or personal life. Being self-aware is pivotal in knowing and implementing boundaries and allowing room for growth." - Bianca*

Staff can **RSVP to Laura Karahka at [lkarahka@oceanv.ca](mailto:lkarahka@oceanv.ca) or 902-465-6020 ext. 2305!**

CMHA is also offering some short, one hour, more specific workshops that are at no cost for the public! Check out [novascotia.cmha.ca/](http://novascotia.cmha.ca/) for info about Mental Health workshops about Hope (March 22, 10—11 am) and Movement and Motion (March 28, 12—1 pm).



# What's Going On?

- Residents rang in the New Year in style, thanks to our Recreation team!



- Our **HR Team is growing!** Carlos Clavel recently joined the team as Human Resource Assistant. Carlos comes to us from Nova Scotia Health where he held a variety of administrative roles since 2014. Carlos has a Bachelor of Commerce with a major in Human Resource Management and a minor in Psychology from Saint Mary's University.

Nina Milojevic also joined us as Human Resources Manager in March. Nina is a HR professional with over 10 years of Generalist and Subject Matter Expert experience. Nina comes to us from Walmart Canada where she most recently held the role of Atlantic Human Resources Director. Nina holds a bachelor's degree from the University of Western Ontario, and a Certificate of Human Resources Management from St. Clair College. Nina first earned the Certified Human Resources Professional (CHRP) designation in 2013 and is currently a Chartered Professional in Human Resources (CPHR) candidate!

- To show appreciation to staff for their hard work during this very challenging time, starting Feb. 14<sup>th</sup> and continuing to June 30<sup>th</sup>, 2022, all staff working at OVCCC are being offered one FREE lunch/supper during their scheduled shift! Staff meals are available first come first served at lunch or supper, after all residents have been served (1:15 at lunch and 5:45 at supper).

We know staff are excited about their free yummy meals but we want to offer a reminder that it is extremely important that resident meal service is not interrupted—we want to provide both a safe and pleasurable dining experience for our residents!

The team is asked to please be patient as our Food Service staff work hard daily to get you your meals AFTER residents have been served! Kudos to the kitchen / food services team for taking on this additional work!



# What's Going On?

- A mandatory CCA registry was recommended by the 2018 Minister's Expert Advisory Panel on Long-Term Care. New legislation, the **Continuing Care Assistants Registry Act** received Royal Assent in April 2021 and establishes a **mandatory registry for all CCAs in Nova Scotia** for the purposes of collecting workforce planning data such as the name of the CCA, where they work, and whether they work full-time, part time, or casual.

## Who needs to register for the CCA Registry?

Anyone in Nova Scotia who is working in the role of a CCA in any employment setting.

### This includes:

- Certified Continuing Care Assistants (CCA)
- Certified Home Support Workers (HSW)
- Home Health Care Providers/Home Health Aides (HHP/HHA)
- Certified Personal Care Workers (PCW)
- Retired Nurses
- International Educated Nurses (IEN)
- Conditional Hires
- On the Job Trained

### Who can help here at OV if I have questions?

Get in touch with Janelle, our new CCA Team Leader, for help finding answers to your questions about the registry!

For more information and FAQ, please visit :

<https://www.novascotiacc.ca/ccaregistry-information/>

# Spotlight on: Educational Opportunities

- Become a CCA or LPN with the support of the **OVCCC Employee Bridging Program!** Employees that already work for Ocean View are our greatest asset and we want to support them to learn and grow. The intent of this Bridging Program is to provide incentives for current employees to take additional training and education while working at Ocean View. This program is open to any employee of OVCCC that have worked for AT LEAST 2 years and wants to train to be a CCA or a LPN in an employer approved educational program. This bursary is available for a limited time only. Applications CLOSE on May 31<sup>st</sup>, 2022

Bursaries will be considered on a first come first serve basis so early application is strongly recommended. Applicants **MUST** include a current Resume; 2 references, one of which is your current manager; documentation that the employee has applied OR been Accepted into a CCA or LPN program; and a 1 page statement as to why you want to train as a CCA or LPN! Conditions apply. Applications are to be submitted by email to: Dion Mouland-Pettipas, President & CEO, [dmouland@oceanv.ca](mailto:dmouland@oceanv.ca)



- There's no better time than now to become a CCA! Right now we are happy to share an opportunity to **earn while you learn**, with free tuition, for folks who are over 19 and eager to find long term, meaningful work as a CCA!

This opportunity is open to existing employees AND to members of the community (so please share with friends and family who may be interested!)

Benefits of this opportunity include:

- Paid orientation & training
- Free tuition and books
- Graduate after only 29 weeks of learning through CBBC
- Classes starting soon!
- Make a difference working right here in Eastern Passage at Ocean View
- Earn while you learn!

What will 'Earn while you Learn' look like?

Be paid a full-time 40 hour/week wage during your 7 weeks of full-time learning. AND during the remainder of your course, learners will be guaranteed 16 paid student hours of work per week!

Some conditions apply. Get in touch with us and express your interest to learn more!

Express your interest ASAP to secure one of the limited spaces available! Conditions apply! Express interest to [zhawkins@oceanv.ca](mailto:zhawkins@oceanv.ca)

# Spotlight on: Educational Opportunities

Do you have experience providing care?

Become a Certified CCA through the  
Recognizing Prior Learning (RPL) Program

The RPL Program helps you get credit for the care-related on-the-job training, formal education, and life experiences you already have.



*"If you know and can do something, you should not have to relearn it."*

**You may be eligible to be covered for RPL Phase Registration, External Certificates, Textbook, and CCA Administration fee through the Department of Health and Wellness RPL Assistance Program - funding is available for employer endorsed participants.**



**Contact the CCA Program for information on how to apply!**

**Email:** [ccarpl@healthassociation.ns.ca](mailto:ccarpl@healthassociation.ns.ca)

**Toll-Free Phone:** 866.265.9900



# Who's Who...

## Tracy Bonner, Quality & Risk Manager

Tracy recently joined our team as Quality & Risk Manager. She is an RN and comes to us with a rich history in health care, including 36 years of nursing experience, work in acute care, and experience as an Occupational Health nurse. Tracy has extensive leadership experience in the LTC sector, having held a variety of roles including charge nurse, educator/infection control nurse, Health Services Manager, Director of Care, Director of Organizational Development, and most recently, Administrator.



Tracy's quality journey started early on when she was introduced to the quality improvement (QI) philosophy as a charge nurse, and QI has since been a common thread throughout her career. Tracy collaborated with the QI Team at Sick Kids hospital in Toronto to adapt and implement their QI system to a LTC setting and rolled it out across eight LTC facilities in Nova Scotia. Tracy is currently appointed as the LTC representative for the Provincial Workplace Safety Action Plan.

Tracy believes that a proactive focus on risk and safety demonstrates that **we truly care about what happens to each other** — to our fellow staff and to those we serve. What is her approach to quality improvement? "It's about **having conversations**," she says, "It's a **resident directed** approach. And it's about **engaging everybody**."

## Hillary Hawes, Executive Assistant

Hillary joins our team with many years experience in healthcare. She is a graduate of the Medical Office Administration Program through NSCC. She is a highly organized, capable and motivated administrative professional with the technical, transcription, and communication skills needed to thrive as our EA.

In recent years before joining our team, Hillary gained valuable experience as an Administrative Assistant at IWK Health Centre. She also has a history of contributing to the community through volunteer work, including volunteering at one of our fellow Nova Scotia nursing homes.

Hillary is passionate about working with others, bringing a positive attitude and strong interpersonal skills to her work. She loves to embrace new challenges and is thrilled to do so in support of our work!



# Who's Who? Some Team Updates

- Suzanne Leblanc (*right*) has returned to Food Services as the Production Manager and in addition to the production staff, Suzanne will provide leadership for the dining experience staff!



- Leanne Carter will continue to provide enthusiastic leadership for the Environmental Services Team as well as Material Management Services!

- Lorna Devoe (*right*) has moved to Shoreside/Harbourside as Team Leader!



- Jodi Blakeney has accepted the Team Leader position on Skyview/Islandview!

- Shannon Morris Hatton (*right*) has accepted the position of Neighbourhood Manager for Skyview/Islandview!



- Christine Cottreau has accepted the position of Neighbourhood Manager for Seaside/Bayside! New to the OV team, Christine brings a wealth of experience in a variety of settings to her new role.

- With Christine joining the team, Selina Smith will now be Neighbourhood Manager exclusively for Shoreside/Harbourside!

- Jacob Hillier has returned exclusively to the Operations portfolio as Director of Operations.

- Janelle Bourinot has accepted the temporary position of CCA Team Leader for OV and The Birches. In this **NEW** management position, Janelle will support CCAs during their onboarding process and provide leadership in optimizing the care provided to residents by our CCA Teams. Janelle will also contribute to performance management activities and lead improvement initiatives for the CCA teams!

- We are welcoming Master Hairstylist Lisa Zinck to our Team. Lisa is a familiar face, having worked at OV as an IHSW with Port City, and she is extremely excited to put her exceptional skills to use on our beautiful residents in our salon!

- We are also welcoming Brianne Williams, part time Occupational Therapist (OT) to our team. Brianne will be working two days a week at Ocean View!

- We are also welcoming Mark Flowerdew to our team. Mark has accepted our temporary full time Music Facilitator position at Ocean View!

- And welcome or congrats to all of the other members of the team who have recently joined us or taken on a new role! You rock!

# Advocacy MATTERS!

In early February, the Government announced a long-awaited wage increase for CCA staff! As we wait for further details from government regarding how this raise will be implemented, we want to let our CCAs know that we will inform you when these increases will be available as soon as we are given the information! We also want staff to know we are celebrating along with you:

## **A celebratory message from Michele Lowe, Executive Directors, NHNSA:**

“Yesterday was a great day and a step in the right direction toward recognizing the compensation inequities in LTC. Thank you for your support in demanding fair wages and compensation for our CCA's, the largest workforce in LTC.

Your participation in our advocacy efforts during the provincial election helped influence this wage increase! While we have more work to do, here are two outcomes from our election advocacy that are worth celebrating!

- Create a dedicated Ministerial portfolio for Seniors and LTC.
- Increase wages for staff in LTC (leader in CCA compensation in Atlantic Canada)”



**DEMAND**  
wages and  
compensation that  
reflects real value  
of our workforce.

NHNSA Nursing Homes of Nova Scotia Association Sponsored by the NURSING HOMES OF NOVA SCOTIA ASSOCIATION, 2021

## **A celebratory message from Dion Moulant-Pettipas, President and CEO:**

“Many of you may have heard today that Government has finally recognized the collective voices of the leadership teams and the labor movement in long term care that the CCA staff are underpaid and deserve better wages.

The Premier announced today, Feb. 9th 2022, that effective tomorrow CCAs will receive a wage increase of approximately 23%. The top scale for a CCA will now be approximately \$48,419 per annum.

This is a milestone to celebrate. More work needs to be done to make working and living in long term care better! But for now... we pause and celebrate the wonderful news for our CCAs!!”

# Collaboration MATTERS!

## ***A Message from Quality & Risk Manager, Tracy Bonner:***

I have been privileged for the last few years to work on the Workplace Safety Action Plan initiative, beginning as the LTC representative on the provincial Workplace Safety Action Plan Working Group, and now as the LTC representative on the Advisory Committee.

I want to share an update of the project team's implementation of recommendations with you from the **Charting the Course Report: Workplace Safety Action Plan (WSAP) for Long-Term Care, Home Care, and Disability Support sectors.** This work began in

2017, with the report being released in 2018. A significant amount of progress was made but unfortunately COVID has put a significant dent in the timeline to move initiatives forward. We will continue to press on and I will provide regular updates.

Progress on the 21 Recommendations continues into 2022. The Advisory Committee met on January 27th and discussed the high-level status of the project, adjustments being made to plans to recognize the current COVID situation and constraints in care sectors, and details of one Recommendation:

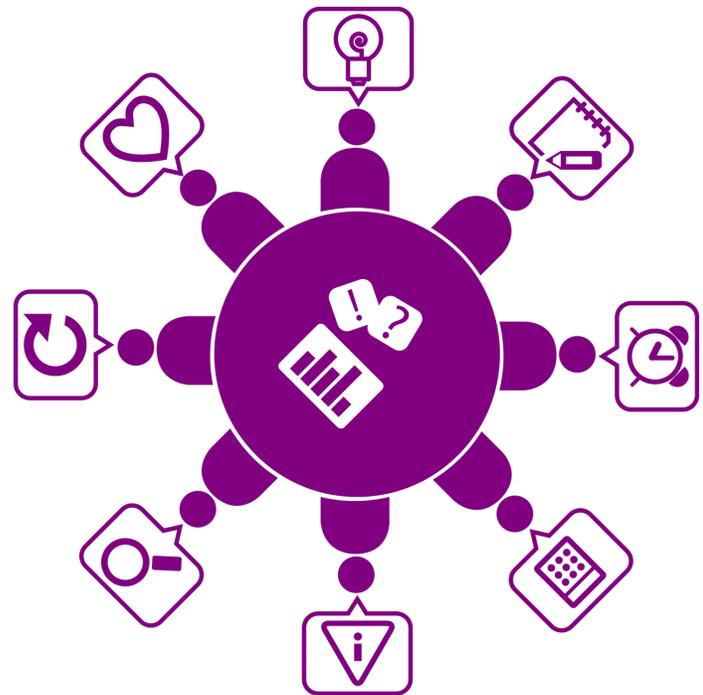
### 1. **Overall project update**

- A significant amount of work has been conducted over the last 15 months to support the implementation of the **Charting the Course** recommendations and work against nearly all recommendations has started and is in some phase of development.
- The project team continues to work through key government reviews and approvals to inform development and implementation planning in 2022.
- Given current COVID constraints, the team will limit engagement and outreach within the sectors. This decision will continue to be re-assessed every 2 weeks until the constraints ease.

### 2. **Recommendation 16: Implement the National Standard of Canada for Psychological Health and Safety in the Workplace**

- The project team has completed desktop research on six organizations on work undertaken to date in implementing the National Standard.

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# Collaboration MATTERS!

- The project team has also interviewed seven organizations of varying sectors, jurisdictions, and types, that have had successes in implementing the National Standard. Interviews focused on their work done to date, successful implementation strategies, challenges and how they were overcome, their future goals, and advice they may have for organizations looking to implement the Standard.

\*If you are aware of other organizations that have leading psychological health and safety practices, the project team would be happy to accept your referrals and do additional interviews.

- Through these interviews, the project team has identified seven critical success factors leading to successful implementation outcomes and overcoming barriers:

- Secure leadership buy-in from the beginning
- Recognize and leverage work that has already been completed
- Dedicate resourcing to implementation efforts – particularly at the start. Optimize resources by providing a single point of coordination and prioritize support for those responsible for implementation.
- Deploy psychological and safety training throughout the organization
- Develop a base-level understanding about psychological health and safety across the organization
- Gather data, for example through surveys, to measure and report on progress.
- Embed psychological health and safety into existing policies and practices and encourage discussions.
- Create networks of psychological support for employees across the organization and take a creative approach to sustaining implementation efforts.

3. **Setting up an Implementation Working Group:** In the last update, the project team was beginning work to establish a consolidated Implementation Working Group. Recruiting had begun in early December 2021, and several people have already signalled their intention to participate. Further recruiting was paused in the latter part of December. In January 2022, it was decided that the start of this Working Group will be delayed until pressure on the sector subsides later in the year and will be reassessed at that time.

Please let me know if you have any questions or input on this update or if you would like me to request information on specific recommendations for future updates!

## 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/>

## Spotlight on Quality & Risk - Privacy

At Ocean View and The Birches, we are committed to protecting personal health information (PHI). We collect, use and disclose the personal health information entrusted to us for several purposes. Staff and other authorized persons are only allowed to collect, use and disclose the PHI that is needed to: (1) fulfill the functions of their roles and (2) for purposes permitted under Nova Scotia law, in particular the *Personal Health information Act* (PHIA).

### **Confidential information may include:**

- Financial information e.g., bank information, budgetary data
- Employee demographic information, e.g., name, address, social insurance number, etc.
- Personnel (human resource) matters

### **The PHI we collect may include:**

- Demographic information including a resident's name, date of birth, address, phone number, next of kin, health card number, physical and mental health care history, the nature of a resident's illness, cause or treatment of illness, condition, information given by resident and/or family in relation to condition, the death of a resident, transfer of resident to hospital, financial information related to resident payments or eligibility for health care, etc.

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# Spotlight on Quality & Risk *continued*

## GUIDELINE: Emailing Personal Health Information (PHI)

The Personal Health Information Act (PHIA) requires custodians to implement procedures to prevent the interception of the information by unauthorized persons where they intend to disclose personal health information (PHI) electronically (e.g., email).

***As a rule, email is not considered a secure method of disclosing PHI and should not be relied upon where more secure methods of communication are available;*** however, if you **reasonably** believe that emailing the information is the only available method of communication or the only way to send the information, the following best practices are adhered to:

### **Before Emailing:**

- Consider whether a more secure method of communication, such as telephone conversation for example, may be a reasonable option.
- Ensure sending the PHI to the minimum number of people who need to know the information.
- Confirm the correct name/email address of the intended recipient(s). ***Use caution with auto-populated recipient email addresses.***
- Exclude identifiable information in the subject line of the email.
- ***Where possible, include PHI in an attachment.*** Where PHI is being sent in the body of an email, only disclose the minimum amount of information required by the recipient and ensure that all personal identifiers are removed (***e.g., Mr. Alan Smith could be Mr. S, or AS.***)
- When sending an email, limit identifying program specific details where it may reveal specific information about the health of an individual.
- If possible, encrypt and always password protect attachments containing PHI. Passwords should be communicated by phone or, when that is not a reasonable option, at minimum, in a separate message.
- Double-check recipient address(es) in the "To" fields before you send the email.
- Include Subject line: CONFIDENTIAL EMAIL for the use of the individual to which it is addressed.

### **Have Questions? Want more information?**

If you have questions, please speak to your manager or supervisor.

You may also contact our **Privacy Officer: Erin Beaton**

Senior Director, Engagement & Accountability & Administrator, The Birches

[ebaton@oceanv.ca](mailto:ebaton@oceanv.ca) (902) 465-6020 ext. 2625

### **Resources:**

- Nova Scotia Personal Health Information Act (PHIA)

<https://novascotia.ca/dhw/phia/PHIA-legislation.asp>

- PHIA Toolkit

[www.novascotia.ca/DHW/PHIA](http://www.novascotia.ca/DHW/PHIA)

- Ocean View Confidentiality Policy (A1700)

Corporate Manual, Privacy Section

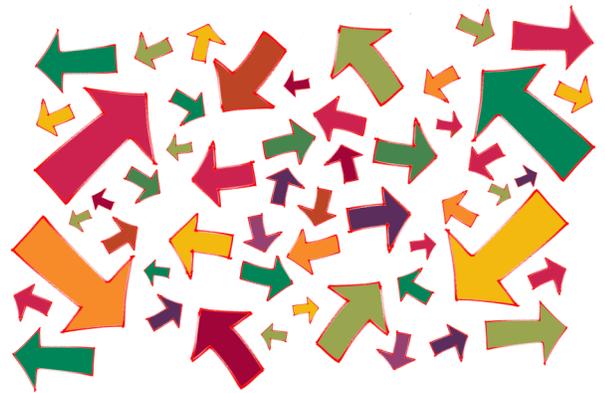
# HOT TOPIC... Impacts of Absenteeism

Did you know? In this past Summer and Fall, the overall time lost to absenteeism at Ocean View was 10% over that period. This means that in general, if our scheduling team provides us with a full schedule, 1 out of every 10 staff on that schedule don't actually end up being here at work.

Sometimes being absent from work is absolutely unavoidable, but other times there may be creative ways for staff to report to work that could be explored, or ways to prevent recurring illness! We encourage the team to do so, because absenteeism has many impacts!

So what are the impacts of absenteeism on day-to-day life at OV for residents and staff? Does absenteeism matter? What do the impacts look like?

- Mealtime is so important to our residents and absenteeism sometimes means meals may not be served the way they normally would. Menus might need to be adjusted, or mealtimes may need to be shorter or slower depending on what is happening on a particular day.
- There is an impact on the staff who are at work, who feel pulled in many directions. They may have to focus only on safety at times when they might normally have been able to focus on fun and quality of life for residents! Staff may feel pressured to rush or put themselves at risk to provide the level of care they believe residents deserve. Our team takes pride in their work and the care they provide, so it becomes difficult to prioritize one thing and let something else drop.
- In the interest of efficiency, when absenteeism is high, the team may feel pushed to make more general sweeping decisions instead of being able to offer true person-centred and individualized care.
- Lifts and transfers become harder to safely coordinate because there is a lack of staff to assist with 2-person lifts.
- There are simply less staff around to notice issues.
- Absenteeism can result in care staff being mandated to stay on past the end of their shift. Those who are mandated may be more at risk of being exhausted or burned out.



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# Impacts of Absenteeism... continued

- It becomes difficult for us to safely allow vacation time, so folks may not get the break they need to recharge. This results in staff feeling upset and frustrated, impacting retention and possibly further increasing absenteeism!
- Things may not be completed by the time the next shift comes in, creating issues throughout the 24 hour period. Important tasks (ex. labs) may even need to get pushed to the next day, resulting in lots of impacts.
- It becomes difficult to have frontline staff feel like they have the time to participate in committees and teams, which can negatively impact our ability to find creative solutions to problems!
- Processes like laundry and cleaning may be slowed down, or less efficient, leading to all kind of impacts throughout the building.
- The scheduling team must do a lot of replacement calls, making it difficult for them to look ahead in the schedule to approve vacations, identify issues that may be coming up, or deal with other day-to-day staff questions.
- Sick calls may require a lot of legwork on the part of management and infection prevention, to make sure illness is not COVID-19 related. This prevents them from being on the floor doing the other important parts of their work.
- Residents notice that staff are under increased pressure, so they may not want to make requests or ask questions. There may be an activity going on that day that they really look forward to, but they don't want to "bother" the team to help them get ready, or in the case of folks who can't advocate for themselves, staff may simply not have time to realize!
- Families and residents alike see the impacts of absenteeism — from staff stress, to non-safety related care tasks not getting done — and in the worst case scenario, this decreases their confidence in us.

We know that sometimes sick days and other absent days cannot be avoided! But if staff are starting to feel burnout or facing challenges coming to work, we urge them to speak to their manager! Let us help you get the support you need to be at work doing the great work you do!



# Let's Learn About... Ransomware

Ransomware is a type of malicious software that takes over your computer and prevents you from accessing files until you pay a ransom, usually in the form of cryptocurrency. Although we maintain controls to help protect our networks and computers from this type of attack, vulnerabilities and attack scenarios are changing daily so we rely on YOU to be our first line of defense.

Here are some simple things you can do to help avoid a ransomware/malware attack:

- **Think Before You Click!** Often, scammers will include malicious links or attachments in emails that look harmless. Be skeptical of any emails you weren't expecting / didn't initiate, like a message saying you have won a contest you did not enter, are receiving a package you didn't order, receipt for something you didn't buy, or an invoice for something you didn't order! You can bet that these messages are scams!
- Do not provide **sensitive personal information**, including usernames and passwords, over email.
- Watch for email senders that use **suspicious or misleading** domain names.
  - o Ex – jsmith@buxtni-dealstioni.ru
- Be especially **cautious when opening attachments** or clicking links if you receive an email containing the below warning indicating that it originated from an external source. **"CAUTION: The sender of this email is not from within Ocean View / The Birches. Please DO NOT click on any links or attachments unless you know the sender."**
- If staff can't tell if an email is legitimate or not, please forward or inform IT about it so we can investigate at [dsnow@oceanv.ca](mailto:dsnow@oceanv.ca) or 902-465-6020 ext. 2711

In the unfortunate event that your computer is infected with ransomware, you will typically be locked out of all programs and a "ransom screen" will appear. If staff click a link or attachment that they suspect is malware or ransomware, they should disconnect from the network or shut down your computer immediately. Then, contact Doug right away at [dsnow@oceanv.ca](mailto:dsnow@oceanv.ca) or 902-465-6020 ext. 2711!

Thanks again for helping to keep our network, and our people, safe from these cyber threats!



## What's Going On... a notes from Ocean View Foundation!

We are thrilled to share that the Board of the Ocean View Foundation recently approved funding for more than **\$50,000** worth of exciting projects and items submitted by our team, including:

- Pieces of equipment that will improve resident quality of life, like a **Shower Tilt Chair** and a **Digital Wheelchair Scale!**
- **Accessible patio furniture** for our courtyards, to help residents enjoy our outdoor spaces!
- An **Organizational Membership to the Canadian Centre for Diversity & Inclusion** and education for members of our Diversity Committee, to help us achieve our goals of being a welcoming and diverse organization!
- Many **meaningful activities** for residents of all abilities, including realistic therapy dolls, simple music players, therapy "pets", "intriguing items" for cognitive exploration, music therapy bears, easy 35 piece tray puzzles, tablet mounts, a keyboard playmat, a library of picture books, and even an interactive mural!
- **Quality Huddle Boards** that will help us solve problems as a team day-to-day, and improve quality of life for residents!

It will take the team some time to order these items of course, but we are excited that in coming months they will be part of life at Ocean View!



By raising much-needed funds, Ocean View Foundation **strives to support OVCCC with the funds needed to offer a home-like environment, compassionate supports, and meaningful activities to our residents.** Sometimes this means funding smaller projects and items, like some of the ones you see above. At other times throughout Ocean View's past (and likely in its future!) the Foundation funds larger initiatives. What are some examples? In the past, the Foundation has funded our neighbourhood kitchenettes, our resident bus, our wandering garden, and our palliative care Deveaux Room! **The Ocean View Foundation is always working on new efforts to help raise these funds - keep an eye out and be sure to share news from the Foundation** with your friends, family and community, so we can continue to support improvements to life at OVCCC!

## What's Going On... a note from our Diversity Committee!

We know members of our teams are eager to learn more about different cultures and identities, and Spring is FULL of interesting days to learn about that are important to some of the diverse folks who make up our team and community! The Diversity Committee is thrilled to share information about some of these days, as a first step to help us all learn more!

**Holi** - March 18 - A popular ancient Hindu festival, also known as "Festival of Love", "Festival of Colours" and "Festival of Spring". The festival celebrates the eternal and divine love of Radha Krishna. It also signifies the triumph of good over evil. On the day of Holi, people of all ages typically take to the streets to decorate one another with dry or wet paint and get showered in powdered colour and water!



**International Francophonie Day** - March 20 - A holiday which celebrates the French language and Francophone culture around the world! This day is observed in the International Organization of La Francophonie's 77 member states, including Canada.

**International Day for the Elimination of Racial Discrimination** - March 21 - A day which recognizes that injustice and prejudice fueled by racial discrimination takes place every day. In Canada, this date is an opportunity to re-commit our efforts to combat all forms of racial discrimination, injustice, and systemic racism to ensure a world where everyone is respected, safe, and has equitable access to contribute meaningfully to all aspects of society.

**International Transgender Day of Visibility** - March 31 - A annual event dedicated to celebrating transgender people and raising awareness of discrimination faced by transgender people worldwide, as well as a celebration of their contributions to society!



**Vaisakhi** - April 14 - marking the first day of the Hindu calendar's month of Vaisakha, this is a spring harvest festival and significant occasion for many Indians and Sikhs.

**Ramadan** - April 2—May 2 - the Islamic holy month, a time to renew focus on spiritual life and its practical application in daily life. The annual observance of Ramadan is regarded as one of the Five Pillars of Islam and lasts from one sighting of the crescent moon to the next.

... continued on next page!

## What's Going On... a note from our Diversity Committee!

**May Day** – May 1 – a day important in many cultures to celebrate and welcome the long days of summer.

**Cinco de Mayo** – May 5 – observed by Mexicans as well as people of non-Mexican heritage, this day originally celebrated Mexico's victory in the Battle of Puebla but has evolved to become a celebration of Mexican culture as well.

**Vesak / Wesak** – May 6 – a holiday traditionally observed by Buddhists and Hindus, commemorating the birth, enlightenment and achievement of Nirvana of Buddha.

**National AccessAbility Week** – May 29—June 4 – a Canadian celebration intended to recognize the valuable contributions of Canadians with disabilities; and to recognize the accomplishments and ongoing work to counter discrimination against persons with disabilities and promote a culture of inclusion.

**National Indigenous History Month** – June / **National Indigenous Peoples Day** – June 21 – an opportunity to celebrate and learn more about the cultural diversity of the First Nations, Inuit, and Métis peoples. Although these groups share many similarities, they each have their own distinct heritage, language, cultural practices and spiritual beliefs — June is an excellent time to learn more about each group!

**Pride Season** – In Canada, local Pride events span over the course of several months. Pride Season is a unifying term that refers to the period between June and September when LGBTQ2+ communities and allies come together at different times throughout the summer to spotlight the resilience, talent, and contributions of LGBTQ2+ communities in many Canadian cities.



These are just some of the important days that are celebrated in coming months around the world! Even the Diversity Committee is still learning about what days are important to those on our team and to those we serve — if there is a day / event in the Spring that is very important to your identity / culture that is not listed, please let us know at [lkarahka@oceanv.ca](mailto:lkarahka@oceanv.ca)!



## Kudos to ...

- In late October, Neighbourhood Manager Amy shared a message of thanks to the team for pulling together to serve breakfast on Islandview on a particularly tough day:



*"I just want to take a moment to recognize the amazing teamwork that occurred on Islandview this morning... An entire team of management, housekeeping, In-Home Support Workers, and staffing came together to prepare the trays and place settings, and a wonderful dietary aid came in on her day off to serve. What a heartwarming experience. Thank you all for pitching in."*

- Kudos to the care team for getting COVID-19 boosters done for our residents!

## Kudos to ... Staff with Perfect Attendance

It's a pleasure to announce that the following colleagues have achieved a very significant accomplishment, perfect attendance from October 2020 to September 2021:

- Jean Plowman
- Audra Gallant
- Petrea Leslie
- Darlene Vaughan

There are also two staff who have achieved this for 2 years in a row and they are:

- Tammy Norman
- Jacob Hillier



Finally two employees have had PERFECT ATTENDANCE for the 3 year in a row.....wow! They are:

- Kelsey Bowles
- Jennifer Bowles

All of these folks have received a gift in recognition of this milestone. Employees reaching this milestone for 2 years and more also receive a special day off with pay!

## More Kudos ...

### **From Dion on the day after our first storm of the season:**

"We were all presented challenges in getting around yesterday. I was so impressed when I arrived at Ocean View to hear from staff that overcame so many obstacles to come to work to ensure our residents had the supports they need to have a productive day. The energy was positive, upbeat, and residents were engaged in decorating, band practice in the community room, and all sorts of activities on the neighbourhoods.

Thanks to the food services team that pulled out all the stops to provide lunch for staff. The pizza and chicken pot pie was a hit! I've been part of this team for almost 20 years and I can attest to the fact that when the chips are down the staff at Ocean View pull together when there is a crisis.

Thanks to all who braved the roads and conditions to come to work. You rock!!"

### **From a Family member of one of our residents :**

"A HUGE shout out to all the staff on harbour side!! I want to express my gratitude for showing up to work and giving kindness, patience, and empathy. It hasn't gone unnoticed by me and my mom. As a healthcare worker I know the struggles we are all facing during Covid and I praise your team. I don't know what I would do without you guys. All the laughs you are sharing with her and the competent bedside care. She's always laughing at the antics going on to lighten the stressors of the world we live in. I hope this message reaches everyone of you that graces the unit. All our love. Your guys rock! Sharon Siddall and Dorothy Walford"

### **From a Family member of one of our residents via social media:**

"My late husband was in Oceanview for eight months - can't say enough about all the fantastic staff - everyone was amazing.

Give my love to Tracy and her amazing staff. I could have moved him closer to me in Bedford (only a five minute walk) but he loved the Social Room and looking at the ships coming into the harbor. I would rather drive there daily for 40 minutes and see him so very very happy. I cannot say enough about ALL the fantastic staff. They were amazing. My daughter is an Infectious Disease Doctor (scientist) and Professor teaching for 26 Plus years at Dalhousie University to fourth year Med. Students, Dental Students and Pharmacy students. and she said "mom I cannot believe this place" it is so immaculate and everyone is so friendly. Love love Ocean View."

