



Ocean View



**Report to Our Community
2021 - 2022**

Words from our Leadership

We are thrilled to connect with our Ocean View community at this time, to share a glimpse into our world. In this report, we will tell you a bit of Ocean View's story from the 2021-2022 year. The world will recognize this year as the year that the COVID-19 pandemic continued to surprise us, keep us on our toes, and challenge us. Here at Ocean View, it has been a challenging and rewarding year, heavily influenced by the pandemic, but also by our desire to continue to do all we can to offer comfort, care and compassion to those we serve.

Offering care to those in long term care spaces this year has presented unique challenges, and our team has stepped up in countless ways to ensure the safety of our residents. Staff have navigated outbreaks of COVID-19 within our facility with calm, competency and determination. When vaccination requirements were announced, staff stepped up to ensure they were in compliance on time to ensure they could continue offering the excellent care our residents deserve. They have ensured our residents got COVID-19 boosters, and have gone above and beyond to provide them with extra social and emotional support when visitation has been limited. Staff have paid keen attention to increased cleaning protocols, changing restrictions, and potential exposures in the community that may have put them at risk. It has been a tough journey and we are so proud of their resilience.

Communication with staff and families has been an ongoing focus during the pandemic, and this year we made the leap to a new system that will help us stay in close contact with both of these important groups, now and into the future. Implementation of the CareQ messaging system was a huge undertaking for the team, and will allow us to utilize text and email to send messages to our staff and families!

We would be remiss if we talked about this year's pandemic experience without mentioning our Regional Care Unit (RCU). In last year's report, we shared that Ocean View had answered the call from government to manage an RCU. As the only long term care organization in our province to do so, we were well-prepared at the time of that report to support folks with COVID-19, but had not yet been called to action. In the year since, the RCU was needed and the RCU team proudly supported residents from our region with excellent care. You can read more about the operation of our RCU, including thoughts from the perspective of frontline staff, later in this report!

Our Vision



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

The pandemic has also brought our awareness to the lack of capacity in our sector and our organization to manage human resources. This has inspired us to make a number of enhancements this year, including creation of a Senior Director role with accountability for Human Resources strategy, an HR Manager role, and an HR Assistant. We have also formalized a staffing/scheduling office that operates 7 days a week at Ocean View, and have made the commitment to formalize an official Human Resources department that will have its own strategy to deliver on crucial HR related activities and services. We are hopeful that

devoting this kind of formalized attention to this area will support us in recruiting, retaining and supporting the staff we need to continue to provide high quality care!

Speaking of recruitment and retention, we also introduced two initiatives this year to support staff who are interested in furthering their education to be able to offer another level of support to our residents. The OVCCC Employee Bridging Program was introduced in the winter to offer bursaries to current employees who wanted to become a CCA or LPN. Our Earn While You Learn initiative offered employees and members of the community the opportunity to take advantage of free CCA program tuition while also having the opportunity to work up to 40 hours/week at Ocean View during their program, making the educational opportunity possible for more folks! Employees are our greatest asset and we want to support them to learn and grow!

We continue to advocate for needed improvements in our sector, through the Joint Advocacy Committee of the Ocean View and Birches Boards of Directors; our membership in various associations; as a team; and as individuals. This year, members of our team participated in a lawn signage campaign to raise awareness about key LTC issues. We were also thrilled to participate in the filming of a television commercial during Continuing Care Month that promoted the importance of our CCAs. Successes of advocacy efforts from the entire sector this year included the creation of a Ministerial portfolio for Seniors and Long Term Care, and a commitment to increase wages for CCAs in long term care. Together, our voices continue to create change!

Looking towards the future, the team is hard at work planning to implement innovations that will help us work better and more efficiently, including Electronic Health Records and upgrades to our IT systems that will better support our staff. Our team has also worked, along with external experts at *William Nycum & Associates*, on an exciting proposal to government which would result in our residents having a new facility that offers them their own room—read more about our “My Own Room” dream later in this report!

Our Board of Directors is also hard at work developing a Strategic Plan to leverage all we have learned during the pandemic, and to guide our work into the future. Engagement from staff, residents, families and volunteers was crucial in the development of the Strategic Plan and we cannot wait to share it in detail with them in the coming year!

Both challenges and opportunities are inevitable in our long term care world, as in the world at large. We will continue to rise to both with strong values, a dedicated community of folks who believe in our work, and a willingness to embrace change. We thank you for being a member of our Ocean View community, and invite you to join us in celebrating the inspirational things our team has accomplished throughout this year!



A handwritten signature in black ink, appearing to read 'D. Edem'.

Dorothy Edem,
Board Chair

A handwritten signature in black ink, appearing to read 'Dion Moulant-Pettipas'.

Dion Moulant-
Pettipas,
President & CEO





Roy, Resident

Roy has lived at Ocean View for more than five years, and although he's very independent, he truly appreciates the staff who support him and the opportunities he has to still do things that are important to him.

Roy was a mobile disc jockey for many years, working at parties and celebrations. He even played at Ocean View once, as part of a fashion show event! Nowadays, Roy takes advantage of technology to listen to the music he has always loved—like Abba, Johnny Cash, and Elton John. He's eager for Ocean View to get more musical entertainment back when the lifting of pandemic restrictions allows it!

One of the other big challenges for Roy during the pandemic has been restricted access to the community. Although Roy does his best to respect the rules, he can't wait to have more freedom to come and go. Before the pandemic, he enjoyed being independent in that way, and says the team always did their best to support this.

"They trust me, they knew I was coming back," he says, "I'm shown a lot of respect."

Roy also enjoys the physiotherapy support offered at OV. He had a weekly exercise regimen in his earlier days, and he wants to keep up that focus on physical health.

"You have got some incredibly good staff here," he says, "They have always been there when I need them."

CCA Janelle (*pictured with Roy*) shares that Roy is very protective of staff if he feels they are being disrespected. He sticks up for them in whatever way he can.

"I do, I love you guys," Roy responds, "I think you're all doing the best you can."

Residents In Action

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

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

As throughout the previous year, Council continued to face challenges with gathering, due to COVID-19. When Council members were not able to meet as a larger group, smaller Resident Circles were held on each neighbourhood, to ensure that residents continued to have an opportunity to engage in meaningful conversation and make meaningful contributions, including:

- Council provided valuable feedback regarding nutrition, leisure activities, entertainment, and personal care; and provided on-going suggestions for the smoke room.
- Residents participated in the annual Resident Experience survey, with the highest response from residents to date!
- The Council voted to continue sponsoring the weekly Bingo games that residents enjoy so much.
- The Council re-elected the past president for another term. They also elected a vice-president, a position which has been vacant for two years!
- In appreciation of the friendship and support they receive from staff, Residents' Council voted to provide a prize to be included in staff Christmas celebrations!

When our residents come together, we're inspired by the impact they make!



*Residents' Council
President, Mo, and
Vice-President, Kendra*

Empowerment 

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

Janice, Family Member



Janice's brother Billy moved in to Ocean View more than five years ago, and has found a happy home here.

"He loves it, he really does," says Janice, "And I'm very happy that he's here because he's close. We grew up just down the street, just down over the hill. When we're outside or looking out the window, he can recognize everything."

Growing up in the local Eastern Passage community was wonderful, Janice says. She enjoyed that you knew everybody, and also remembers watching Ocean View's growth over the years. She watched it open and grow in its original location, then open and continue to grow at 1909 Caldwell Road! Janice even worked here as a student for a short while, the year after the current OV building opened its doors!

Today, she is grateful that Billy is able to live his life here, doing things he enjoys. Billy loves doing puzzles in the Sun Lounge, listening to his collection of music on his headphones (he loves old country and rock n' roll!), and spending time with the friends he has made here.

"I do without a doubt feel like he gets to make decisions for himself and do things he likes to do," Janice says, "Every single day."

Visits have sometimes been a challenge during the pandemic, but when Janice is able to visit, she enjoys taking Billy outside to enjoy our outdoor spaces. And she's happy to say that she feels at home at Ocean View.

"It's always very welcoming," she says, "The staff are very accommodating and friendly! The staff have always been wonderful since day 1."

Families Help *Shape* Life at Ocean View

This year, members of our Family Council made an impact on life at Ocean View in many different ways. Many members of Family Council, as well as other family members, continued to join us as Designated Caregivers this year, adding an additional layer of support for their loved ones. Their contributions have made an amazing impact, and our team is so grateful for the value they have brought to life at Ocean View this year.

This year families have joined us for a number of Family Council meetings, sharing valuable thoughts including feedback on a number of roles added to our team this year, like our Music Facilitator; suggestions regarding the best methods of communication with families; and helpful ideas for assisting both residents and families to understand who is on the floor on any given shift, and what their role is. We are always better able to offer quality care when we have this meaningful input from families!

Autonomy



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

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

We strive to ensure our clients are **living well in the setting of their choice**, so we are thrilled to report that this year the percentage of our residents and families who would **recommend our services to friends and family remains high at 86%**

The pandemic has impacted many of the ways in which we measure our success in this area, impacting number of admissions and vacant bed days, however our ability to welcome admissions has improved as we have found a way to work within the challenges COVID-19 has presented!

In terms of safety, we still have work to do in decreasing infection rates, but we are happy to report that two of the most important indicators of resident safety — rate of falls and rate of falls with major injury — remain low compared to previous years.

Despite systemic and site-specific challenges, we continue to work hard at all levels to provide exemplary care to those we serve.



Celebrating Our Team

Janelle
CCA Team Leader



Ocean View was thrilled this year to create a CCA Team Leader role to help steward our team through some challenges and changes. Janelle was already working at OV as a CCA, and stepped wholeheartedly into this role.

Janelle originally joined our team during the pandemic, and contributed her talents to both our Outbreak Unit and Regional Care Unit (RCU). Originally motivated by a desire to support the long term care sector with her skills during challenging times, Janelle soon discovered that she really enjoyed our work! As a member of our local Eastern Passage neighbourhood, she also sees a lot of value in working in your local community.

Innovation



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

In her new role as CCA Team Leader, Janelle will have positive impacts on life at OV for staff and residents alike. She will work with Neighbourhood Managers and Team Leaders to support the interview process, orientation process, and staff development. She will also work with employees to ensure they can navigate systems such as the PLAR, CCA Registry, and educational programs. CCAs are our biggest staff group, and we hope this support will help them thrive!

"I'm a huge advocate for the residents we support **and** the staff that support them. They need a strong voice and I hope to be that strong voice," Janelle says, "It's important for a CCA position like this to exist, an opportunity for growth for a CCA. And it is important as a CCA staff group that we can focus on areas we need to work on, and areas where we're doing great!"

Despite the important work she will be doing as CCA Team Leader, Janelle plans to stay deeply connected to what it truly means to be a CCA. She believes that a leader should never ask people to do something they're not willing to do, and is taking the opportunity each and every day to do at least one resident care task for those we serve.



Resident Wallace spends time with Janelle

"I would love for people to know how hard CCAs work. I think it's incredibly important," says Janelle, "When people say I'm 'just' a CCA, I want them to eliminate that word! You are critical to the healthcare system. Every role is critical, actually. You're not just a dietary aide, you're not just a housekeeper, you're not just the person taking temperatures at the door. People need to take pride in this work."

Read more about Janelle's experience working in the RCU on the next page!

Strategic Priorities: *Leadership, Governance, Stewardship*

One of our strategic goals is to achieve **appropriate structure and resources that support success**. In this area, we're happy to report that this year we have continued to use good financial management processes and to find creative revenue sources, allowing us to continue to deliver quality care.

Despite the challenging year, we worked hard to keep our bad debts at reasonable levels, and were able to make investments in unique supports to improve resident life.

In the coming year, we hope to focus on decreasing WCB rates, which have risen during the pandemic. We are confident we have plans and structures in place to achieve this moving forward!



Our Pandemic Experience

As we write this Annual Report, the COVID-19 pandemic has been a reality for two full years. Throughout this challenging time, our team at all levels has been dedicated to ensuring the health and safety of those we serve.

Offering care to those in long term care spaces this year has presented unique challenges, and our team has stepped up in countless ways to ensure the safety of our residents. This has required seeking to understand so much changing information. In fact, staff have received more than 125 messages this year containing updates about restrictions, infection prevention, and the current COVID-19 situation in our facility!

Speaking of the situation in our facility, staff have navigated a number of COVID-19 investigations and outbreaks within our facility this year with calm, competency and determination. Despite best efforts to keep COVID-19 out of the facility, when cases are high in the community it's incredibly difficult to prevent cases and even outbreaks. However the team has adapted to changing protocols and have done an amazing job keeping residents safe and well cared for, even during these times of stress and increased pressure.

In the Winter, when COVID-19 boosters were available to long term care residents, our team worked hard to quickly ensure residents received them. This was an extraordinary effort because of competing priorities at the time, but the team pulled together to get it done!

When mandatory vaccination requirements for staff were announced in the Fall, staff also stepped up to ensure they were in compliance by the deadline, so they could continue offering the excellent care our residents deserve! Those who were not yet vaccinated were supported with education and information to help them become more comfortable with vaccination, and we are proud of them for being open to that information and encouragement!



In the Fall, staff at an event hosted by CUPE Local 1245 took the opportunity to share kudos to one another for all of their hard work during this time. Their MANY kudos were shared on the Positivity Tree (pictured left)!

It has been a tough journey, and we are so proud of our team's resilience!

We would be remiss if we talked about this year's pandemic experience without mentioning our Regional Care Unit (RCU). In last year's report, we shared that Ocean View had answered the call from government to manage an RCU. As the only long term care organization in our province to do so, we were well-prepared at the beginning of this year to support long term care residents with COVID-19 from facilities throughout our region.

The plan was for residents from a list of our fellow facilities who were ill with COVID-19 to be transferred to the RCU, where they could be cared for by our team, a team specially focused on infection prevention and excellent care for those with COVID-19.

Soon after this year began, the RCU was called to action, but not entirely in the way we had imagined! We received a call in the Spring sharing that a care facility in our sector was dealing with a COVID-19 outbreak, with ill residents. This facility was not one of those who was planned to send ill residents to the RCU originally, but because of the specific circumstance they were in, and because of our expertise and preparation, the province asked us to step up and help by opening our RCU to their ill residents. Our answer was YES, and we were so proud to be able to offer this invaluable support to both the residents and facility who needed it.

The RCU team did an amazing job proudly supporting these residents and others from our region with excellent care in the RCU. However ultimately our fellow long term facilities did an excellent job with infection prevention, and the RCU was only needed twice in total!

Thoughts from Janelle, who worked on our Outbreak Unit and in the Regional Care Unit:

"It was nice to support individuals through something that was so uncertain. It felt like a privilege to work within those units because you were learning so much about PPE and IPAC. It certainly has gotten me thinking about infection control and the way we do things."

"I spent my days with a very small team, including one housekeeper, one LPN, one RN. They were small teams so you really had to work together. We were always aided with dietary, they were a big part of the process. It was a group effort. The housekeeping team and laundry did a lot for the RCU. They all deserve so much recognition!"

Our “My Own Room” Dream

This year, our Board of Directors shared an important message with government that represented their voices as well as feedback heard from staff at all levels of our organization, from our residents, and from their loved ones. This message shared our dream for our residents to have a new facility where they can each have their own room.

This message included a proposal outlining this dream and how it can become a reality. To help us better understand how we can achieve the vision of each resident having their “own room”, we engaged the design team at William Nycum & Associates—who have a portfolio full of successful healthcare and long term care projects—to work with us on a concept. Nycum & Associates lent invaluable expertise in developing the proposal that shares a vision of how we might be able to offer our residents their “own room”.

We believe our residents deserve their “own room” in a facility that can offer them **respect, privacy, dignity, safety,** and **quality person-centred care.**

We were thrilled to hear that the mandate of our new Minister of Seniors and Long-Term Care includes establishing, by the end of their first year, “a plan for the expansion and renovation of existing properties as well as the development of new accommodation”. We were so proud to have our detailed and professional proposal ready to share, to help explain what this might look like in action for Ocean View!

We are looking forward to hearing exciting news from our government in the fall regarding the “My Own Room” proposal and Ocean View’s future!



My Own Room

Why do we believe so strongly in the proposal we shared with government, and in our “My Own Room” dream?:

- We believe that our residents deserve, at a minimum, to enjoy **respect, privacy, dignity, safety, and quality person-centred care**. Both best practice and the *Long Term Care Facility Requirements* guide us that this can be best achieved in a facility that meets modern standards, where the majority of residents are able to live in private rooms.
- Our **current building is more than 5 decades old**. It has served our residents well for many years, but it is now showing its age. Our facility is facing significant challenges with aging plumbing, aging electrical systems, aging communications systems, and an aging exterior. Major replacements and upgrades will be needed in coming years.
- Our current facility is not laid out in a way that reflects current best practices. In our current facility we're not able to deliver on a space that has private barrier-free rooms and private washrooms based on today's standards. 90% of our residents today have to share rooms and washrooms. Our current facility was also not built with current understanding of infection prevention and control in mind, and we now know just how important this is.
- Because of successful initiatives to keep folks at home longer in their senior years, the residents moving in to long term care are increasingly frail. Caring for them in this type of environment is becoming more and more difficult.
- We know our team does the best they can to help our residents overcome these challenges on a daily basis, but it puts an added strain on roles that are already so demanding. When people enter our doors, Ocean View still “looks” like home, but that's due to constant extra effort from the team to keep it looking and feeling that way. Beneath that surface, both staff and experts agree the facility is becoming too outdated and poorly laid out to serve the real needs of the residents moving into long term care today.
- We explored the idea of renovation of our current facility with Nycum & Associates, and we now have a deep understanding of why a new build is a better path forward for those we serve. Major construction projects involve a lot of activity, relocation, upheaval, noise, dust, dirt, and often disruption to major services. Subjecting the often frail folks living at Ocean View, many of whom have difficulty managing change, to these conditions over a many-year project is not acceptable to us.
- A new facility would be designed to support resident independence and choice, easy resident orientation and wayfinding, and physical and cognitive stimulation! It would also be designed to support the wellbeing and safety of staff, and provide a space that is efficient and pleasant to work in!

We know that folks have beautiful memories within our existing facility, and strong feelings of “home” associated with it. But we hope our community will also see the exciting potential of our “My Own Room” dream, and join us in our belief that our residents deserve their **“own room”** in a facility that can offer them **respect, privacy, dignity, safety, and quality person-centred care!**

Recognizing Our Team

As you read in the previous section, our team has stepped up and worked so hard this year to accomplish amazing things and offer excellent care.

We wanted to take this space in our Annual Report to share some of the ways we, and our community, have recognized them for their dedication, and for doing this important work in one of the most challenging times.



- As restrictions have changed in the community, we know our staff are juggling a lot of priorities and changes in their personal lives, and making a meal to bring along to work is just one more thing on their list. To help with this, on Valentines Day 2021, we began an initiative to provide complementary meals for staff for four months. Staff have been enjoying one free lunch or supper during their scheduled shifts, deliciously created by our amazing kitchen team!

- A focus on mental health is so important these days, in the general community as we all deal with the impacts of the pandemic, and especially in the long term care sector. To support our teams in recovering from the stress of the past couple of years we have offered all staff the opportunity to attend a 5 week provincial-wide Self Care session, as well as Canadian Mental Health Association workshops focusing on rebuilding their resilience.

- Our community has also offered their applause to our team! 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!

Our Mission

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

In March, the Eastern Passage/Cow Bay Lion's Club recognized front line workers as 'Citizen of the Year' at their 50th Charter Anniversary, and presented a beautiful plaque (pictured above) to one of our very own LPNs, Christa Shannon, to recognize health care workers! Thank you to the Lion's Club for showing their support for folks doing this important work!

CEO's Award of Excellence

Congratulations Darlene! Thank you for living our values and mission in your work life!




Each year we recognize **outstanding staff contributions** to service delivery with this award. Winners are nominated for outstanding contributions to Ocean View and those it serves. **In the 2021-22 year, we congratulated:**

Darlene Barkhouse, Laundry

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"!

Long Service Awards

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

35 years:

Krishna Kumar

25 years:

Juliana Lund

20 years:

Alicia-Deloris Downey
Tracey Logan

10 years:

Marie Cortez
Rivanette Ortega
Valerie Windsor
Selina Smith

Congrats to all! You're such an inspiration!

Celebrating Collaboration

In last year's report, you heard that Ocean View, The Birches, and Port City Home Services had joined together to form a **Diversity Committee** to ensure we are able to offer welcoming and inclusive spaces to our staff and those we serve.

In the past year, the committee has focused on our **Strategy for Diversity**, working to help staff become more informed about diverse identities; exploring resources to help us learn how to best create more inclusive spaces; and working on policies to give staff the tools they need to address inclusion-related issues in our workplaces.

The committee is also working on ways to collect information from our residents, clients, and families about their experiences and suggestions to make our spaces more diverse and inclusive!

Respect



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

Strategic Priorities: *Community Capacity Building*

One of our strategic goals is to achieve **self-generating community capacity that enables the ability of all community members to live well and experience a sense of belonging.**

This year, our Strategy for Diversity has driven us to start building relationships with potential partners in our community who represent diverse communities. We believe this will create exciting opportunities in the future!

This year we have also support the creation of a separate, dedicated Board of Directors for the Ocean View Foundation, which will help elevate the fundraising efforts of the Foundation. Funds raised by the Foundation support projects at Ocean View that make an amazing impact in the lives of those we serve!

Our Work with The Birches Nursing Home

Our relationship with the Birches Nursing Home (TBNH) is an important and meaningful one. Our team contributes skills and expertise to TBNH through our contractual service agreement, and TBNH in turn contributes funds to Ocean View that allow us to do more for those we serve.

As you read in last year's report, in 2021 the Government of Nova Scotia announced that The Birches' facility would be replaced. Since that time, our team has been hard at work offering support to lay the groundwork for this project!

What are some project highlights so far?:

- The new Birches Nursing Home facility will be a 48 bed home, which means a welcome increase of 6 more nursing home beds on the Eastern Shore!

- The team has been thrilled to select, through RFP process, highly skilled experts to support the project including a Project Manager, Site Selection Consultant, and Architect / Prime Consultant. These folks will help ensure that the project continues to move forward swiftly, that the project follows the proper processes to ensure success, and that the new building incorporates current best practice in long term care facility design!



- The next phase of the project includes a Site Selection Process. Possible sites will be considered based on a number of key factors. These factors include those required through the funding for the project, and those based on making sure the new facility can best support the local community, recruit the right staff mix, and offer excellent quality care!

- As we move towards the design phase, there will be lots of chances for Birches stakeholders - including staff, residents and families - to get engaged and help make sure the new Birches looks and feels like home for those who live and work there!

"Infrastructure renewal is one of the key focuses of the strategic plan we developed in consultation with The Birches community in 2018, so it is a privilege to work on making sure these upgrades happen," says Dion, President & CEO, "The next few years are certainly going to be exciting as we work towards this accomplishment that the Eastern Shore community has been looking forward to for so long!"



Get Involved! *Together We Make the Greatest Impact*

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

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Ocean View

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