



**Annual Report
2020-2021**

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www.harbourviewlodge.ca

MESSAGE FROM THE BOARD OF DIRECTORS

2020 has been a very challenging year, but it has also provided significant opportunities for positive change, especially in Long Term Care.

The Pandemic has forced everyone including our Board to turn a hard lens on itself this past year. It was necessary to research and educate ourselves, review policies and practices, lobby government on volunteering and governing during a Pandemic. Through it all we met our commitments, using innovative technology to hold regular meetings, committee meetings and provide Board education to our members.

We continue to apply for grants and appreciate the benefits they bring to the Elders and the community we serve. The Innovation grant is ongoing and is dedicated to creating Well Being Hubs that will assist those transitioning through the long term care process and beyond.

We said goodbye to members who with true dedication completed their terms. We welcomed four new members to our team and appreciate all our members and their commitment during this trying year. We continued to recruit and have two new members starting in June 2021.

MESSAGE FROM THE BOARD OF DIRECTORS

It was a time for goodbyes in administration as well. Roberta Duchesne HSM accepted a new position and Cathy Logan Clinical Supervisor retired. Both managers had the exceptional vision and heart that guided Elders, family and staff through the Eden Philosophy of Care, providing all individuals in their care a loving home.

One door closes and another one opens. We were part of the hiring process for the new HSM and were very pleased to welcome Amy Donnelly. She brings many skills and the expertise to enhance the care and respect of our Elders, family and staff. We look forward to working with Amy.

The staff worked in this challenging and unpredictable time stepping up into the unknown of the Pandemic that was particularly affecting long term care especially, causing serious illness and many deaths. We commend you for going the course, and for keeping our Elders safe and loved. Through it all, you achieved milestone four, the final step in the journey of the Eden Philosophy of Care, the highest level of achievement in any long term care facility in Nova Scotia. We are tremendously proud of you and you inspire us to want to volunteer and commit as Board Directors.

MESSAGE FROM THE BOARD OF DIRECTORS

The Pandemic has been very difficult for Elders and their families. I want to take this opportunity to thank you for your understanding and assistance in allowing for the best care possible to be provided in an ever changing environment. We commend your patience while we navigated the unknown.

As a Board we will strive to ensure our future reflects the insights and opportunities the Pandemic has revealed for long term care. We want to support our Elders, families and staff in a system that evolves and deepens the strengths of long term care, bringing it to the forefront of all health initiatives.

Thank you to all who made this year a success, and with compassion and caring may we all move forward with more conviction in these trying times.

Patty Henley

Chair HVL Board of Directors

MESSAGE FROM THE CEO

“I am grateful to be in this role and through my leadership, I look forward to contributing to the lives of the Elders that live here.”- Amy Donnelly



“

The best classroom in the world is at the feet of an elderly person.”- Andy Rooney

MESSAGE FROM THE CEO

This past year the COVID-19 experience has continued to highlight how agile and flexible we can be, keeping up with the changes this pandemic continues to bring us. We continue to work collectively to keep everyone safe. We continue to give the Elders autonomy in all areas we can within the restrictions and regulations coming out from the province and the Department of Health. As expected, our elders have been affected by this, reporting some periods of loneliness and boredom due to the visitor and cohort restrictions. Our home desperately misses the days when friends and family would come and go, the home full with noise and laughter, children would visit and social functions happening often.

Our recreation team as well as frontline staff continue to help everyone explore what play and social time looks like in this pandemic. The separate houses in Harbourview have been made into cohorts; smaller gathering limits and social distancing has been difficult but respected. Our Annual Memorial will look a bit different this year but will be as meaningful as ever. We have worked hard to maintain some of our other annual celebrations/events such as our Annual Lobster Dinner as well.

MESSAGE FROM THE CEO

Eden continues to be an integral philosophy of care that we live by.

There are 4 Milestones of work and change that Harbourview has implemented over the past 6 years in order to become an EDEN home.

On June 1, 2021 we met virtually with the Eden folks to show them our completion of the last Milestone.

This has officially made us the first home in Nova Scotia to have completed this work!

This is a huge achievement and the leadership team is working hard to plan a celebration. Elders, families, staff, Board of Directors and community will be invited. Stay tuned!

Eden Survey Results

Family, Elder and Staff Satisfaction Surveys were completed in May 2021.

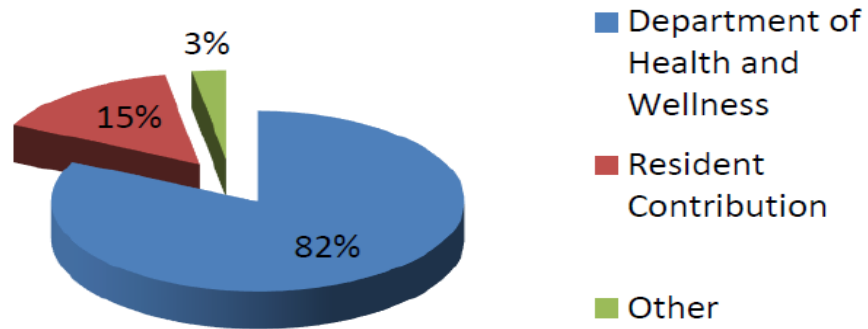
Results from family (12) were very positive, areas for improvement are regarding the absence of children in and around the home (25% agreed with this statement - due to the pandemic) and that the Elders appear lonely or bored at times (25-30% agreed with this but comments were added by families that they felt the pandemic was contributing to this).

Results from the Elders (14) were also quite positive. Areas for improvement are; feeling bored sometimes on the weekends (36%), they feel lonely because family has not been allowed in (54%), and they feel helpless at times (47%). Elders also reported they don't see the administrator enough (33%). This year has been tough on the Elders due to the pandemic and change in management but leadership will strive to improve these areas with or without a pandemic. Leadership is exploring adding more activities/spontaneity on the weekend and will work hard to be more visible around the home.

Results from staff (19) are somewhat as expected for a large team within the LTC sector. They report much of their work is under a great deal of tension (72%), they desire more professional development (47%), opportunities for advancement (58%), and recognition (22%). They also want the administration to be more visible (78%). Over the next year leadership will work to increase the number of performance and development plans done with staff, helping with goal setting. Leadership will seek training and development opportunities and do whatever possible to support staff. Leadership will work hard on recruitment to help with the tension felt due to our increased workload/staff shortages. Leadership has recently increased the frequency of staff meetings and outgoing communication regarding operations, staffing, recruitment, etc. Leadership has already begun utilizing the NSH Kudos and Staff Support Programs to recognize excellence within the team and encourage ongoing positive performance.

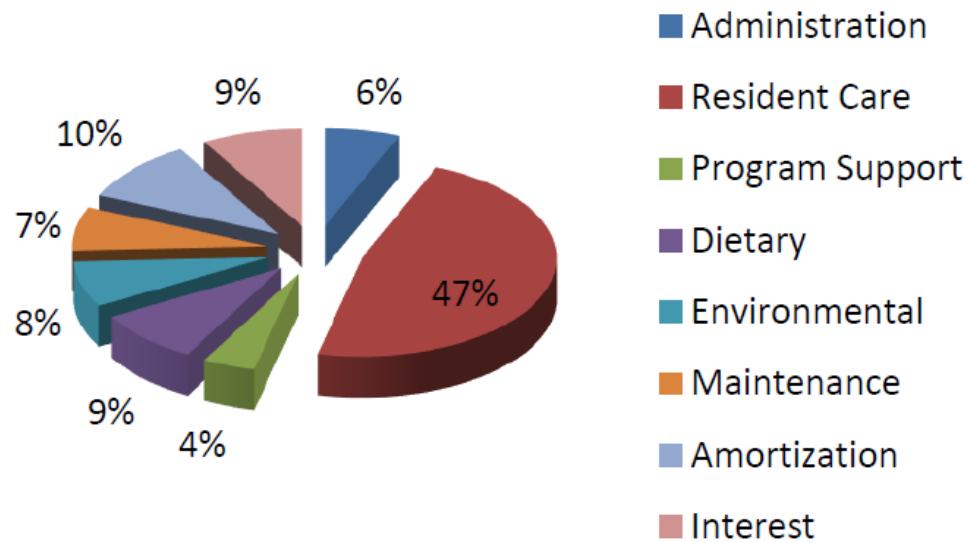
HARBOURVIEW LODGE CONTINUING CARE CENTRE FINANCIAL STATEMENT OF OPERATIONS

REVENUE 2020-2021



Dept Health and Wellness	\$	3,577,398
Resident	\$	656,148
Other	\$	<u>116,728</u>
Total	\$	4,350,273

EXPENSES 2020-2021



Administration	\$	273,239
Resident Care	\$	2,069,814
Program Support	\$	189,334
Dietary	\$	385,574
Environmental	\$	328,999
Maintenance	\$	312,816
Amortization	\$	441,462
Interest	\$	368,395
Total	\$	4,369,633

Recreation

We invented a new game this year! It's called "Perseverance & Determination" and by golly we got good at it.

This year has been undoubtedly the most challenging year we have ever experienced and with Recreation this was no exception. With every new Infection Prevention & Control Guideline we quickly adapted our programs to ensure the safety of our Elders. Through this experience we learned a lot about ourselves and our strength to persevere and find opportunities for meaningful engagement, spontaneous fun and new innovative programs.

Adapting to a world with tighter infection control restrictions meant losing some activities that required too much physical contact and transfer of germs. Our strong connection with Infection Control gave us the support for what we could "Still" do and not persevere on our losses.

We have always stayed on track with our Comprehensive Program Plan goals and used them as a guide to navigate through designing our programs.

We will share some of our highlights from this year 😊

Community

Even in a lock down we can still have a little fun!

At the end of every month we like to celebrate our accomplishments with a Tim Hortons drive through. Is there anything better than a surprise Tim Hortons at your door? We have also been offering a monthly special dinner, where we focus on a theme for our meal, activities, deserts and decorations for the day. We have ordered in “Fish and Chips” from our local restaurants and collaborated with the kitchen to celebrate diversity with cultural foods. If we can’t get in the community right now, we will find a way to bring our community to us. At the end of May we are also hosting a yard sale for Staff and Elders to participate in, another way to encourage our internal community here at Harbourview Lodge.



Harbourview Lodge

YARDSALE



When: May 21st 2021 1:00-3:00
Where: Heritage Room
Cost: Yard Sale Tokens
What: Clothing, books, decorations, toys/games

Note: Elders, Staff and Family if you would like to donate items (that can be washed or easily sanitized) please drop off to Recreation by Monday May 17th



Harbourview Lodge
Continuing Care Centre

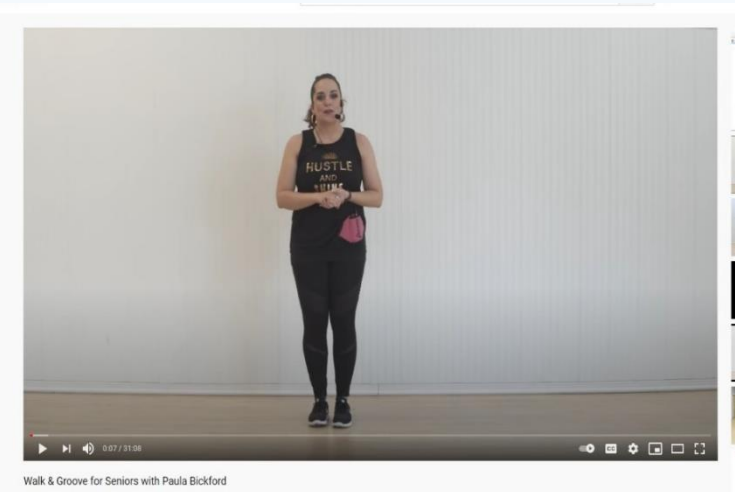
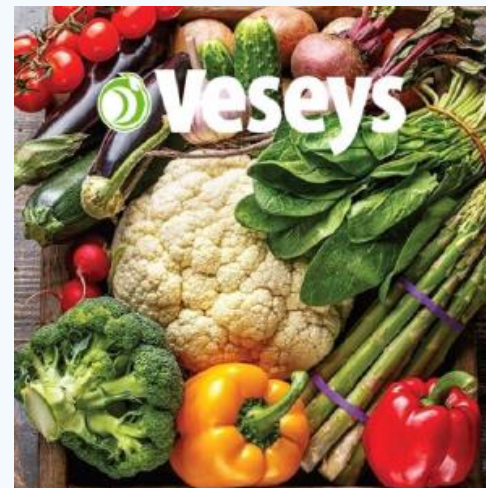
Volunteers

We were very fortunate to be able to have volunteers for a few months during this pandemic. We took the opportunity to design very specific programs to meet the needs and interests of the Elders. These programs were evidence based and carefully designed with the support of a skilled volunteer. Once a week we offered a “Words and Music” program, where each week we would choose a theme and have stories and music for the Elders. We had also started a wonderful partnership with the McPhee House Community Museum where we were designing a Reminiscence group. Each week we also enjoyed live country music with our volunteer Russ. We are optimistic that we will be able to open our doors again to our wonderful volunteers as they are a huge asset to Harbourview Lodge and our community at large. We have been very careful and following all Infection Prevention & Control Guidelines while offering new programs.



Technology and Staying Fit

- Technology has been an exciting adventure during this pandemic, there is without a doubt a love/hate relationship. We have been very fortunate to have access to iPads, for FaceTime with families, Skype for meetings, but also our Smart T.V's and Google Home Speakers. We have been able to offer some exciting programs with these devices. Twice a week we have been able to offer "Pet Therapy" through St. Johns Ambulance and although our visits have been virtual, the Elders have loved meeting the animals including dogs a cat and a BUNNY! We have also been able to utilize our smart T.V.'s to offer a new "Walk N' Groove" program for our Elders, this program is easy to adapt and a lot of fun for various abilities. Staying active during these times has been a priority for Recreation Therapy and we are always trying to find ways to keep it interesting and fun.



HARBOURVIEW LODGE BOARD OF DIRECTORS

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Wendy Cross, Secretary

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