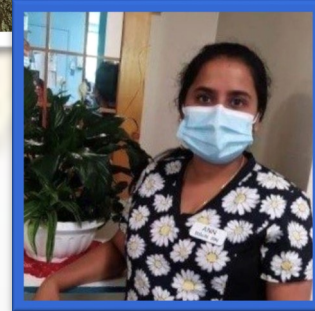
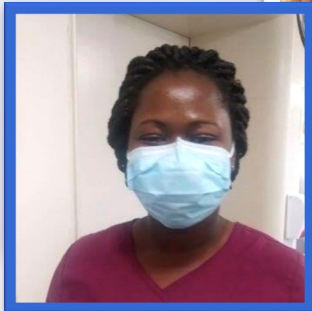
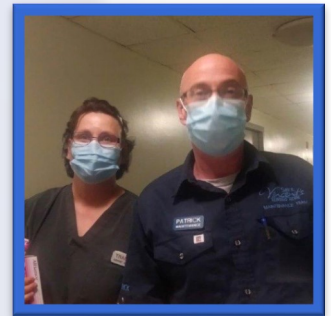
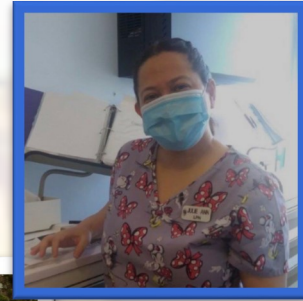
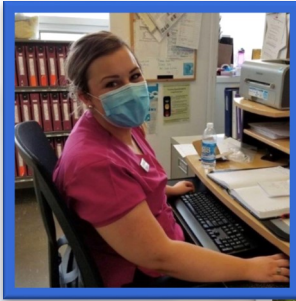


Saint Vincent's Nursing Home

2020



Annual Report

A CARING COMMUNITY

Our Vision

A caring community built
on meaningful relationships.

Our Mission

To provide resident and family centred care
by living our core values.

We work together to create quality of life
and support each other by recognizing
individual physical, social, emotional,
cultural, and spiritual needs.

Our Core Values



Safety



Caring



Respect



Community



Accountability

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A CARING COMMUNITY

REPORTS

Board Chair

Greetings to each of you!

2019-2020 has been an unusual year for all of us particularly these past few months. I would like to begin my report by thanking staff, families and friends for the stellar job that they have done to keep our residents safe, connected to loved ones virtually and involved in activities in creative ways. This new reality has challenged all of us to think in new ways and to adapt to situations that are heart-wrenching.

Angela, as the executive director, has found new ways to communicate to all constituents so that everyone is aware of what is happening and what advice is supported by the medical profession. The Board of Directors is grateful for the work that she has done.

As a Board we have continued to meet to carry out the work of oversight, evaluation and quality improvement. We are grateful for the support of Nancy Maguire in providing us with administrative support, gathering information and reminding us of meeting schedules.

We are also grateful to our directors who have completed their time with us. Sister Helen Danahy, Grace Allen and Donna Richardson. We shall miss each one's contribution and we wish them well. To the full Board I say thank you for all the work that you have done this year.

I want to end with a special message to the families. This separation from loved ones has been and continues to be a very trying time for you. We as a Board commend you for your compliance with the rules that are painful for you to follow.

Again I wish to thank Angela and all the staff for a job well done during this crisis.

Peggy Gorman, Chairperson
Saint Vincent's Board of Directors



Executive Director

The reporting period for our annual report is normally focused on April 1 to March 31. We share information on our successes and challenges for the past year and a bit on our plans for the coming year. Like in every other area, this year feels different. Our year end-wrap up that would have occurred in March was completely overshadowed by the pandemic. Sharing information from prior to COVID-19 seems outdated, but I do want to jump back to that time to highlight the progress we made and to remind you of some of our achievements.

We continued our momentum towards achieving our strategic plan and the three pillars of focus: Residents and Family, Community Engagement and Employees. Within this report you will see some examples of the progress we made in resident and family centred care; quality and risk; and the leadership initiatives on developing skills and capacity within our managers and front-line supervisors.

Our fiscal realities are always at the forefront of what we do, This year we experienced a surplus due to various anomalies and the ongoing efforts to control spending. The managers are tenacious in their efforts to maximize their budgets and play such a key role in keeping us on target.

Our annual Gift from the Heart campaign raised over \$20,000 to purchase therapeutic tools. Items such as a new guitar, hand bells, a rocking chair, therapeutic pets and weighted blankets are being ordered; residents will soon be enjoying the benefits.

I do not know what the next year will bring for Saint Vincent's. As we try to resume our regular work, COVID-19 is still looming above us. When the pandemic began, we prepared as if the virus arriving at Saint Vincent's was an eventuality; it is only now that we are considering that we may have weathered this first phase but we are not letting our guard down. We recognize how easily we could have faced the same situation as our neighbour Northwood. We have similar struggles with shared rooms, tight spaces, staffing challenges and a population that does not understand social distancing. An asymptomatic carrier would have also brought us to our knees.



The continuing care sector is currently under the microscope with a critical lens being applied to long-term care. Despite barriers and challenges in providing care to the frail elderly, the story of Saint Vincent's is one of compassion, caring and community. I'm proud to work with so many dedicate people who are here for the residents even in the most trying times.

Warm Regards,
Angela Berrette, Executive Director



Pictured left to right:
 Joanna Johnson
 Krista O'Hearn
 Kim Wright
 John McDonald
 Ken Rehman
 Lauren Richardson
 Anya Teri
 Debbie Coombs
 Angela Berrette
 Scott Bell

Quality & Standards Committee

With a mind to the Strategic Plan, specifically the mission, vision and values of Saint Vincent's Nursing Home (SVNH), the Quality and Standards Committee met for the purpose of monitoring compliance with licensing, accreditation, standards and the strategic direction of the organization.

At each meeting the committee received reports on quality of life, care, and services and monitored compliance against agreed upon goals and objectives. Action plans were reviewed on quality improvements. There has been a renewed focus on the identification and treatment of pressure ulcers and wound care. A new system was established and implemented with the objective of reducing and preventing the instances of pressure wounds at SVNH.

The committee received reports regarding compliance with provincial, professional and legal standards. The medical director provided input throughout the year via the Director of Resident Care.

The committee discussed our participation in the Accreditation Canada program. With support from the Board it was agreed we would continue to seek accredited status.

Our family would like to thank all staff for taking good care of all residents during this uncomfortable and unprecedented event.

Our regular meetings were altered throughout the year and then postponed indefinitely due to the COVID-19 crisis. Since that time we have not met as a committee, but continue to monitor the status of the home through weekly zoom meetings with the Board and daily updates via email.

Grace Allan
 Chair

Physician Services

Care by Design (CBD) in the Central Zone organizes physician services in long-term care. CBD provides consistent coverage for residents plus access to a 24-hour on-call physicians' group which includes Dr. Jillian DiPenta, Dr. Margo Lindiner, Dr. Peggy Leighton, Dr. Gilda Bowdridge and our medical director, Dr. Barry Clarke. As the medical lead Dr. Clarke provides direction for the care of the residents and support to the Board of Directors through the Director of Resident Care. Dr. Clarke has accepted an extension of his contract as medical director of Saint Vincent's for which we are grateful.

When the outbreak at Northwood was declared Dr. Clarke was seconded from other roles to provide leadership and direction for the care of the COVID-19 positive residents. During this time he has continued to provide Saint Vincent's with guidance on how to respond to the pandemic. We are extremely lucky to have a physician who is so committed to furthering care of the frail elderly.

Thank you to all these physicians who are committed to working in long-term care with special thanks to Dr. Nicole Robichaud for covering Dr. Clarke's residents during the pandemic.

Residents' Council

This was a busy year for Saint Vincent's Residents' Council. Our committee format has changed. Residents are invited to attend any or all meetings and are encouraged to participate in decision-making to improve the quality of life for the residents.

We held our annual fall fair but with a new slant—a silent auction. Thank you to all who volunteered to make the sale a success. Residents' Council funds from the sale helped purchase new blinds for the dining rooms and lobster for a delicious luncheon.

Residents' Council reviewed and endorsed the new Resident Rights and Responsibilities which will be rolled out this summer throughout the facility.

The Residents' Council would like to thank all the staff of SVNH for the care and kindness they share with us every day. We also want to thank our amazing volunteers. You make Saint Vincent's a better place.

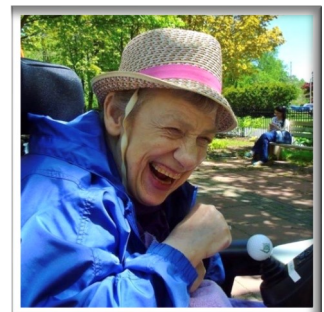
Bobby Desmond
Resident
Co-chair

Amy Parker
Recreation Therapist
Co-chair

Hillary Wellard
Resident
Treasurer



Bobby Desmond



Hillary Wellard

Financial Summary

It is my pleasure to address the financial position of Saint Vincent's Nursing Home for the fiscal year ending March 31, 2020. In order to ensure that the operation of the home continues to meet the needs of our residents, the management and Board of Directors employs sound fiscal management practices in the planning and forecasting for the financial needs throughout the year.

Our Finance and Facility Committee met regularly with the finance & facility management team throughout the year to review the financial position of the organization. In these meetings we reviewed both financial reports and discussed the progress of the many capital projects that were taking place throughout the year. In this capacity, we also oversaw the annual audit while reporting the results to the Board of Directors.

For the 2020 fiscal year, the management team should be congratulated on the achievement of a surplus of \$157,915 in our Capital Fund and a \$117,318 surplus in our General Operating Fund for a consolidated surplus of \$275,233. When considering an annual budget of 14.1 million dollars, this surplus is a minor variance and achieves the goal of operating with a break-even position.

The 2020 period was active with many capital projects taking place throughout the year. Overall there were six substantial projects worth noting including the following:

- Replacement of 10 beds and mattresses,
- Replace Fire Panel and detectors,
- Upgraded camera system,
- Replaced public announcement system,
- Replaced corridor blinds funded by our foundation,

- Began work on replacing hot water system.

These capital projects totaled roughly \$485,000, all with varying degrees of complexity. We were also able to obtain funding for a number of projects for the upcoming 2021 fiscal year including replacement of our exterior doors, replacing all five resident tub systems, replacing our roof and a number of innovative projects to directly assist our residents.

In this fiscal year, there is some financial data that is worth noting.

- During this year, we saw a decrease in our non-compensation operating expenses of 2.7%,
- Collective agreements were signed with CUPE which resulted in the first compensation increase for these staff since 2014,
- Of the overall budget for Saint Vincent's, \$11,134,276 or 86% of the operating funds are for compensation. With such a large portion of the budget being allocated to compensation, amounts spent on sick time and overtime continue to contribute to variances that are difficult to control.

As the needs of our residents continue to evolve, we are continually aligning our resources in an effective and efficient approach. The management team has provided quality financial management and reporting and has continually looked for ways to increase efficiencies that lead to reduced costs that will ensure a sustainable future.

I would like to thank the committee, Board members Donna Richardson and Anna LeBlanc, as well as the management and staff of Saint Vincent's for their support, assistance and hard work over the past year.

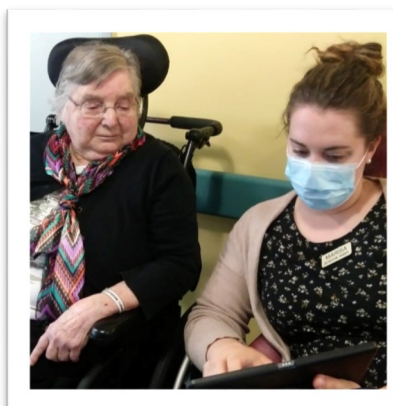
Michael McDonah
Treasurer

Resident Care

The past year in Resident Care has been one of changes, challenges, and triumphs.

Pastoral Care experienced a challenge with the retirement of Father Cosgrove. This resulted in a change in our ability to offer the number of Catholic Masses. Debbie MacDonald worked tirelessly and despite the shortages of priests, was able to secure a weekday Mass as well as one to two Sunday Masses per month. This was no small feat. Unfortunately, the COVID-19 pandemic has placed all services on hold and we are waiting to see what the future holds for church services when they are able to restart. For now, small group hymn sings, one to one visits, and televised Masses are helping to fill the void.

We have also seen positive changes in our recreation department. We have made some staff schedule adjustments that have allowed us to increase our recreation offerings on evenings and weekends. We have seen new and innovative programs such as our Virtual Reality and floor hockey; and the old favorites such as mind matters and bingo. The recreation team has had to be much more innovative in



the new COVID-19 world. They have continued to provide services for residents but in smaller groups with social distancing as much as possible. They have kept families in touch with their loved ones through virtual means. In the months of April and May 2020 they facilitated 422 calls through Skype, Facetime, Zoom, and phone calls. Kim Wright, with the help of many staff, has kept the faces of residents prominent on our Facebook site which has also helped keep families connected.

In direct care we have secured new technology and equipment to improve our service to residents. Our greatest investment has been to implement an electronic charting system that allows for improved accountability, care planning and documentation. We are now better able to keep assessments and care plans up to date and in our last licensing inspection it was noted that our care plans were amazing. We continue to learn this new system in order to maximize what it can do for us.

We invested in other equipment and training to improve safety for staff including safe resident transfer equipment/education, non-violent crisis intervention, and how to respond to situations where a resident or visitor is displaying aggressive behaviours. This education will continue.

The most recent challenge for all of us has been that of the COVID-19 pandemic. Most of our initiatives have had to be placed on hold while we manage this risk. We have adjusted to the ever changing information and guidelines as the world learns more about this virus. As a facility, we moved quickly to create an isolation area in case we had a COVID-19 outbreak. We initiated staff screening and restricted staff who were working in high risk areas outside of our facility from working here as well. Our infection control designate, Debbie Coombs, has been instrumental in keeping us up to date with ever-changing information and leading the effort to keep our staff and residents safe.

Our dedicated staff have adjusted well to our new reality with daily screening, continual updates and now wearing a mask for their entire shift. They take things in stride as they continue to provide great care and service.

Ken Rehman
Director of Resident Care

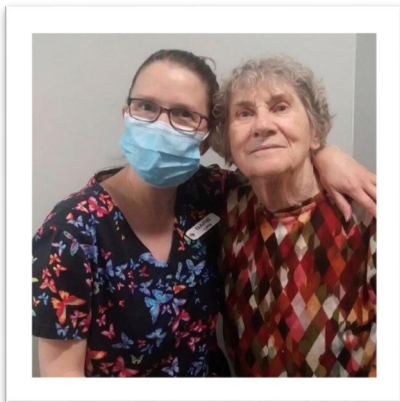
Commitment to Quality

We are now in year two of our strategic plan and are continuing our journey to resident and family centred care. Our data collection and audits show areas needing improvement and measures our success. Guiding this work is our quality plan.

The appropriate use of antipsychotics is a commitment Saint Vincent's made a few years ago and we remain well below the national average. Residents who receive an antipsychotic do so for appropriate reasons such as physical aggression. We continue to educate our staff on interventions in managing responsive behaviors through P.I.E.C.E.S. and the U-First programs as well as Non-Violent Crisis Intervention training.

Our falls rate has risen slightly over the past three years. Many of our residents are being admitted with high risk for falls (55% this year compared to 49% in 2017-18). With the increased challenge of our residents becoming frailer and the commitment to consider our residents' independence and quality of life, we strive to reduce the number of serious injuries that may occur with a fall. Residents, families and staff consideration for the use of hip protectors that may reduce the incidence of hip injuries, and increased rounding by staff are two initiatives continued in 2019-20.

Our incidence of pressure injuries (bedsores) was consistent this year as previous years. The trend observed is the injuries are being assessed and treated early resulting in the wounds healing at stage 2 and not worsening. When this is not the case we implement a full review to identify areas requiring improvement. With our commitment to reduce the number of residents who develop pressure injuries, Saint Vincent's is dedicated to make this happen through education, care planning, and initiatives in place by the Department of Health and Wellness, and more importantly the hard work of our healthcare team.



All residents, families and employees are encouraged to take an active role in quality at Saint Vincent's – whether that is participating in a quality committee, spearheading a quality initiative, conducting research on best practices, or taking part in education sessions to better their understanding of quality management and quality assurance for our residents.

As another year passes with this report, I wish to thank all the staff of Saint Vincent's Nursing Home for their dedication to the quality of care we provide our residents and families.

Kim Wright, RN
Director of Quality and Operations

Congratulations on a job well done. It is very reassuring to know my younger sister is in your home and being well care for.

Family Member

Thanks for all the extras you guys are doing above and beyond your regular duties. It is much appreciated.

Family Member

Staff Risk Management

Saint Vincent's Nursing Home is committed to promoting a culture of quality improvement using multiple strategies. One such strategy is the building of increased awareness and shared responsibility for risk management at all levels of the organization. We at Saint Vincent's:

- manage risk to protect both the facility, community and its assets using a proactive, long-term and sustainable risk management program geared toward minimizing reasonable and/or foreseeable:
 - ◇ harm to people,
 - ◇ disruption to operations,
 - ◇ damage to property and the environment,
- identify and take advantage of opportunities as well as minimize adverse effects, and
- provide education and continually strive to improve risk management practices.

The Joint Occupational Health & Safety (JOHS) Committee reviewed its policies this past year and introduced the Employee Hazard Management Program. It focuses on the identification of hazards and to eliminate or minimize/reduce the risk of injury/illness to workers and damage to property, equipment and the environment through monthly inspections by the committee and education of staff on the importance of reporting a hazard immediately.

The JOHS Committee also began circulating bi-monthly newsletters throughout the facility educating staff on the role of the JOHS Committee and pertinent staff safety issues that affect our workers.

Incident reporting is a primary means of risk management data collection. A review at the JOHS committee meetings determines if there are potential hazards, level of risk and follow up needed regarding education, training or supervision. Through a root cause analysis actions are taken to reduce the potential reoccurrence of the incident.

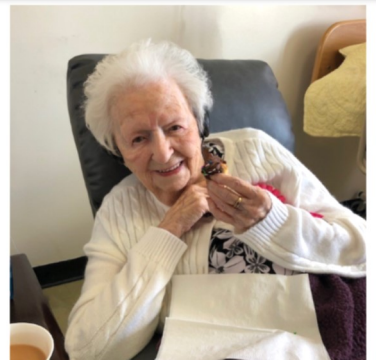
The PACE training of our nursing staff for safe resident handling and mobility is in full swing. Our incidents involving resident transfers/mobility remain low.

75 staff incidents were reported during the time period resulting in 50 minor injuries. There were no Time Loss Claims with WCB in 2019. There were two reported near misses.

Thank you to all the staff of Saint Vincent's for working safely.

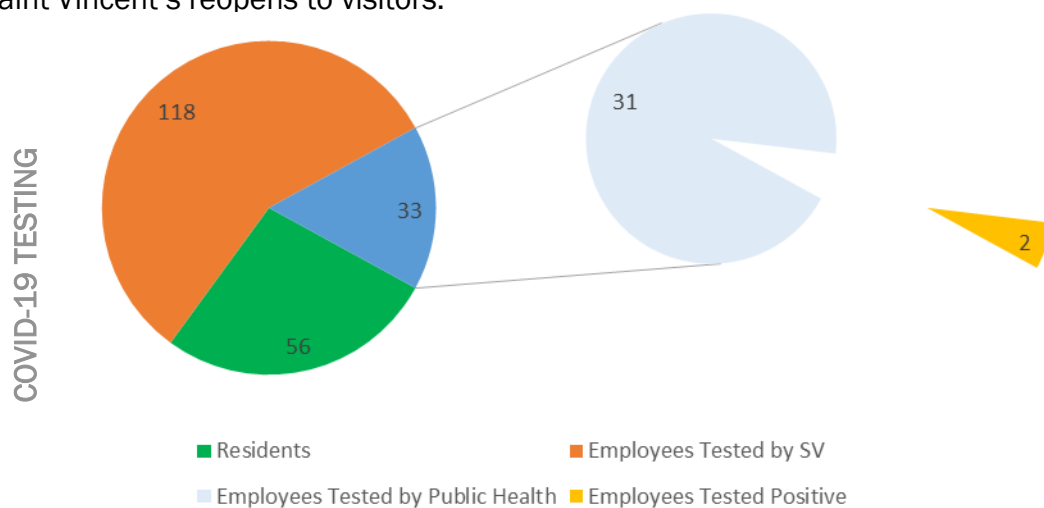
Kim Wright, RN
Co-chair
JOHS Committee

Kim Moulton
Co-chair
JOHS Committee



COVID-19—Timeline

- March 15** First presumptive cases in NS. Long-term care homes closed to all visitors, family members and volunteers in addition to non-essential outside contractors or health care providers.
- March 16** Pandemic Plan enacted. Outbreak procedures and IPAC standards put in place. Group activities are cancelled. Virtual visits begin. COVID-19 Information phone line and regular updates begin.
- March 22** WHO declared COVID-19 a Global Pandemic. Nova Scotia declares a State of Emergency.
- March 23** Contracted with Ocean View Support Services for additional In-Home Support Workers to aid nursing staff.
- March 30** Handwashing and screening required upon entry. Employees connected directly or in-directly with a facility experiencing outbreak are restricted from working.
- April 2** Isolated three rooms on the south end of the 2nd floor for Outbreak Unit.
- April 6** Active screening of both residents and staff including temperature check.
- April 15** Employees begin wearing mask throughout their shift. Mask costs go from \$.14 to \$1.30.
- April 28** Closed 6 beds to admissions. Constructed segregated space for new admissions who remain isolated for 14 days.
- May 1** Random testing of staff for COVID-19 begins on the recommendation of Dr. Clarke to ensure we do not have asymptomatic cases.
- May 12** 80 bouquets of flowers delivered to moms for Mother's Day.
- May 16** Bubbles of two households now allowed in the community.
- May 30** Limited summer vacation approval due to COVID-19 leaves of absences.
- June 15** Visiting at nursing homes now allowed with restriction.
- June 18** Province burst the family bubbles. Increased numbers allowed to gather.
- June 22** Saint Vincent's reopens to visitors.





A member of

