



# DYKELAND LODGE

**ANNUAL REPORT  
2021**



*We Rise Again*

# SPREADING JOY DURING COVID

## ARTIST KAREN REDDEN

Karen Redden grew up in Windsor, NS, where she worked for 30 years at her family's dog kennel business. Since arriving at Dykeland Lodge and adjusting to life in a global pandemic, Karen has found much comfort in her artistic abilities. Painting supplies fill Karen's room, allowing her to create her impressive body of work. "Painting gives me a sense of peace," Karen says. "This gift has been a blessing." Her gift extends throughout the home where Karen's artwork is fondly displayed in the halls and in residents' rooms. "Karen is the real blessing." Rec. Assistant Jennifer says. "Seeing her beautiful artwork in the halls has kept spirits high during this difficult time."

Karen has been painting more seriously since the year 2008, and admits she has learned a lot about her own artistic style and execution. She paints from memory and can be inspired by a nature scene or a photograph she's found.

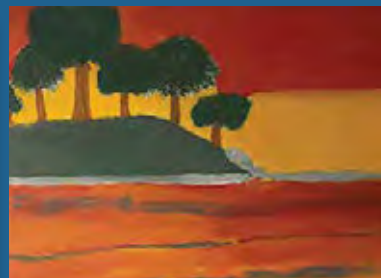
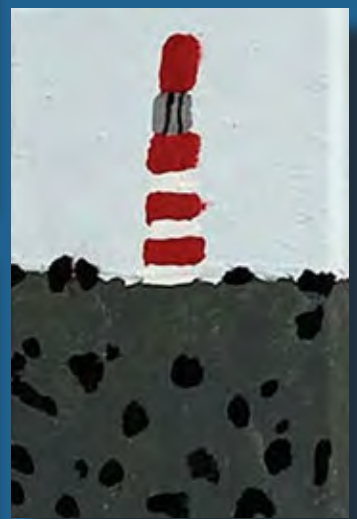
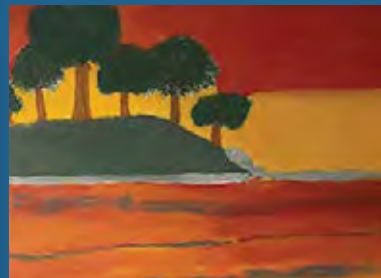
As Karen finishes the last few strokes on a new painting, she smiles, "I always laugh when I think about the advice my friend once gave me, in her NFLD accent: practice, practice, practice, me girl!"



Karen Redden,  
Artist and Resident

"Art is something that makes you breathe with a different kind of happiness."





# BOARD OF DIRECTORS

## **Peter Murray – Chairman of the Board**

Peter has close to thirty-five years with the Provincial Government, mostly with the Provincial Registry of Motor Vehicles as well as twenty-eight years as a Municipal elected Councilor for the Town of Hantsport. He previously was a Justice of the Peace for the Province of Nova Scotia and is currently a Commissioner of the Supreme Court of Nova Scotia.

Peter has a wide variety of Board and committee experience including; Chair, Public Works Committee for almost twenty years, Board Member, Hants Community Hospital Foundation and of course as the current Board Chair of Dykeland Lodge, where he has proudly sat on the Board for over twenty years.

## **Dan Boyd – Vice Chair and Audit, Finance, and Investment Committee Member**

Dan's professional experiences have been in Journalism, both Radio and TV for 13 years before transferring to Government Research for the last 26 years of his working life.

Dan says, "The care we offer our seniors should be nothing less than exceptional when you consider what they did for us. It has been a true pleasure to serve as Vice-Chair of the Board of Directors for Dykeland Lodge over the past few years and as a Board Member for the past nine years."

## **Glenn Robinson – Secretary Treasurer and Audit, Finance, and Investment Committee**

Glenn has previous experience with LTC, working as the Director of Finance for Saint Vincent's Nursing Home for 4.5 years and currently works at Lindsay's Windsor Funeral Home, however the majority of his career was spent Managing Accounting for CKF Inc, which is a Canadian company, serving the entire globe offering a wide range of pulp fibre, RPET and foam products for Packaging, Retail and Food Service. Glenn is also a member of the Society of Management Accountants of Nova Scotia. We are pleased to have him as a Member of this Board.

## **Don Rockwell - Board Member and Audit, Finance, and Investment Committee Chair**

Don has been a resident and active Community member of Hantsport for over fifty years. He was employed with CKF Inc. in Hantsport for 41 years. He served on Hantsport Town Council as Town Councilor and Deputy Mayor for 21 years, commencing in 1991. Don served a ten-year term, 1978-1988, as chair of the Hantsport Housing Authority during which Jubilee Lodge, a Senior Citizens Housing unit, was constructed.

Don says, "I am proud to have served on the Board of Directors for Dykeland Lodge for over twenty-seven years. I have been Chair of the Audit, Finance and Investment Committee for many of those years. I also have been a member of the Building and Grounds Committee of this wonderful facility."



"None of us is as smart as all of us"



## **Harold Bulger – Board Member and Building and Grounds Committee Chair**

Harold is Retired from Fundy Gypsum, so is able to lend his support when required to this strong team of Board Members. We are pleased to have him on the Board for Dykeland Lodge.

## **John Bregante – Board Member and Nominating Committee Chair**

Born in Yarmouth, Nova Scotia and raised in Dartmouth, John is a Graduate of Halifax Vocational School (NSCC) and is a Chef by trade having worked in various restaurant environments in several capacities including management. Elected to Dartmouth City Council 1982-1988 for two terms and served on many boards and committees including Board of Directors of Dartmouth General Hospital. After moving to Windsor in 1999 John opened the Meander Inn Bed and Breakfast with his wife.

John was also elected to Windsor Town Council 2000-2004, stepped down in 2004 and reoffered in 2008-2020 where he served on several boards and committees. John joined the Dykeland Lodge Board of Directors in 2008.

## **Randy Hussey – Board Member and Building and Grounds Committee Member**

Randy's experience has had him both East and West in Canada, utilizing his significant education and training in safety. Not exclusively in Safety as he has also worked as a Municipal Councillor, Real Estate Agent and is currently utilizing his education, training and experience at Chandler as a Safety and Industrial Specialist in their business as Suppliers to Business & Industry.

Randy has a wide variety of Board and committee experience including, but not limited to; President, West Hants Minor Hockey Ass., Director, Hockey Heritage Society, Director, Hants West Hospital Foundation, Past-President of Rotary Club of Windsor, NS and of course as current Board Member of Dykeland Lodge, where he has graciously sat on the Board since 2016.

## **Gary Slauenwhite – Board Member and Building and Grounds Committee Member**

Gary's education in Safety and Business Administration has led his experience to include working as the Director of Facility Services at Annapolis Valley Health as well as the President of G and P Safety Consulting Services, where he remains currently.

We appreciate Gary's contributions, recognizing his passion for education and healthcare and applying that to his role with Dykeland Lodge.

## **David Keith – Board Member and Audit, Finance, and Investment Committee Member**

David has been a lifelong resident of Brooklyn. He attended school in Brooklyn, Kings College School in Windsor, and Mount Allison University.

He spent years as the Atlantic Canada representative for Adidas Athletic Wear and Rawlings Sporting Goods.

He owned and operated Feet 1st Athletics in Windsor.

His mother, Loretta Keith, sat on the board of Dykeland Lodge in the 1980's.

He is an honorary member of the Brooklyn Fire Department and enjoys being on the Board and being involved in Senior Care.

## **Bob Morton - Board Member**

Bob is a life long resident of Hants County, currently residing in Garlands Crossing with his Wife Jennifer and 4 Children. Bob has a background in business; most recently spending the last 9 years managing the Shur-Gain Feeds N' Needs store in Windsor, before moving on to work with Valley Ford. He is also the Owner of the East Coast Farm Life Clothing Company, and a Municipal Councillor with the West Hants Regional Municipality. Bob has a wide variety of committee and board experience, most notably he was the Honorary Chair of the Hants County Christmas Angels in 2019 and past board member. He also sits on the Annapolis Valley Regional Library Board along with various political boards and has sat on the board of the Windsor Church of the Nazarene for the last 5 years. "It is an honor to be part of the Dykeland Lodge Board of directors along side so many community minded individuals as we work to give back to those that gave us so much"



# FROM THE CHAIR

Dear Board Members:

Another year has passed, and with it another year in our global pandemic that has been difficult for all of us.

Because of the hard work and determination of ALL our staff, we have kept Dykeland Lodge safe for all our residents for another year. The very high number of residents having their second vaccine is remarkable, and even more remarkable is the number of staff that not only received their shots but used their own time off to travel to Halifax to have this done! These types of things do not go unnoticed, and it shows the type of caring and faithful staff we have.

We were pleased to announce the allocation of land for a new Dykeland, with twenty-three acres of land on College Road to house a new Dykeland along with some new housing. Let's hope we hear some good news announcements soon so we can start our new building!

Again, I would like to go back to thank ALL of our great staff and also a special mention to our wonderful department heads and our Administrator, Krista for keeping us all on an even keel! Keeping our residents safe during a serious pandemic has not been easy but you have ALL given your best and for that the board appreciates everything you do every day.

I would like to also like to take this time to thank the Board for their assistance and cooperation throughout the past year and all the board members that also sit on committees, contributing their valuable time.

Peter J. Murray  
Chairman of the Board  
Dykeland Lodge



Peter J Murray  
Chairman of the Board,  
Dykeland Lodge

“The best view comes after  
the hardest climb”



# ADMINISTRATOR REPORT

I would like to begin my report by recognizing the efforts of the Long-Term Care (LTC) profession over the past year of this pandemic. I am proud of the dedication and commitment that our team continue to demonstrate as we provide health services and care for our community through COVID-19. It has not been an easy year for the team, dealing with COVID-19 both professionally and personally. We know the pandemic will have lasting impacts. It has highlighted the need for continued work life balance and well-being supports in the sector. Dykeland Lodge will continue to advocate for and participate in those changes. Thank you, for everything you have already done and will continue to do.

It has been such a privilege working with our Board of Directors over the past three years. The dedication of the Board members involved speaks volumes about their passion for our profession and the importance of advancing Long Term Care initiatives. I thank them all for navigating the various Zoom meetings through the year. As we have seen repeatedly through COVID, Long Term Care workers have become the foundational building blocks of our healthcare system. I appreciate the courage it takes and the passion it represents.

Covid -19 third wave is now slowly coming to an end and has left Nova Scotians with a new meaning of the word resilience. The daily ethical discussions of Covid have not stopped Dykeland Lodge from taking on new projects and strategically planning for the future of Dykeland and the sector. From leadership to education, to research and to new developments we have maintained a steady course to attain our goals this year. As an organization we are grateful for the compassion and patience shown by our families and loved ones.

Insightful discussions began late July 2020, around the replacement of our 50-year-old Long Term Care facility with our Board and Senior Leadership Team. As a team our new building committee worked throughout the summer and fall to secure land for our future development, being gifted 23 acres from the Province in February of this year. Dykeland Lodge collaborated early August 2020 on new development concepts with Bird Construction and have forged a cohesive and respected partnership. As we move through the rezoning process and various funding applications, we as an organization are thrilled with the progress and contribution to the community. The phased project concept will be including affordable housing for Seniors, Disability Options, Assisted Living, Medical Center, Community Center and retail developments. The design mimics Danish concepts of bright open spaces and exterior green space and walking trails. More exciting news to follow in the months ahead.

I also need to thank the Department of Health for the new IPAC, ICIP and Covid funding support of \$1,137,663.64 received to move forward on more than 25 major projects and support our additional Covid expenses. To the numerous contractors and suppliers who worked alongside Ed Sherman,



**Krista Beeler**  
Administrator

“The secret of change is to focus all of your energy, not on fighting the old, but on building the new”

Socrates



thank you for respecting all the restrictions and providing incredible work. Dykeland Lodge has received and implemented everything from 39 new ceiling lifts to 26 hospital grade tables to individual slings to new call bell and security door systems this year. Heading into the summer, Dykeland Lodge is positioned to flourish as a facility providing our residents with well-deserved upgrades.

One might think that our established CCA Program would have suffered through the Pandemic, but I can happily report that is not the case. Chantell Hughes, CBBC CCA Coordinator is the consummate educator and always has a thoughtful and out of the box perspective. Chantell, worked with the CBBC and Dykeland Lodge team to produce various virtual course applications. The goal, to flex the learning to fit each CCA Student and the ever-changing Pandemic restrictions. Our Dykeland Lodge CCA Coordinators Michelle MacDonald and Shelby Davis, as well as the many mentors and CCA Ambassadors have gone leaps and bounds in the last 3 years to grow the program. The unique perspectives of these dedicated employees are, in part what makes the program such a success and we would not have been able to accomplish what we have without you. In the past year we have supported the studies for more than 60 CCAs and RPL students. Fall 2021 will mark the completions of Class 4 and 5 and Jan 2022 is the tentative date for the next CCA program offering.

Our Dykeland Lodge team continued work tirelessly on multiple working group projects and initiatives to support Long Term Care as a specialized profession in Nova Scotia. One being the CCA curriculum deliverables during a Pandemic and the other the Long-Term Care Dalhousie Certificate working group. The new CCA curriculum deliverables were rolled out in the spring of 2021 and met with much support from the sector. Dykeland Lodge worked alongside our Dalhousie University curriculum specialists, LTC colleagues and the Nova Scotia Nursing Home Association (NSNHA) to design a certificate program for Administrators, Directors and Managers working in LTC.

I want to conclude my remarks by again expressing my deep gratitude to the more than 1,000 employees, residents, board members, families, and community partners, who all deserve the highest level of appreciation and praise. I am truly amazed at how as a team we have all pulled together in 2020-2021.

Plans we had at the beginning of the year quickly shifted, and everyone — from the Board to our leadership and management teams, and our staff — adjusted brilliantly. I would like to thank them all, for being a part of making this year a little lighter and brighter. As we move forward and learn to live with Covid 19, I am reminded of a quote which I feel embodies the struggles and challenges faced during this year. “Life isn’t about waiting for the storm to pass; it’s about learning how to dance in the rain”. So proud to say that Dykeland Lodge has a group of dancer’s worthy of Broadway lights.

Stay safe, stay strong and be kind,

Krista Beeler  
Administrator  
Dykeland Lodge



Covid - 19 Vaccine arriving at  
Dykeland Lodge February, 2021



“Storms draw something  
out of us that calm seas  
don’t.”



# DEPARTMENT REPORTS

## NURSING

Wow! What a year it has been for the employees, residents, resident's families and for the senior leadership team at Dykeland. I have been trying to stay as connected with the team as possible while navigating the new world of motherhood. Although these past few months have been exceedingly taxing on the entire team, they have shown us that, together, they can pull through just about anything. I have been extremely honored to watch from the sidelines the work that my fellow senior leaders have achieved despite dealing with a global pandemic; that in itself deserves a round of applause!

Reentering the workforce after an entire year feels daunting to say the least. My sole focus has been to raise my sweet little human; Elijah Tullis. As daunting as it may seem, I am excited to see what this next year will bring. Continuing the exceptional support and management given by Cheryl Huypungco, Michelle MacDonald, Ann Thibeau, newly appointed Shelby Davis, the outstanding work of Joy Grant-Delaurier with our Infection Prevention and Control Practices, and the extraordinary work of our nursing department will be my ultimate focus.

I think this year has made permanent changes in all our lives, but one thing remains clear; Dykeland Lodge will always do whatever it takes for their employees, residents, and the resident's families.



**Gabrielle Tullis**  
Director of Nursing

“Life doesn't get easier or more forgiving, we get stronger and more resilient.”



# HEALTH SERVICES

Incredible! What a year it has been for Dykeland Lodge. This past year has been centered around building a supportive environment for all members of our community. The Nursing Leadership Department went through reorganization to enhance and streamline the quality of care for our residents and staff.

Dykeland Lodge is a strong believer in promoting from within and continuing to generate opportunities for members interested in furthering education. It has given me great pleasure assuming the Interim Director of Care role as Gabrielle Tullis nears the end of her maternity leave. I knew I had “big shoes” to fill. I have enjoyed working closely with The Senior Management Team, as we moved to adding Health Service Supervisor Shelby Davis and IPAC Specialist Joy Grant Delaurier. Along with Ann Thibeau, Health Service Manager, our Senior Management Team has extensive passion and knowledge for the Long-Term Care Sector and have become a vital part of our leadership team. More than ever, all their hard work deserves a round of applause, including every employee working long hours, to care for our residents, especially during these times.

Navigating through infection control guidelines, restrictions and working closely with The Senior Management Team to help protect our residents and staff to decrease the transmission of COVID 19, I never imagined that I'd be in a position to tell someone 'You can't visit your loved one.

The highs and lows of working and living through a pandemic, trying to help families understand what it is that we are trying to do ... helping them feel that I am on their side, even though the situation might be really challenging, addressing the frustrations while still maintaining compassion.

Working around the clock to keep prepared for the Global Pandemic that is COVID 19. Our Nursing Department has a full pandemic supply on hand for our staff and residents to ensure the safety of our internal community. Through educational sessions and Covid 19 drills, all our employees have been an integral part of our planning and pandemic readiness.

Education continues to be a significant focus and continues to be one of our biggest accomplishments for our department, through a remarkable partnership with CBBC Career College we are continuously able to fill vacant positions and approve all vacation requests for our CCAs for this upcoming summer.

I am very honored to be part of an amazing team at Dykeland Lodge and I am excited to be returning to my role as Health Service Manager, as I am excited to contently grow professionally and personally as both a nurse and a leader.

Thank you,  
Michelle MacDonald HSM , LPN



Michelle MacDonald  
Director of Care

“Never doubt that a small group of thoughtful committed people can change the world, indeed it is the only thing that ever has.”

Margaret Mead



# HEALTH SERVICES

At the end of 2019, a novel coronavirus was identified as the cause of a cluster of pneumonia cases in Wuhan, People's Republic of China. Subsequently, the infection spread throughout the world, resulting in a global pandemic. The coronavirus is designated severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) and the illness it causes is coronavirus disease 2019 (COVID-19).

This is how I came to join Dykeland. I received a phone call in late December 2020 asking if I would be interested in being part of the defensive team against COVID at Dykeland as the Infection Control Nurse, so, I rejoined the workforce after a short retirement (2 months). I entered Dykeland in January 2021, and this quote says it all. The team at Dykeland welcomed me with open arms. There was an urgency at Dykeland to get things implemented and rolled-out. A plan was set in motion to protect the staff and residents as COVID-19 continued to spread in waves across the province.

To help reduce the introduction and spread of COVID-19 at Dykeland Lodge, certain general measures were implemented. These included vaccination of residents, caregivers and staff, implementing certain visitor restrictions, use of personal protective equipment, symptom screening, and testing of both residents and health care workers.

It was important to put these general measures in place, since asymptomatic transmission can occur, and symptom screening alone may not detect all cases of COVID-19. Guidelines from the provincial Department of Health and Wellness along with IPAC Prevention recommended that each facility designate an individual with infection prevention and control training to provide on-site management.

During the initial stages of the pandemic, strategies were incorporated into our facility to reduce the risk of COVID-19 infection, such as discontinuing use of common dining areas, separating staff into groups associated by where they were working in the facility, canceling all group activities, restricting resident movement within the facility, and eliminating the use of volunteers and other non-essential vendors.

In coordination with provincial and federal bodies, our facility has seen some ups and downs regarding where precautions stand. Throughout the year our precautions have changed; however, on May 4, 2021 we are still in a provincial lockdown with no caregivers or visitors coming to the facility, symptom screening at the front door for all staff, and continued serial testing.

**Personal Protective Equipment** - Our health care workers have been educated on proper wearing of well-fitting masks, glove use, and gowning. A medical mask must be worn when caring for our residents or performing duties in the facility.

**Vaccination to Prevent SARS-CoV-2 Infection** - Soon after I arrived, we started gathering health information and statistics, so all the residents could be entered onto a spreadsheet for CANImmune; the information you input into this app is owned by you. CANImmune will never share your personal information with any third-party without your consent, unless it is required to do so by law. Staff, residents, and caregivers were vaccinated for COVID-19 with the Moderna or Pfizer vaccine. The first doses were administered on January 27, 2021 to the residents and some staff, after an initial morning of training.



Joy Grant-Delaurier  
RN Manager and  
IPAC Specialist

“Any day spent with you is my favorite day. So, today is my new favorite day.”

# HEALTH SERVICES

We were so proud to be protecting our residents, and this continued as we prepared staff with education and support in order to receive their vaccines through the provincial portal, as they headed off to Halifax or Kentville for the Health Service Worker Clinics. We also gave vaccines to some staff and to our caregivers at the facility up until April 2021. I am very proud of what Dykeland has accomplished: 99% of residents vaccinated; 86% of staff vaccinated; and 100% of caregivers.

Serial Testing, when COVID-19 first arrived in Nova Scotia, was restricted mostly to those with multiple symptoms and close contacts of known cases. Now, Public Health has a much broader call for testing, including long-term care (LTC).

“With no symptoms, the only way to find people infected with COVID-19 is to test them,” said Dr. Strang. This kind of widespread testing would not have been possible during the first wave because of limited lab capacity. In March 2020, the province’s microbiology labs were able to complete only 200 to 250 COVID-19 tests per day; however, today that capacity has significantly increased, not only with serial testing, but with pop-up clinics and rapid testing taking place.

Today, I do serial testing on a two-week rotational basis for all staff and caregivers who wish to participate.

I have worked on the development of IPAC policies and a comprehensive Wound Care Program for Dykeland; and the goal is to implement these policies over a period to ensure our staff is educated on the new procedures and routines.

Daily surveillance is done for Public Health and our symptom management is recorded.

COVID updates are given; sometimes daily to all staff so they can remain up-to-date on the current situation in the province.

I continue to sit on the provincial IPAC committee to deal and monitor issues in LTC regarding infection control. Presently, Nova Scotia has regional IPAC professionals available to help at long-term care facilities if we have questions pertaining to COVID-19 protocols or infection control issues.

I developed audits and implemented them throughout the facility. Part of the provincial IPAC mandate was to incorporate infection control practices in the LTC setting, and educate staff on the policies and procedures which would help to keep our residents and staff safe.

In closing I would like us all to follow Dr. Strang’s advice

1. Follow the rules
2. Get vaccinated when it is your turn
3. Get Serial Tested
4. Stay home

Joy Grant Delaurier  
IPAC Nurse/ Interim Health Service Manager



“Sometimes we’re tested not to show our weaknesses, but to discover our strengths.”



# HEALTH SERVICES

Approaching my 4th year as a Health Service Manager, a priority of mine was emphasized on developing meaningful relationships with residents, families, and coworkers. The Covid 19 global pandemic has given me a different point of view on all aspects of developing relationships. Developing positive strategies daily was at the forefront, engaging staff and collaboratively working together, we were able to overcome many differences and as a result we were able to achieve a common goal. Covid 19 has impacted how I think and perceive the world; however, I strongly believe Covid 19 has not interfered with my compassion and empathy for residents and families. I am immensely proud of our staff for their efforts to keep Dykeland safe. Although the pandemic has changed the way we work day-to-day, it has made us resilient. Keeping health and safety as our number one priority, we have had to learn to live through challenging times to ensure this for our residents and employees while also performing other various responsibilities related to this role.

This past year I have continued to work alongside the physio department to decrease workplace injuries by providing PACE education to employees and developing safe work procedures and habits. Overseeing the OT/PT department, I especially would like to welcome Rick Sullivan our Occupational Therapist and Bethany Boutilier, Rehab Assistant as Caitlin will be leaving for maternity leave. Caitlin has facilitated module 6 testing for transfers and mobility (CCA classroom) and we have also worked together to provide new equipment such as Sara-Steady and slings, and we are currently working on obtaining shower chairs for the facility.

As you can imagine, we are always working toward improving and including new initiatives at Dykeland. It has been a very active year and I believe next year we will develop more recourses that will be beneficial to our facility.

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The opportunity to move into the Health Services Supervisor position has been a substantial learning opportunity for me. I have worked in multiple roles at Dykeland and I am very passionate about resident care; I am fortunate to have experienced so many different parts of it.

As the Health Services Supervisor, I oversee staff and residents in Blenkhorne Centre, Wallace Place and Snow Haven. I am responsible for arranging Designated Caregiver visits and schedules and I also work with the management team to make nursing and building decisions. I oversee stock and ordering for nursing supplies and have worked diligently with Nursing management to oversee the stock of the emergency pandemic supply room.

Through my multiple roles, I have always worked with such supportive and compassionate team members. Although my day-to-day routine has changed, the ultimate goal is to create a safe, happy and comforting environment for our residents and employees. I am so proud of the way that Dykeland has responded to the ever-changing times during Covid-19. The collaboration and dedication that our employees have shown us makes me unbelievably proud. Our team continues to flourish by providing exceptional care to our residents and working together to keep everyone safe.

As a leader I believe that self-reflection, good communication and recognition are the key components to a team that works well together. I try to bring these components into my practice every single day and I want to thank Dykeland for giving me a place to learn and grow. I very much look forward to the year ahead.



Ann Thibeau

Health Care Svcs. Mgr.

“Strength doesn’t come from what you can do. It comes from overcoming the things you once thought you couldn’t.”



Shelby Davis

Health Care Svcs. Supv.

“You may live in the world as it is, but you can still work to create the world as it should be.”

# INFRASTRUCTURE

Once again, this past year has been very hectic with COVID 19 still with us, but it has been an exciting year as well. We are excited with the announcement of the gifting of land to support our vision of the new Dykeland Lodge Community build, which will allow us to provide enriched living for our residents. I am extremely proud of all the hard work our staff and management team have done to keep our residents safe, and appreciative of the supportive Board for all their efforts over the past year as well.

As a facility, we have been very busy working on several projects, and keeping our supplies up during a pandemic, which at times seemed impossible. We had to pause on a couple of projects a couple of times but managed to complete them without any issues. We added two new industrial dryers and washers to give us all new equipment in our laundry over the last two years.

We hired an infectious control expert to review our laundry process and revamp our policies where needed. He also studied our laundry loads, washer programs to confirm that all levels/programs were the same on each machine for ease of operation. This has improved on consistency and quality of the laundry for our residents.

We are very excited about the many new projects on the schedule for the upcoming year, including the new build, and reviewing and finding a solution with our ventilation with The Department of Health. We are also looking forward to the time we can allow visitation and the freedom of both the staff and residents to have some sense of normalcy back in their daily lives.

Respectfully submitted,  
Ed Sherman  
Director of Infrastructure and Environmental Services



**Ed Sherman**

Director of Infrastructure  
and Environmental Svcs.

“The key to success is to  
keep moving forward.”

Ed





# FOOD AND NUTRITION

On completion of my 28th year of service at Dykeland Lodge, I can look back and say this year has been a year that will be written in the history books. Covid 19 restrictions continued to create challenges with Foodservice delivery. Not only did we have supplier shortages but increased costs and challenges with recruiting new staff. Despite these challenges, I feel that we continued to strengthen not only our Foodservice team but our management team as well. Over this year we all have become exhausted, however everyone continued to be there for each other and most importantly our residents. I continue to be proud of our Foodservice team and the service they provide to our residents.

Our biggest achievement this year was to fulfill our goal of hiring a dietitian to set up our GFS menu program. This program was a much larger project than we originally thought it would be. I was so grateful to have the assistance with its implementation. We presently have completed a 4- week winter menu and the Support Service Supervisor and I are presently starting to work on the summer menu. From this component we can link all pricing to our GFS account which allows us to see our meal day costs. Our goal this year is to further enhance the program so that the Support Service Supervisor can order direct from the menu program which will provide a weekly order guide to ensure no ingredient is short.

In addition to the above program, I continue to work as an advisor in the development of an institutional Cooking course. As you can well imagine due to Covid 19 restrictions this process is progressing slowly. However, I still strongly support this program and look forward to its implementation. This year I continue to attend education sessions through zoom, to keep me motivated, current and equipped to meet the ever -changing world of Long-Term Care. As well I continue to sit on a number of committees both within and outside Dykeland Lodge. I am an active member of the Nova Scotia Dietetic Association, and the central region Long Term Care Dietitians/Manager group.

This year we continued to work on recruitment and retention of Foodservice staff and to encourage and motivate staff to continue to learn through our Surge learning program. In addition to courses on Surge learning we also continue to work on ensuring that all Food Safety training is up-to-date, and this year we will concentrate on GPA and Choke save.

My goal for this year is to continue to work collaboratively with the staff of Dykeland Lodge to keep our residents safe from COVID 19 and learn and adapt as restrictions continue to change as we continue our journey through these unprecedented times. As always, I will continue to concentrate on ways to improve our food service to meet the needs of all our residents.

Respectfully Submitted  
Carlene Cole-Beaver P. Dt  
Director of Food Service/Dietitian



Carlene Cole-Beaver P.Dt  
Director of Food Service/  
Dietitian

“WINNERS are not PEOPLE  
who never FAIL but people  
who never QUIT!”



# SUPPORT SERVICES

This year has been a unique year with all the Covid 19 challenges. Extra ordering of supplies for two departments, keeping them rotated, dealing with daily changes, and ensuring staff are safe has kept us busy.

All 44 staff members that I am responsible for in Environmental Services and The Food Service Department now have performance appraisals completed and I am now in the process of setting up times to deliver these. Recruiting staff has been an ongoing challenge.

This year in the Food Service Department, we had the opportunity to work with Gordon Food Service on a new menu program. A lot of hours have gone into learning to use this program. Inputting new recipes, creating menus, linking vendor products to recipes for food costing and running reports have all been tasks learned. Lisa MacDonald, P.Dt. worked alongside of our staff well on this program getting their input.

I continue to be a member of The Canadian Society of Nutrition Management. I have just completed 36 enjoyable years here and am looking forward to a few more.

Respectfully Submitted,

Dawn Power  
Support Services Supervisor



Dawn Power  
Support Services Manager

“Today is your opportunity to build the tomorrow you want.”

Ken Poirot





# RECREATION

The recreation team at Dykeland Lodge has proven that not even a global pandemic can stop us from having fun, engaging the residents in leisure activities, and ensuring that all social, emotional, physical, intellectual and spiritual needs are met.

Through the assistance of an innovation project, we have added several new programs which include Drum Fit, Virtual Reality goggles as well as looking at Palliative Care and developing an assessment form called *My Wishes* which will enable Dykeland to ensure that the needs and wants of each individual is being met during their last days.

The department has learned how to use technology to keep families and residents connected through face time and skype. We have used Zoom to continue including families in our memorial services and have held an Art Show.

The department has found creative ways to still have socially distant music in the garden as well as an Antique Car Show parade and a Butterfly Release program. The recreation department ensured that special holidays, such as Christmas, were filled with meaning and connection to families by having several special programs and individual resident photos for families.

We have maintained our relationship with Dalhousie University by taking 2 Dalhousie Recreation Therapy internship students as well as recently welcoming our first Recreation Therapy internship student from Algonquin College. We have welcomed a new Chaplain as well as a new Music therapist. Our relationship with local schools has been maintained by students sending cards to our residents.

Throughout the pandemic we have managed to continue offering 1:1 visits, small and medium size programs, family visits, face time and skype visits. With the assistance of support aids and students, the recreation department has provided the residents with 5,352, 1:1 visits, as well as 7,930 leisure programs between May 2020 and December 2020. The pandemic has allowed the recreation department to grow as a team, learn new skills in relation to technology, and become creative and therapeutic in our approach to provide leisure opportunities to the residents, ensuring that the mental health of Dykeland Lodge residents is not forgotten.

Victoria Gagné  
Director of Recreation



Victoria Gagné  
Director of Recreation

“All of our dreams can come true if we have the courage to pursue them.”

Walt Disney

# FINANCE

This has been one of the busiest years for Finance. Managing the finances of an aging building with no increase in operating costs in our budget has proven to be a challenge; however, the Department of Health and Wellness has funded several emergency projects to help offset a great deal of these costs.

Since the start of covid the Department of Health has been funding covid-related supplies, cleaning, and additional staff. These costs were tracked and rebilled on a monthly basis; however, starting April 1, 2021 we received a prepayment for 6 months of additional costs based on our previous rebills. We have also received additional funding for infection control, all of which has to be tracked and, in some case, submitted to DHW to show how the money was spent. This has been a challenging task.

Further to the additional covid funding the government notified us that every employee who worked any hours in the periods of Mar 13-April 12, Apr 13- May12, May 13-June 12, would be eligible to receive \$500 for each period. This involved having to get a waiver signed by every employee stating they were eligible and were not claiming the same period at another facility. Once these were all received we prepared the billing to DHW and upon receipt of the funds we had to manually enter all 207 employees in the payroll system and do a special pay run.

One of my goals last year was to find a way to improve budgeting. I found a program but did not move forward as it became clear that the pandemic was going to last longer than expected and we weren't sure we would have the funds to purchase and maintain a new system. This year we will continue the search for budgeting software along with a way to manage all of the projects that are constantly going on around us.

Respectfully Submitted  
Brenda Ennis



**Brenda Ennis**  
Director of Finance

“Always remember you are braver than you believe, stronger than you seem, smarter than you think and twice as beautiful as you have ever imagined.”

Dr. Suess



# FINANCIAL STATISTICS

This past year has been a busy one in all aspects of the finance department.

**Payroll** – The new payroll system, through SSC had many challenges. The employee timecards are exported to PaymentEvolution for processing. The system still requires adjustments be done on payroll day, which is not ideal. It has been a learning process for sure. The final challenge was the production of the T4's, so hopefully it will be smooth sailing from here. This year I will be working on passing over the payroll production to Sylvana with myself doing all of the approvals and being a backup.

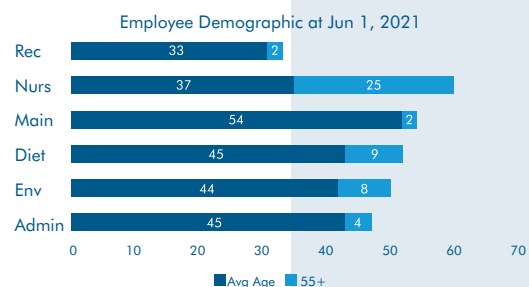
**Benefits** – Benefits are always challenging, keeping track of who is eligible and who is not, meeting with the employee, and tracking to make sure they return their forms, takes a lot of organization and time. Sylvana has been able to make benefits and HR a priority and has been doing a great job making sure everyone who is entitled has been notified.

Historically benefits have been underfunded by the Department of Health. With this in mind, we will be reviewing our current benefit costs and coverage and comparing them to other providers to determine whether we can provide comparable benefits to our employees for less so we can bring the costs down a little closer to budget. Here is a chart that shows the monthly costs to the employer and the amount underfunded. The amount is \$13,280/month.

**Scheduling** – Scheduling remains a challenge. Annette has done a fantastic job keeping on top of the schedule changes through the pandemic and trying to ensure staff are able to have their well-deserved vacation. A recent upgrade in our SSC software to the newest version has caused a bit of confusion but staff have been helping each other navigate the system. We have a dedicated support person at SSC which makes it easier when service calls have to be made. She also supports the payroll side of the system. Our goal this year is to review the process for employees updating their availability to see if there is a smoother way to accomplish this which makes it easier for the employee and less work for the scheduler.

Scheduling after hours has always been an issue. In the absence of the Scheduler or Managers, this duty falls on the nursing staff. They are often too busy and don't have time to document changes in the system. This makes it increasingly hard for Annette to have to decipher documents with hand-written notes. As a result, we have hired 2 part time (temporary) employees to work 2pm to 10 pm. They are Kaitlin Currie and Sulaiman Alhammad. Their roles will be to cover off any necessary replacements that arise in the evenings and to assist with various administrative tasks in Finance. This will free up the nurses to care for residents.

BENEFITS	Health	Dental	LTD	Pension
Total EE's	218	218	218	218
Total in Ben	97	102	181	121
% EE in plan	44.50%	46.79%	83.03%	55.50%
Total \$	15444.00	3777.00	5273.11	34099.94
Funded	6452.75	4760.25	0.00	34099.94
Diff	-8991.25	983.25	-5273.11	0.00
% funded	41.78%	126.03%	0.00%	100.00%



Changes in Staff June 1, 2020 to May 31, 2021

Dept	#EE at beg	New hires	#leaving	Growth	EE's at end
Admin	8	2	2	0	8
EnvSer	18	4	3	1	19
Dietary	27	9	11	-2	25
Maint	4	0	0	0	4
Nursing	141	72	61	11	152
Rec	18	11	15	-4	14
Total	216	98	92	6	222

Reasons for Termination June 1, 2020 to May 31, 2021

	ADMIN	ENVSER	DIETARY	NURSING	REC	Total
Dismissal				1		1
Ret/Term over	2			1		3
Health Reasons				1	2	3
School		1	1		2	4
LOA		1	1	11		13
New Job			2	9	3	14
Unavailable		1	2	12	2	17
QUIT			5	26	6	37
Total Dept	2	3	11	61	15	



# ADMINISTRATION SUPPORT SERVICES

## How Does the Administration Support Team keep the wheels moving at Dykeland Lodge?

Office Coordinator, Charlotte Schofield, is our director of first impression at Dykeland Lodge. During the past seventeen months, she has triaged thousands of calls, requests, and deliveries. Charlotte was the keyholder for the Covid Communication Employee Binder updates, providing excellent feedback to the Senior Leadership team. She has always been a right arm to the Administrator but never more so than during the pandemic. Her uncanny ability to think ahead and be extra prepared was what was needed this past year. We celebrate Charlotte!

Director of Finance, Brenda Ennis and Master Scheduler, Annette Sawler, welcomes to their team a finance and scheduling clerk, Kaitlin Currie. With the additional staffing needs and financial reporting required due to Covid-19, Kaitlin has been an integral new addition. Annette's passion for scheduling and doing her best to honor vacations and time off requests took on a new direction. After exhausting every possible option, together with the Senior Leadership team and the Nurses Union, Annette was able to provide collaborative solutions to vacation requests for 2021.

## Great news this year for our full-time and eligible part-time employee benefits!

Our health benefits have had great plan enhancements which include removing the \$10.00 co-pay on paramedical; removing the \$5.00 prescription drug co-pay; introducing a separate mental health paramedical calendar year maximum; and modest improvements to the vision benefit.

Here is a summary of this year's renewal:

Decrease in payment:

- Active Health decrease of 4.6%
- Dental decrease of 9.8%

Increase in payment:

- Long Term Disability contribution increase of 0.56%.

While the LTD had a cost increase, PATH (Personalized Assistance to Health) is a unique early assistance and support program that is a large part of LTD. This program is designed to help plan members safe return to good health and employment.

It is my goal that every plan member knows what coverage they have and understand the scope of the benefits that we are proud to offer. This year I will be sending out letters to all employees that have benefit coverage. This will include a detailed breakdown of the benefits that you have signed up for, coverage amounts, and an attachment of what your benefits entail and cover.



Kim Hillier, Human Resource and Education Coordinator,  
Charlotte Schofield,  
Office Coordinator,  
Annette Sawler, Master Scheduler



Sylvana Jarmash  
Benefits and Finance Coordinator



Kaitlin Currie,  
Administrative Support



# RECREATION INNOVATION PILOT





# FOOD SERVICE





# THE IMPACT OF COVID-19 ON HEALTHCARE WORKER WELLNESS

The COVID-19 pandemic has had a major effect on our lives. Many of us have faced challenges that range from continuing to work in healthcare, helping our children with on-line learning and providing comfort and support to our residents when families are unable to be present in our facilities.

Public health actions, such as social distancing, wearing masks, visitor restrictions are necessary to reduce the spread of COVID-19, but they can make us feel isolated and lonely and can increase stress and anxiety. Learning to cope with all these issues through the pandemic in a healthy way has made us appreciate the human need for touch and family involvement. The residents we care for have missed the human touch during visits from family and friends, but they have also been very resilient.

As our province works through the current phased approach to reopening our hope is that both staff and residents can return to some normalcy in their lives. It goes without saying but we are going to say it anyway: Staff at Dykeland have been our heroes through this fight against COVID-19. We are so proud of our Team for going above and beyond in supporting residents and bringing smiles and joy to their lives. You are and have protected some of the most vulnerable people in our community and we are very grateful. To our families we are anxious to have you back in our Home when the time comes, and the residents are ready for those awesome hugs and personal touches.

As Dr Robert Strang says we are "Nova Scotia STRONG"

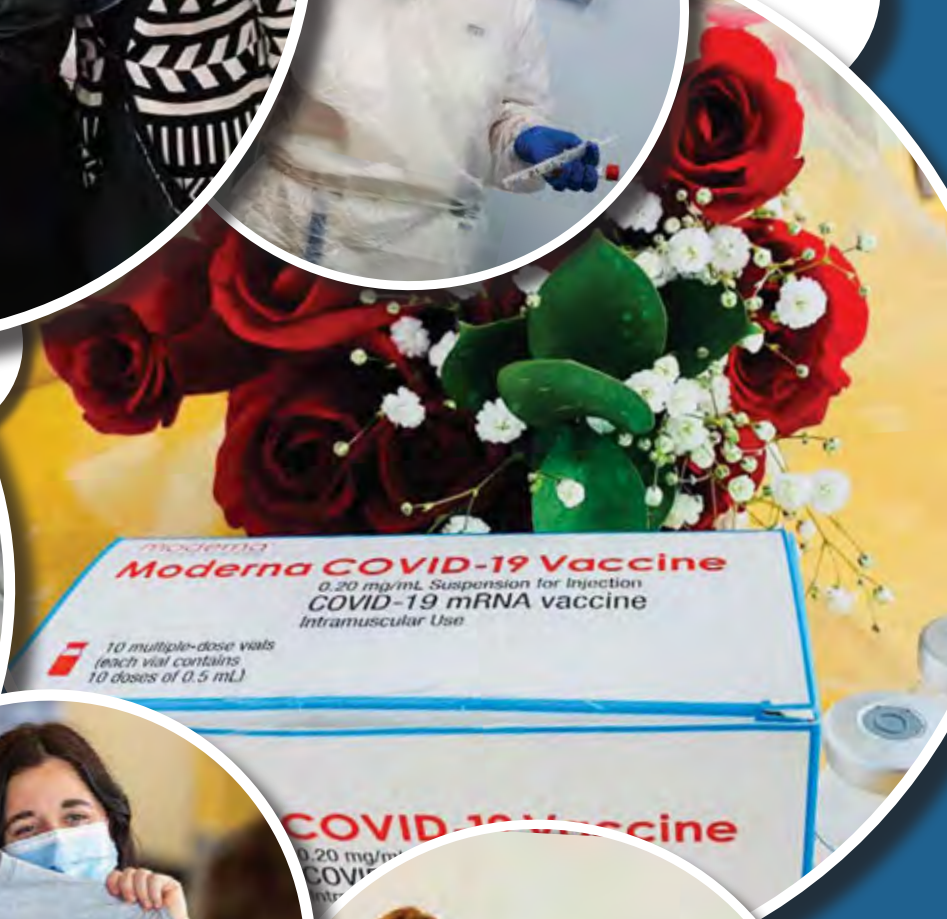


"What an amazing gift to be able to help people, not just yourself"

Barack Obama







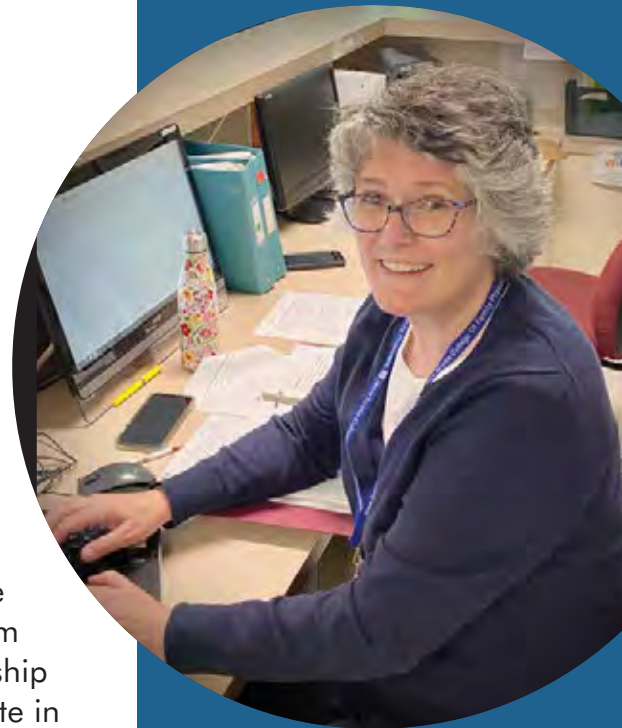


# DOCTORS ROUNDS

As the Medical Director for Dykeland Lodge, I have the great pleasure of sharing my thoughts about the team at Dykeland Lodge, managing care of our residents over the last year. The COVID pandemic has been a huge challenge for all of us, however, most importantly, in meeting the needs and challenges of our Long Term Care Residents and their families as they came to terms with COVID and restrictions around care and visitation.

Under the leadership of Krista Beeler, Administrator of Dykeland Lodge, her team of Managers, Nurses, Continuing Care assistants, Housekeeping, Maintenance and Dietary, the Residents at Dykeland Lodge were well cared for and the team always rose to the everyday challenges that faced us. Leadership at Dykeland Lodge placed them in a position that was first-rate in preparedness for a possible outbreak of COVID in the facility. As a physician caring for Residents at Dykeland Lodge, I join my fellow physicians in thanking Dykeland Lodge for their leadership, great team work and support during the challenging last year.

Iona Wile MD  
Medical Director Dykeland Lodge



Dr. Iona Wile,  
Medical Director



Dykeland Lodge  
wishes to thank Dr.  
Cathryn Smith and  
Dr. Nick Williams  
for their dedicated  
work through out  
the Pandemic

# REHAB/PHYSIO/OT



Light probe treatments with Rehab Assistant, Bethany Boutlier.



Heather MacPearson, Physio Therapist treating resident with laser.



Physiotherapist assessing range of motion with a goniometer.



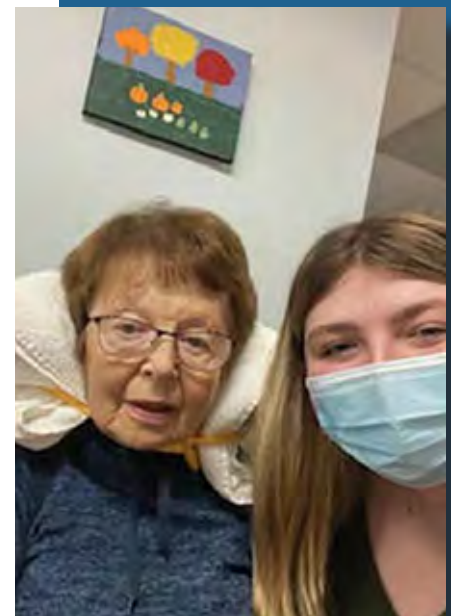
Paraffin wax treatment to improve circulation and joint pain.

Laser therapy: laser modalities are mainly used for short term acute pain treatment, as arthritis treatment, and as well for sprains and strains.

IFC: inferential current is used to help ease pain. Electrodes are placed on the affected area, it sends pulsating sensations to the body that blocks the brain's pain receptors to only feel the current, rather than pain. IFC is used for acute and chronic pain relief.

Wax bath: wax therapy is used to improve mobility in smaller joints like hands. It sends a deep heat into the area to relax connective tissue and ease pain. It is best used for rheumatoid arthritis and osteoarthritis.

Hot packs: the hot packs are taken from the hydrocollators and wrapped in a minimum 8-10 layers to avoid any possible burning of patients. Hot packs provide a moist heat and help soothe aches and chronic pain, and relax muscles that might be tense.



Heat therapy for muscle pain with Rehab Assistant.



# REHAB/PHYSIO/OT

## Rehab Department 2020-2021 Accomplishments

The Rehab Department here at Dykeland Lodge is pleased to announce Rick Sullivan as our new OT. Heather and Caitlin are happy to have him as part of our team. Rick has been a great asset to the Team and brings a lot of experience and knowledge with him. Caitlin Langille, our current Rehab Assistant will be welcoming a new baby this year and will be off on Maternity Leave. While she is off please welcome Bethany Boutilier as our temp Rehab Assistant.

Caitlin, our Rehab Assistant has been working closely with the OHS committee and HCSM Ann Thibeau to encourage staff workplace safety. Caitlin has also been working with the Safe Handling and Mobility team to bring "PACE" to our facility. She has created a training program and delivered it to the entire team. Caitlin has continuously been working on staff education and updates and has also taken on the role to assist and teach the Dykeland Lodge/ CBBC CCA classes the safe handling and mobility/ resident transfers and mobility part of their course.

Our rehab department has taken on a few Rehab Assistant students this year which the residents really seemed to enjoy. Not only do the students get a great learning experience but the residents then get to receive increased walking and physio treatments when they are here.

Our Rehab department/ OT has been working very efficiently to make sure residents are getting the proper equipment needed in a timely manner. This increases resident safety and comfort.

Our Physiotherapy Treatment room also got a make-over this year that really brought the room a cozier and warmer atmosphere that the residents get to enjoy when they come for Physio treatments.

With the Collaboration with DOH, our facility received 8 ROHO mattresses. These are a specialty mattress designed to help with reduction of skin breakdown for residents that are high risk. Our rehab department has been overseeing the use of these mattresses, and have been keeping an inventory and providing them to the residents when needed.

Our department has also purchased the following equipment which all help with resident safety, staff safety and to increase resident quality of life in some form:

-4 Sara Stedys. These are a stand-up lift that allows the resident to keep their standing transfer/ strength for longer and decrease staff and resident risk when transferring.

-2 Floor lifts that have up to a 600lb capacity. This allows us to use them with a wider demographic of residents than our older lifts. This increases resident and staff safety.

-92 new Slings to not only replace our old slings that no longer met the residents needs and DOH standards, but we also got extra that allowed every resident who needs a comfort recline specialty sling to have one. This increases resident comfort/ quality of life and decreases resident risk for injury when trying to apply slings.

-There have been 2 new orders (not sure of exact amount) of new foam mattresses to replace our old mattresses to increase resident comfort. The Team has also created an inventory list to keep track of these new mattresses.

-Transfer belts and bed pad alarms to increase resident safety and decrease resident falls/ staff risk.

We are currently working on getting new shower chairs for the facility to increase resident comfort when getting personal care.



Bethany Boutilier, Rehab Assistant  
(Maternity Leave)



Caitlin Langille Rehab Assistant and  
NSCC Rehab student Hannah.



Heather Pearson, Physiotherapist



# RECREATION PROGRAMS



# RECREATION PROGRAMS

## RECREATION EXECUTIVE SUMMARY

DATE: 01/06/2020 TO 01/06/2021

Average score of overall resident engagement

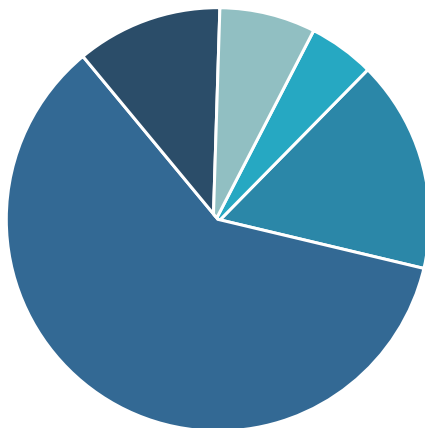
**2.86**

Your Recreation team uses a 3 point scale when evaluating the quality of engagement

- 3 is a high level of engagement
- 2 is a moderate level of engagement
- 1 is a low level of engagement

Program Balance --% breakdown of each domain by offering

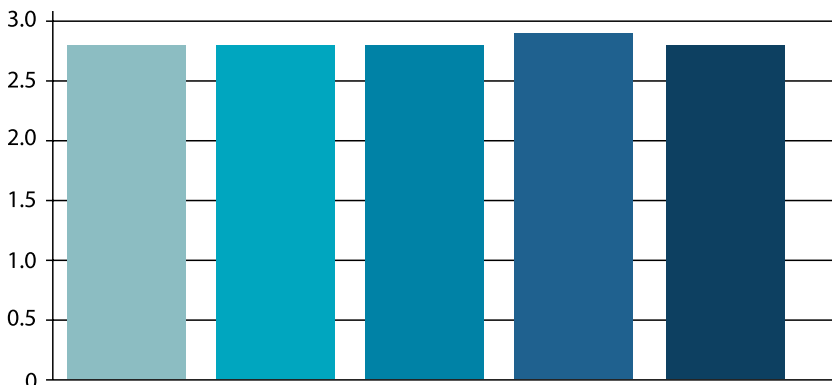
Physical: 7.01   Intellectual: 5.02   Emotional: 16.29  
Social: 60.85   Spiritual: 10.83



# of residents in your organization **103**

Avg contacts/resident over this period **146.92**

Average score of resident engagement in each domain:



Average resident satisfaction level: **3.94**

# of Surveys conducted during the period: **11**



"It's kind of fun to do the impossible"

Walt Disney











# CONTINUING CARE ASSISTANT (CCA) PROGRAM

My name is Sherri O'Brien, and I'm a Registered Nurse with 35 years of nursing experience. I am currently a primary instructor at CBBC College teaching the CCA program.

I have been teaching the CCA program at Dykeland Lodge as the RN instructor for the past two years. I have taught three CCA classes, including the current graduating CCA class of May 2021. The program has gone through a number of changes over the last two years, especially with the challenge of Covid. We have gone from a solely in class teaching approach, to a blended teaching method which involves online and in class teaching. This gives the students the greatest flexibility, so they can learn with the approach that works best for them. . The thing I love most about teaching, is the satisfaction of watching students grow throughout the program in a way that they can become successful CCA's, and it is so rewarding seeing them with the residents, applying the skills and approaches they have learned in class.

Sherri O'Brien RN  
Primary RN Instructor



Sherri O'Brien RN  
Primary RN Instructor



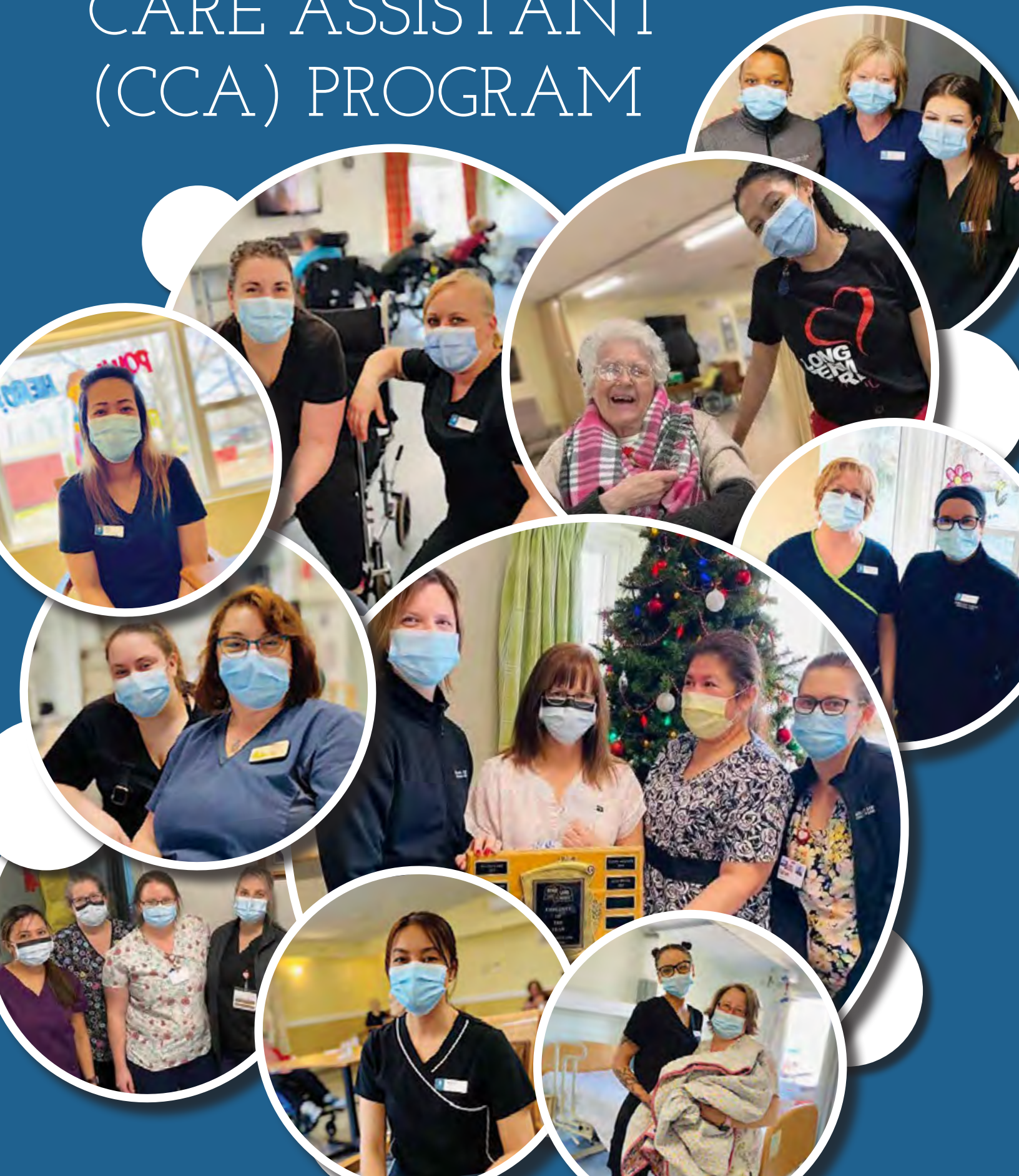
CCA Class of  
2020-2021



Lindsay Levy, LPN  
Instructor



# CONTINUING CARE ASSISTANT (CCA) PROGRAM





# NEW BUILD UPDATE

Late August of 2020, Dykeland Lodge, in collaboration with Bird Construction completed an innovative design model for a comprehensive Long Term Care Community, in West Hants Municipality. This community design has taken into consideration current LTC concerns, sustainability, Danish design trends and of course, follows the LTC New Build Requirements released in May 2020. Our team has worked with the Engineers, Architects, Designers, Ministers and Municipalities to ensure that this model can be easily manipulated from a 128-bed facility to a 70-bed facility. Our hope was to share this model with the Long-Term Care Sector as a possible solution for so many of our current issues.

Dykeland Lodge Development Committee has secured 23 acres of land on College Road and is currently moving forward with rezoning. The community design will incorporate such features as independent living options, Affordable Housing, Assisted living, Disability living, Commercial space in future phases for physician offices, community center, retail, café and of course the main Long Term Care building. Dykeland Lodge being a 50-year-old building with numerous costly infrastructure needs is approaching its expiration date.

As we move forward with next steps, such as Funding, we are well on our way to a new Long Term Care Facility and beautiful new community design. I would like to thank our Director of Infrastructure, Ed Sherman, the Development Committee and Bird Construction for the countless hours of work put into this project. More exciting news in the coming months!





“Each of us is carving a stone, erecting a column, or cutting a piece of stained glass in the construction of something much bigger than ourselves.”  
-Adrienne Clarkson



# EMPLOYEE ACCOMPLISHMENTS

Here is a snapshot of the accomplishments our employees have celebrated during the past unprecedented year and if any are forgotten please know we are thinking of everyone and the special bonds that have been created.

- Emma Dykens – Bachelor of Nursing, Dalhousie University (Food Service)
- Haley O’Leary - LPN Program, NSCC Ivany (Food Service)
- Danielle Gagne – Bachelor of Nursing St.Fx with scholarship (Recreation)
- Robert Fletcher - Automotive Repair, NSCC Akerly (Recreation)
- Jilisa Tempro - 2nd year Bachelor of Education, Acadia (Recreation)
- Kaitlyn Ross - 3rd Community Design Program year, Dalhousie University (Recreation)
- Abby Condon - Hair Design, Hair Design College, Halifax (Recreation)
- Jessica States – 2nd year LPN NSCC (CCA)
- Drew Slaunwhite—1st year LPN NSCC (CCA)
- Mikayla Ward— 1st year LPN NSCC (CCA)
- Kirsten Chassion - 1st year LPN NSCC (CCA)
- Brianna MacDonald— 1st year LPN NSCC (CCA)
- Laura Lake—Graduated LPN NSCC
- Ella Byers—Graduated LPN NSCC
- Hannah Davis Comeau—Graduated RN STFX University
- Hannah Allen—1st year LPN Holland College (CCA)
- Kia Sawler— RN program at CBU (CCA)
- Amy Schofield - LPN program NSCC (CCA)
- Megan Crowell— LPN program NSCC (FSW)
- Emily Mongeon— 1st year LPN Holland College (CCA)
- Ann Thibeau – RN program at Athabasca University (Health Services Manager, LPN)
- Jerrica Thibeau—Accepted RN Program at Dalhousie University (CCA)
- Haley O’Leary – Food Handlers Certificate
- Nancy Kirby – Food Handlers Certificate

Menu Innovation Pilot Program - To the entire Food Service Department for their patience and many hours of support put into the roll out of our new innovative Cycle Menu Program, thank you. We are so appreciative to the cooks for their menu support and creative thinking. Thank you to Carlene Cole-Beaver and Lisa MacDonald for bringing the program to Dykeland. Environmental Service Infection Control Program and Education - To the entire Environment Services Department thank you for working with Infection Control Specialist Bruce Rathbun on new policies, cleaning procedures and equipment to keep our residents, employees, and families safe.

Babies! Too many names to mention, congratulations on your new bundle of joy or soon to be bundles of joy.

Volunteers we have missed you dearly and look forward to having you back in the building soon!

To every employee in all departments for flexing shifts and working overtime during this past year, we thank you from the bottom of our hearts!!

We also extend heartfelt appreciation and gratitude for being a part of Trinity States’ journey. Trinity was a beloved member of the recreation team and came aboard during the pandemic to support our residents. Trinity soon became a resident favorite, spreading sunshine wherever she traveled in the building. Sadly, Trinity passed away after a courageous battle with cancer. Trinity’s mom also an employee, Tamara Kettle, was a pillar of strength for her daughter and family. Our continued sympathies go out to Tamara and all who knew and loved her daughter Trinity States.



“Today’s accomplishments are yesterday’s impossibilities”  
Robert H Schiller









# TESTIMONIAL FROM THE SECTOR

Dykeland Lodge is a valued member of Health Association Nova Scotia and we greatly appreciate their ongoing support and involvement in core association activities; notably, their active engagement in our efforts to promote positive change in Nova Scotia's continuing care system through collaborative action and knowledge leadership.

These efforts have most recently been evident in the work of the Central Zone LTC Facility Leadership Committee and I would like to acknowledge and thank Krista Beeler for the leadership she has provided to this group during such an unprecedented time arising from the COVID-19 pandemic.

Over the past year, the meetings of the CZ LTC group have provided a platform to share experiences, discuss challenges, and arrive at solutions as providers worked together to respond to the first wave of the pandemic and plan for the second. This included spearheading such initiatives as creating a LTC Sharepoint site to share best practice policies, procedures and other resources; contributing feedback to inform the HANS Continuing Care Council COVID-19 Pandemic Debrief (identifying successes and opportunities for improvement to inform 2nd wave planning); development of a consistent orientation program for redeployed staff; facilitating discussions with other key health system partners, such as the Care by Design team and the NSH Central Zone Continuing Care Response Team; and so much more. Towards the end of the year, the meeting agendas started to be reshaped, focusing on longstanding system issues, such as recruitment and retention, with the goal of identifying opportunities for collective solutions and action.

Again, thank you to Krista and her team for your leadership and contributions.

This past year has tested our resolve in long term care. We have witnessed unprecedented challenges and heartache for residents and families as COVID tried to make its way into nursing homes throughout the province. We learned from each other; shared practices and implemented strategies to keep residents and staff safe.

During that time, innovative approaches emerged to ensure families remained connected to their loved ones. Dykeland Lodge demonstrated just how creative they could be! Staff used technology to create meaningful virtual visits; constructed a plex-glass visit cube to keep residents safe outside and enhanced their recreational activities to offer endless fun inside.

We are proud of the contributions Dykeland Lodge makes to their community and the Nursing Homes of Nova Scotia Association.

Michele Lowe, MBA, BPR  
Executive Director



Mary Donovan,  
Health Association  
Nova Scotia



Michele Lowe,  
Executive Director NHNSA

# HEARTFELT ACKNOWLEDGEMENTS AND SPECIAL MENTION

**“The smallest act of kindness  
is worth more than the grandest intention”**

**- Oscar Wile**

**Our Amazing Dykeland Lodge Employees  
Dykeland Lodge Board of Directors  
Lawton’s Dave Jones  
Lawtons’s Pharmacy - Trina Organ  
Superstore Pharmacy - Jennifer Chaisson  
Dial-A-Ride - Vaccine Resident Transport  
Lawton’s and Business Development Specialist, Jenn Schmalz  
Dr. Wile, Medical Director  
Bird Construction  
Bird Construction, Consultants and Partnership Team, Rick Buhr and Neal Lade  
CBBC College and Students 2019/ 2020  
Lindsay Levy, Sherri O’Brien and Chantell Hughes, CCA Instructors and Program Coordinators  
Jeff Henshaw – IT Support Dykeland Lodge, Custom Media  
Kevin McNamara – Continued Support and Long-Term Care Advocacy  
Kristy McNamara – AGM editing and supports  
NHNSA – Executive Director, Michelle Lowe  
HANS – CEO, Mary Lee  
SEIU – Gerard Higgins, Cheryl Robichaud and Jackie Swaine  
NSNU - Angela McKinnon  
NSHA – Wendy McVeigh and Susan Stevens  
Dept of Health & Wellness  
Public Health Authority  
Workers Compensation Board  
Aware-NS – Neil Horsley  
Lisa Cunningham - TENA  
Vanessa Yurchesyn - CPS  
Delores Gaskin - Point Click Care  
Gordon Food Service, Andrew Lavoie, Letitia Rowley  
Build-A-Bear - Lisa Manning  
Swish  
Leon MacDonald – Landscaping  
Chuck Porter, MLA Windsor/West Hants Regional Municipality  
Leslie Porter and The Care Mongers  
Mayor, Abe Zebian West Hants Regional Municipality  
Haliburton Place  
Windsor Elms  
Families and Friends of Dykeland Lodge Residents  
All of our Fabulous Dykeland Volunteers**





Lindsay MacDonald

*As an organization, we can also build on the strength of the global community for further inspiration and buoyancy.*

*And that is just what we will continue to do. As we navigate the uncertain future brought on by COVID-19, there is one thing that we know for certain – our collective fight does not stop.*



Thank you  
 Allen Print

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