



# DYKELAND LODGE

**ANNUAL REPORT  
2020**



*Enriching Lives*

# IN MEMORIAM

## JANICE CURRIE

October 30, 1966 -Sept 10, 2019

Janice was a lifelong advocate in the field of Education and Student engagement and had approached Dykeland Lodge with an opportunity to partner together to deliver the Continuing Care Assistant Program. As of October 2020, we will have helped 50 people fulfill their dream of working in health care.

Janice held numerous titles and prestigious roles in Nova Scotia, many of those in support of Private Career Colleges. Janice served as the President of the Private Career College Association of Nova Scotia and The Director of the National Association of Career Colleges representing the interest of 500 Colleges across Canada. She obtained her MBA from the University of Fredericton, BSc at Everest University and Adult Education at StFx.

Janice was a champion for the underdog, underprivileged or those dealt a rough hand in life. Her enthusiastic and uplifting personality was contagious and help many fulfill their dreams of a better life.

Janice will be missed deeply by all who were fortunate enough to be touched by her. Our thoughts and prayers go out to Janice's family and many friends with hopes that cherished memories will bring you peace still today.

Fly high dear friend,

Krista Beeler  
Administrator  
Dykeland Lodge



# 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."



## **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 reelected 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.



# FROM THE CHAIR

June 5th, 2020

Letter from the Chairman of the Board  
Annual General Meeting June 2020

Dear Board Members:

Another year has passed, and these last few months have been like nothing any one of us could have predicted. Many changes in all our lives, but Coved-19 really put us to a test, and thus far, I would proudly give us a passing grade. This Global pandemic has changed many lives, and we at Dykeland are no exception. But because of the dedication, compassion, and loyalty of ALL the staff, the health and safety of the Residents remained THE priority. I cannot thank you enough for your hard work. I know it is not easy, and it has not gone unnoticed.

Pandemics do not stop staff training, policies and procedures; I would also like to recognize the staff department heads and our Administrator for keeping this a priority as well. Maintaining focus all the while keeping our Residents, Staff and the facility free of Coved-19 is a feat to be more than proud of.

Over the past year we have also had a lot of projects completed and recently approved more for the coming year. Because of the continued upgrades and the outstanding work ethics of staff and being well trained, we are looked upon as a leading care facility for our residents. I truly hope the staff take pride in that. It is more than deserving.

Finally, I'd like to thank the board members for their continued support and co-operation over the last year. A community cannot exist well with out volunteers, and you all have showed your dedication.

Thank you,  
Peter J. Murray  
Chairman of the Board



Peter J Murray  
Chairman of the Board

“Talent wins games,  
but teamwork and  
intelligence wins  
championships.”

Michael Jordon

# ADMINISTRATOR REPORT

Looking back at Dykeland's past year my heart is filled with immense pride and respect for our exceptional employees. This has been a precedent setting year for not only Dykeland but the world as the Covid-19 Pandemic ripped through our lives with uncertain force. Through introduction of 3 new Continuing Care Assistant (CCA) Programs, \$500,000 in major project upgrades, hurricanes, pandemics and constant change, our Dykeland family stood strong together with one another. We didn't do this alone we had the support and concern of our families, communities and colleagues behind us.

Dykeland Lodge has built a strong partnership with CBBC College to deliver a sustained offering of the CCA programs. In the past 10 months, Dykeland has implemented delivery for two CCA classes with a third to begin in the next few months. The design and delivery of the program included additional supports and techniques such as the CCA Ambassador, Surge Learning and employee immersion. From the moment the students walk through the door they are expected to perform as employees and immersed into the Dykeland culture. We have our current employees to thank for the success of this technique, as their hard work mentoring has paid off with a much-needed surge in CCA recruitment, loyalty and satisfaction in their roles.

The projects this year ranged from continued IT upgrades to new roofing and beyond. Dykeland has focused on researching and resourcing the most effective and efficient IT upgrades. Director of Finance, Brenda Ennis and Director of Infrastructure, Ed Sherman have worked on multiple projects related to system upgrades and safety measures. Currently Dykeland is working on the installation of a state-of-the-art nurse call and security door system. This new system will allow our team to lock down areas in the building at the touch of a finger and even has remote access and capacity. This is a long overdue safety feature which will assist in increasing healthcare response time to an even higher level. We hope to see this project complete this summer.

In December of 2019, Dykeland along with other Nova Scotia facilities were invited to present proposals for new innovative ways to improve services to our seniors. Dykeland was approved for 2 projects; an electronic menu and inventory control system and a creative music therapy program. The menu control program will provide more options for our Food Services Department to continue to provide outstanding meals, while creating numerous cost saving efficiencies. Our music therapy innovation built on the existing program by increasing 1:1 therapies with our residents and collaborating with the team to find individualized solutions to the ever-changing activity needs. Both programs are underway, and we are looking forward to providing new supports to our seniors.



Krista Beeler  
Administrator

"You can't use up  
creativity. The more you  
use, the more you have."

Maya Angelou

The accomplishment we are most proud of this year has been our response to Covid-19. A once in a lifetime global pandemic is certainly not for the faint of heart. The uncertainty and worry for your own family was enough for many to emotionally collapse, but not for our team. The frontline workers, senior leaders and health care partners have carved out a special place in my heart, sacrificing daily to bring the best care possible to our residents. Though no one can replace the love and support of their own families, our team has dedicated themselves to being a calming voice, gentle touch and engaging companion.

Dykeland looks forward to the year ahead and continues strengthening of our core values, mission, and vision to enrich lives and make everyday a celebration of life. We have established critical success this year in Technology Innovation, enhanced communication models and supporting the mental health and wellbeing of our residents and employees. As an organization, we can also build on the strength of our Alzheimer's Society Awareness Campaign and community awareness 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 to support Alzheimer's disease does not stop here.

As warmer weather arrives, let us remind ourselves that we are adjusting well to the changes thrust upon us as we all do our best to help #flattenthecurve. It is important to be proud of that. A Japanese scholar, Okakura Kakuz , once said that the art of life is a constant readjustment to our surroundings. If that is the case, we are all becoming beautiful artists during these trying times. Stay safe, stay strong and be kind,

Krista Beeler  
Administrator  
Dykeland Lodge



“You’re always one choice away from changing the lives of other”

Mack Anderson



# DEPARTMENT REPORTS

## NURSING

Wow! What a year for Dykeland Lodge. These past twelve months have been centered around innovation, change and building upon the supportive environment at our facility. First and foremost, our Nursing Leadership Department went through reorganization to enhance and streamline the quality of care of our resident's and staff. In the absence of the Assistant Director of Nursing role, we moved to adding a second Nursing Health Services Manager, Michelle MacDonald. Along with Ann Thibeau, they both have extensive passion and knowledge for the Long-Term Care Sector and are a vital part of our leadership team.

One of the biggest accomplishments for our department this year has been our CCA recruitment and the implementation of a CCA class on site! Through a remarkable partnership with CBBC Career College we were able to fill 100% of our vacant positions and to approve 100% of the vacation and time off requests for all 90 CCAs for the summer.

Additionally, education continues to be a significant focus for the Nursing Department with our employees attending conferences and/or sessions involving Wound Care, Palliative Care, and Infection Control. One major educational project that was implemented was our Treatment Cream Applicant Process moving 100% electronic for our Continuing Care Assistants. This will allow us to ensure constant compliance through the Department of Health and Wellness Long Term Care Standards. This is just another example of how we, at Dykeland Lodge, strive to remain at the forefront of evidence-based innovation in the province and are continually adapting as practice changes.

Furthermore, advancements in Attendance Support Programs as well as Performance Reviews have been a significant focus for our leadership team this past year. Ann and Michelle have been working tirelessly to ensure all our employees feel supported as well as receive the necessary recognition and praise they deserve through the ease of their personable approach to mentorship.



Gabrielle Tullis  
Director of Nursing

“People who are truly  
strong lift others up  
People who are truly  
powerful bring others  
together.”

Michelle Obama



Most importantly, Dykeland Lodge Senior Leaders and Employees have been working around the clock since January to prepare for the Global Pandemic that is Covid-19. Our Nursing Department has a full pandemic supply kit on hand for our staff to ensure their safety and the safety of our residents. Through educational sessions and Covid-19 drills, all our employees have been an integral part of our planning and execution of our pandemic plan should we ever receive a case. I am immensely proud of the team for coming together during this unprecedented time.

Before I conclude, I would like to welcome Cheryl Huypungco, Interim Director of Nursing. Cheryl will be stepping into my role for the next thirteen months as I enter a new phase of my life; motherhood. Cheryl has extensive skill in the care of our geriatric population. She is a member of the Palliative Care Team and frequently coordinates with Department of Health and Wellness in ensuring compliance and policy adherence as per the LTC Standards. She is a strong advocate for her employees, team and most of all, the residents. The foundation she has developed with her years of health care experience will no doubt be an amazing asset for our organization.

I will end by saying, I am very honoured to be a part of such an astounding team at Dykeland Lodge and am excited to see what incredible and innovative projects are on the horizon for the next year.

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I am very excited to be stepping into the role of Interim Director of Nursing at Dykeland Lodge for the coming year. I have been a Registered Nurse for the past 21 years, beginning my career in the Neonatal Intensive Care Unit and made the transition to Long Term Care 9 years ago. During my time in Long Term Care, I worked as a Charge Nurse, Nurse Supervisor and most recently a Nurse Manager. I hope to utilize my years of experience and provide leadership and guidance to the great team here at Dykeland Lodge. During my time thus far, I am very impressed with the dedication and commitment shown by our employees. Within the nursing department, we plan to continue our focus on education, recruitment and most importantly supporting our staff. We are currently working on completing the second Phase of the Point Click Care project, as well as reviewing and updating our COVID-19 Policies & Procedures in preparation for the second and third waves.

I look forward to learning from the highly talented employees at Dykeland Lodge while helping this team maneuver through these challenging times of working in healthcare during a global pandemic. I feel extremely honored to be part of such a great team and look forward to growing personally and professionally as both a nurse and a leader during my time here.

Thank you,  
Cheryl Huypungco BScN, RN

“There is no exercise better for the heart than reaching down and lifting people up”.

John Holmes



Cheryl Huypungco  
Director of Nursing

# HEALTH SERVICES

Being a Health Care Service Manger is a great opportunity for growth, with the responsibilities of leading and supervising staff with the strategies necessary to meet the needs of Dykeland Lodge. It is an incredible journey to collaboratively work with other departments to continually inspire staff and strive towards individual goals. Together we strive in becoming great leaders and team player within Dykeland Lodge. We are very fortunate in being a part of such an amazing team.

As Health Care Mangers our day may begin by going over assignments, conversations reviewing best resident care and reinforcing standards of care, to preparing for a global pandemic. This past year our focus changed direction considering COVID 19. As leaders changing gears so quickly on something so critical can be difficult but we are immensely proud of our preparation, the design and implementation of our COVID 19 preparedness plan.

**“Life is about accepting the challenges along the way, choosing to keep moving forward, and savoring the journey.” - Roy T. Bennett**

Our staff responded with flawless execution with the restrictions placed on the province and our new way of working. Transforming the Pandemic into an opportunity by refocusing objectives and re-aligning the next steps to carefully care for our resident and staff safety. Every day presented new opportunities for Dykeland staff to operate in a manner and to share information and accelerate within our facility.

Facilitating the training and implementation of all Continuing Care Assistants added to our electronic medication record to improve consistency, tracking and documentation. Continuous audits and tracking allow for appropriate follow up and maintain 100% compliance.

In the upcoming months, we will continue to prepare for impact of the unknown in Long Term Care. As Health Care Managers we will continue to provide contingency awareness and transparency to maintain positive execution, regardless of what contingencies occur to ensure the safety and well-being of our staff and residents.

Ann Thibeau Health Care Service Manger / Michelle MacDonald Health Care Service Manger

**“It’s only after you’ve stepped outside your comfort zone that you begin to change, grow, and transform.” Roy T. Bennett**



Ann Thibeau  
Health Care Svcs. Mgr.



Michelle MacDonald  
Health Care Svcs. Mgr.

# INFRASTRUCTURE

This past year has been a very eventful year. We have all experienced many ups and downs, and these experiences have shown us that our team can overcome any challenge placed before us. I am extremely proud of all our staff, residents, and management team for all the efforts over the last several months.

I joined the team at Dykeland Lodge in 2009 and cherish the relationships I have built with all our staff and management. My extensive experience in electrical construction, burner mechanics, and workplace safety initiatives has helped our maintenance department run smoothly over the past 11 years. I participate in many provincial committees and I am the current Vice Chair for SCEPA, and past Board Director for AWARENS. I have completed numerous certificates and diplomas related to Environmental Services. I take great pride in developing and sharing best practices in emergency measures and infectious control. As a past President of the Volunteer Fire Department in Berwick, Nova Scotia I devote much of my time to safety initiatives and Community emergency preparedness planning and infrastructure.

As a facility, we have been very busy completing several projects during the past year, as listed on our project spreadsheet. We have also been tasked with an unusually heavy workload with Covid-19. We have had to build Covid rooms, new lunch areas, visiting areas, as well as sourcing out all materials to complete the task associated with the new Covid-19 protocols.

We are very excited about the many projects on the schedule for this coming year which include an updated nurse call system, new door lock system and reviewing our ventilation study with the Department of Health.

Respectfully submitted,  
Ed Sherman  
Director of Infrastructure and Environmental Services



Ed Sherman  
Director of Infrastructure  
and Environmental Svcs.

“Inspired by  
Adversity”

- Ed



# FOOD AND NUTRITION

On completion of my 27th year of service at Dykeland Lodge, I can look back and say this year has been a year of new experiences and new learning. The biggest challenge this year has been meal service while meeting recommendations by health due to COVID 19. Through the struggles of pandemic planning I feel that it has strengthened not only my Foodservice team but our management team as well. We learned to support and lean on each other as never before. I have been proud of how we all have worked together for the benefit of our residents.

Our biggest achievement this year was two-fold, the first was being awarded a free subscription to GFS menu program. This program will be a great asset to our Foodservice department and Dykeland Lodge. It will not only help with menu planning but also recipe development, portion control, cost and inventory control and waste management. The second achievement was applying for and receiving an innovation grant from the Department of Health to hire a dietitian to concentrate on setting up each component of the menu program and provide education to staff.

In addition to the above program I have also been acting as an advisor to the development of an institutional cooking course. This will provide training to individuals specifically geared towards cooking in LTC. This course has been needed for a number of years and I feel privileged to use my expertise to help in its development. I continue to attend education sessions 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 Canadian Dietetic Association, the Nova Scotia Dietetic Association, the Nova Scotia Dietitian of Canada Continuing Care Action Group, and the central region Long Term Care Dietitians/Manager group.

Last year I reported that we had developed a master schedule incorporating 12-hour shifts. Unfortunately, this schedule did not work as well as expected so we have returned to our previous master schedule which consists of 8, 4 and 3.5-hour shifts. Staff are pleased to have returned to the old schedule.

This year we incorporated the E-Surge Learning to our staff with great success. In addition to courses on E-Surge Learning we also continue to work on ensuring that all Food Safety Training is up-to-date, and that staff have their Gentle Persuasive Approach (GPA) and Choke Save.

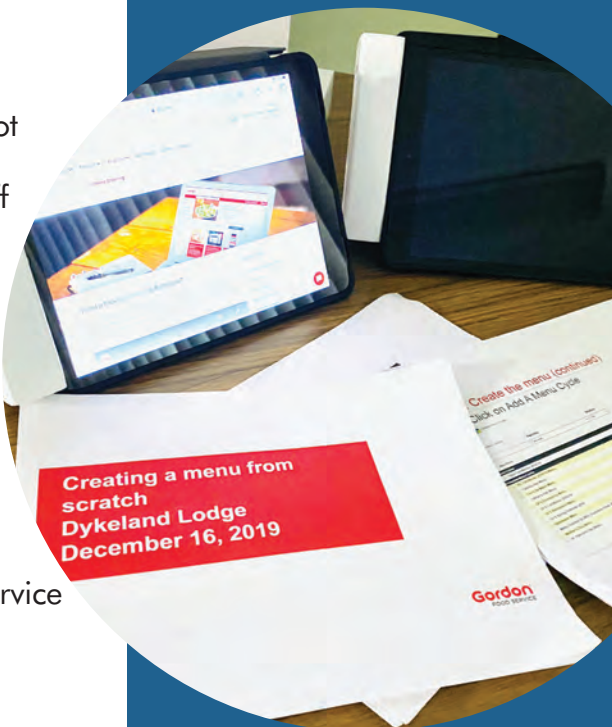
My goal for this year is to continue to work collaboratively with the staff of Dykeland Lodge to keep our residents safe from COVID 19 and to continue to find ways to improve our food service to meet the needs of all our residents.

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



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

“If you can dream it...  
you can achieve it”



# FINANCE

There is also a new addition to the Finance Department. Sylvana Jarmash, is now responsible for benefits administration, preparing letters for all staff changes, accounts payable, and will eventually be processing payroll. Sylvana is a recent graduate of St. Mary's University and has proven so far to be a tremendous asset to the department.

This has been an eventful year in the Finance Department. The goals that were set for this year have all been achieved.

1. Finding a comprehensive long-term disability provider was met, and eligible employees were enrolled as of December 23, 2019 in Health Association Nova Scotia (HANS) long-term disability. HANS is also the provider of all our other benefits.
2. Move at least 75% of vendors to electronic payment. This is an ongoing goal as we currently have 79 of our regular suppliers enrolled and continue to encourage others every time we mail them a check. This change resulted in a \$2000 reduction in bank fees from last year.
3. Have a new cloud-based payroll system. The planning started in the late summer of 2019 and was implemented for the first pay of 2020. We now export all information directly from Staff Schedule Care into Payment Evolution to pay the employees. Each employee has their own login and is able to see all of their pay stubs online. Their T4s will also be available this way. It has been a challenge getting everything set up correctly, and a few mistakes happened, and I would like to thank every single employee for the patience and understanding they exhibited through the first several payrolls.

The current circumstances in the world make it harder to come up with achievable goals for the coming year as there have been more constraints on my time. My goals for the coming year are:

1. To find a way to improve the budgeting process. I would like to find a program that will make it easier to have an ever-changing budget, one that has the capability of multiple budgets within each department for projects or special events.
2. To work with Sylvana to fine-tune her job description based on her strengths and career goals.



Brenda Ennis  
Director of Finance

“In the end, we will remember not the words of our enemies but the silence of our friends.”

Martin Luther King Jr.

# RECREATION

Our department has had several successful larger programs in the past year which include; a summer carnival, a casino afternoon, several outings, BBQ, as well as fundraisers for the Alzheimer's Society.

The Dykeland knitters have continued to knit and donated their money to the food bank. The Men's Club has successfully been meeting every other week and have completed various projects which includes putting together bookcases, building and painting bird houses as well as planning a vegetable garden. We surprised all the women on Mother's Day with individual carnations and bud vases.

Staff have completed their Gentle Persuasive Approach (GPA) program as well as Wayne has successfully completed Level 2 of the Music Care Training. We have continued our relationship with KES and have had 12 students working with us as well as two co-op students from Avon View High School, and an internship student for 14 weeks from Dalhousie University with the request to take another internship student in September 2020 and January of 2021.

During Covid-19 the Department has grown from 5 individual to 16 individuals. With the extra help we have been able to continue doing all our programs on a smaller scale on units to ensure that all resident's needs are being met. The extra support allowed the department to provide 711 small programs and 780 1:1's during the month of April. The Department has been able to provide window visits, face time and skype visits, virtual programs such as church to ensure that the mental and emotional health of our residents is taken care of. Unfortunately, due to Covid-19 we have had to postpone our volunteer event, all bus outings and bands. We have been fortunate that a couple of our bands have the ability to video their performances and send them to us which allows us to share the experience with our residents.

The department received money for their innovation project which will look at Music Therapy and Palliative Care and Music Therapy and Behavior which focuses on the benefits of having a music therapist here on a regular basis.

The past few months have been a stressful time for the Recreation Department but with extra support and a lot of creativity we have ensured that the emotional, social, physical, spiritual and intellectual needs of our residents are being met daily.



Victoria Gagné  
Director of Recreation

“People who cannot find time for recreation are obliged sooner or later to find time for illness.”

John Wanamaker

# SUPPORT SERVICES

My growth at Dykeland Lodge started as a Casual Food Service Worker, 35 years ago. I was honored to accept a cook's position under the direction of Nancy Salter, Food Service Manager. In 1990-1992, I then worked on a 2-year distance education course in Food Service Supervision, accepting a position in October of 1992 as Food Service Supervisor. A few years later my role changed to Support Service Supervisor. Dykeland Lodge has been my home and has given me ample opportunity to succeed under great mentors. I am proud to say that I am a long-time employee, and Dykeland Lodge is a great place to come to everyday.

In the Environmental Services Department, we have hired 5 new staff this year and a Temporary Team Lead. The team leader is a great asset to this department as she is a hands-on person to train all staff properly. There are 21 employees in the Environmental Services Department. The Team Lead has also been responsible to train all the new support aides in enhanced cleaning in the building.

In the Food Services Department, we have hired 8 new staff members and now have 24 staff members.

I have been involved in the new menu program planning this year as we hope to have it up and running later this year. The challenges of Covid-19 have kept us all busy and challenged this year. I am a 27-year member of the Canadian Society of Nutrition Management.



Dawn Power  
Support Services Manager

“Life is like the ocean  
It can be calm or still,  
And Rough and Rigid,  
But in The End  
It is Always  
Beautiful”

King J



# COVID-19 IMPACT

## “WE’RE IN THIS TOGETHER”

The COVID-19 pandemic has created enormous pressure on the entire health care system, but possibly the most tragic impact has been on the long-term care system. The impact is especially felt in Long Term Care, where over 85% of the residents are among the most vulnerable part of the population: older people. After only a month, 53 nursing home residents in Nova Scotia succumbed to the virus. As a long-term care partner, we grieve with the workers and families of those lost. Dykeland Lodge is eternally grateful to our employees for the exceptional dedication, dignity and infection protocols that continue today at Dykeland Lodge.

Dykeland Lodge began in earlier January 2020 researching and monitoring the movement of Covid-19 in Wuhan China. The uncertainty surrounding the virus was met with the need to prepare early. Dykeland Lodge designed emergency Personal Protective Equipment (PPE) inventory plans and burn rates and ordered a full kit PPE supplies. Our emergency plan included daily updates and directives from the Chief Medical Director, Dr. Strang, and the Department of Health and Wellness as well as our own internal plans.

Our Senior Leadership Team worked tirelessly every day to educate the employees, perform emergency drills and promote a sense of togetherness among our employees. It was this togetherness that enabled us to create a 14 bed Covid-19 isolation and care unit. Though the unit remains unused to date we take comfort in knowing we are prepared should something happen. Our team went above and beyond to keep residents and families connected through family window visits, Skype, Facebook and most recently our Safety Booth built to provide safe outdoor visits.

The initial financial impact to provide over compliment supplies and staffing was a challenge as well but has been met with support from the provincial and federal governments. The entirety of the cost has not been absorbed so we are working strategically to offset the cost with our Finance Director. Significant increases to staffing levels was required to manage the first wave of Covid 19 and we anticipate this trend will continue into a potential second and third wave.

Long range impact will be in the provincially driven directives and expectations that will again ask more of Long-Term Care as fallout from the Pandemic continues. Dykeland Lodge is committed to responding to the needs as they come, and as always will provide a safe and engaging environment that enriches the lives of our seniors, employees and families.



“It’s amazing what you can accomplish when you don’t care who gets the credit”



Volunteer Mary Harvey busy sewing protective hats for our team





# CONTINUING CARE ASSISTANT PROGRAM UPDATE

## Implementing Change and Moving into Action

In the winter of 2019 Dykeland Lodge partnered with CBBC Career College to deliver the Continuing Care Assistant (CCA) program at Dykeland Lodge.

An extensive recruitment and retention analysis provided a road map to forecast future need based on regular turnover and retirement influx. The decision was made to offer the program beginning Sept 2019 with a second intake February 2020. The course offerings were met with explosive interest and we have our employees to thank as they did an outstanding job with word of mouth advertising in the community.

Our September class of CCA students are now in new positions with Dykeland Lodge fulfilling their dreams of a meaningful career in healthcare with just their final exam to complete. The February 2020 CCA class completed 5 weeks of Theory before Covid-19 hit. Dykeland Lodge quickly implemented the CCA Emergency Plan to Support CCA deliveries to ensure all students will complete their programs with as little disruption as possible. Our Feb 2020 CCA class have completed an inhouse training and mentorship program and our building clinical placement credits while working at Dykeland as a Personal Support Worker (PCW).

We are thrilled with the caliber of CCAs this program has produced. Watching them grow into confident and compassionate health care workers has been a complete honor for us all.

Dykeland's next CCA course is set for October 5, 2020 and may have some module components offered online dependent upon Long Term Care restrictions. The October class will enable us to educate 50 new CCAs for the 2019-2020 year.

When asked how our students felt about our CBBC/Dykeland Lodge CCA program here is what they said.

## Student Testimonials

"I absolutely love the employees and the residents. Dykeland has been like a second home for me. It is very welcoming here. I look forward to working here, likely for many years to come."

"This was by far the best choice I ever made, I never thought I would want to do this type of work, but I love it, Dykeland is very welcoming and are so nice! CBBC also treats us great!"

"I had a great mentor for my skills. Almost all the Dykeland staff are very nice and understanding. The teachers have been great and understanding. Dykeland arranged for our needles to be done which was great. The class is close to my home. I wanted this course for a long time, and this came up and worked out for me and my family."



"Intelligence plus character, that is the goal of true education"  
- Martin Luther King



"I have enjoyed my time here at Dykeland Lodge. The staff are friendly, respectful and knowledgeable. I would recommend anyone doing their CCA course to do their training here. Great long-term care home and awesome staff."

"Staff is amazing and very helpful. The instructors are great, and my time here has never been bad."

"Dykeland Lodge has opened my eyes to what I actually want to do with my life. This course brings me joy when I get to see the resident's faces. I can't wait to be a full time CCA."

"I have enjoyed my time at CBBC at Dykeland. It has been nice to see our workplace firsthand and get to know the residents and staff as we move through the course. CBBC instructors are very accommodating and helpful to ensure success in the program."

"My instructor is sweet. Thank you for putting the school close to me."

"CBBC's CCA course has been great, the classes are smaller than what I'm used to so there is plenty of room for one on one. The instructor is super sweet and Dykeland has been super accommodating with my working hours and schooling hours. I couldn't ask for a better workplace and college."

"Greetings and salutations to new students to the CCA program. The staff here are amazing. Krista Beeler will pop out of nowhere to say hello so behave! I'm just kidding. Dykeland is amazing and willing to help and they are very generous to us students. This place will make you some great friends and memories that will last you a lifetime. P.S. Don't be afraid to ask for help! Krista will be there!"

"I have really enjoyed my time at Dykeland, the staff are really nice, and the atmosphere is very welcoming. I have made lifelong friends in the CCA class. Our Instructors have been wonderful and very supportive. I am very happy with the decision I made to come here"



CCA Class of 2019-2020



# RESIDENT PROGRAMMING

## Activity Pro –Resident Engagement Programming

The recreation department continues to use Activity Pro to track participation and engagement. During this difficult time of change due to Covid we hired several support aides to assist with recreation and cleaning. Through tracking with Activity Pro we have seen our 1:1 visits go from 417 a month to 780. The extra support that we can track has been extremely beneficial to the mental health of our residents especially during the provincial Covid -19 programming restrictions

## Music Therapy Innovation

We are thrilled to announce that Dykeland Lodge received a 2-year continuing care Innovation Pilot of \$87,000. This pilot project will support additional days of Music Therapy with Lindsay Ward for the residents of Dykeland and encompasses multiple areas of focus. The pilot project will assist in addressing behavioral challenges and supporting individuals in palliative care through Music Therapy innovations. We are looking forward to continuing to support residents' psychosocial needs and increasing both individuals and group music therapy sessions at Dykeland Lodge.



“Caregiving often calls us to lean into love we did not know possible”

Tia Walker



Recreation entertainment “Rule 62”



When we asked if they would present at our Continuing Care Conference in March, your management team jumped at the chance to showcase and share some of their many innovative solutions. It is a relationship that works for both partners and this becomes even more critical when we are faced with some of our toughest moments in LTC, as we were this past spring with Covid-19.

Dykeland is committed to delivering the best care and we are proud to be a part of that.

We wish you continued success as we navigate the new landscape in 2021, and beyond.

Jennifer Schmalz  
Business Development Specialist, Continuing Care and Medical Clinics  
Sobeys/Lawtons



Jennifer Schmalz  
Business Development Specialist, Continuing Care and Medical Clinics

Nursing Homes from across Nova Scotia stand together in our commitment to eliminate acts of racism in our communities; to foster and celebrate the cultural diversity of our caregivers and those we serve; and to demonstrate leadership by speaking up when we hear hate speech or other injustices against our citizens. We recognize that acts of discrimination exist in Nova Scotia and we must stop these injustices from occurring in our workplaces. Indifference and inaction are not acceptable. Our personal conduct and our behaviours must reflect a society where we celebrate equal rights and inclusiveness. Caring for others helps unify us as the one race, the human race!



“Keep your face to the sunshine and you will not see the shadows”



# FINANCIAL REPORT

**HANTS COUNTY RESIDENCE FOR SENIOR CITIZENS  
STATEMENT OF OPERATIONS  
FOR THE YEAR ENDED MARCH 31, 2020  
(DRAFT COPY)**

	2019-20 Budget	2019-20 Actual	2018-19 Actual
<b>REVENUES</b>			
Department of Health and Wellness	6,272,059	6,578,896	6,272,059
Accommodations	2,189,826	2,088,543	2,189,826
Department of Community Services	264,992	273,236	264,992
Apartments	29,235	29,235	29,235
Other	195,170	71,522	195,171
	<u>8,951,282</u>	<u>9,041,432</u>	<u>8,951,283</u>
<b>EXPENSES (Schedule)</b>			
Activity	228,432	250,926	228,156
Administration	602,178	651,637	602,171
Capital Financing & Amortization	288,627	233,500	288,627
Dietary	1,123,634	1,153,359	1,124,820
Environmental Services	561,313	605,653	561,313
Maintenance	1,047,739	747,712	1,046,545
Nursing	5,099,359	5,487,757	5,103,874
	<u>8,951,282</u>	<u>9,130,544</u>	<u>8,955,506</u>
<b>DEFICIENCY OF REVENUES OVER EXPENSES</b>	<u>0</u>	<u>(89,112)</u>	<u>(4,223)</u>



Sylvana Jarmash  
Benefits and Finance  
Coordinator

# PERFORMANCE RESULTS

## RECREATION EXECUTIVE SUMMARY

DATE: 22/05/2020 TO 21/06/2020

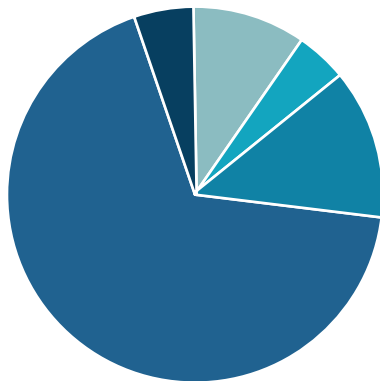
Average score of overall resident engagement  
2.88

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

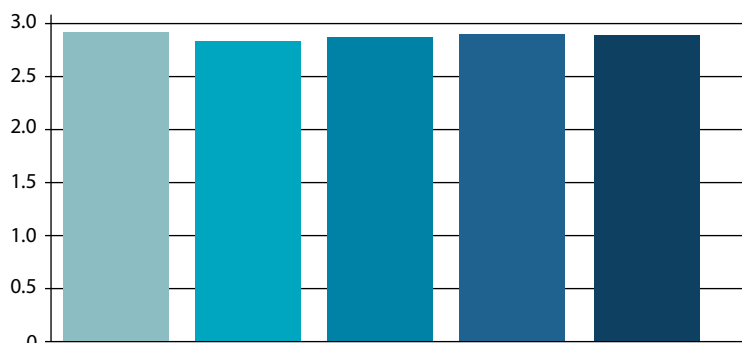
Physical: 9.88   Intellectual: 4.19   Emotional: 12.89  
Social: 67.88   Spiritual: 5.16



# of residents in your organization 105

Avg contacts/resident over this period 15.02

Average score of resident engagement in each domain:



Average resident satisfaction level: 4.40

# of Surveys conducted during the period: 1



“We change the world when we simply meet the needs of another.”

Kristen Welch



# 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  
Friends of Dykeland  
Lawton's and Business Development Specialist, Jenn Schmalz  
Dr. Wile, Medical Director  
CBBC College and Students 2019/ 2020  
Sherri O'Brien and Chantell Hughes, CCA Instructors  
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  
Randy Hussey, Chandler  
Mark Candow, Swish  
Wayne Johnson, Maritime Textile  
Leon MacDonald – Landscaping  
Oulton Fuels  
Chuck Porter, MLA Windsor/West Hants  
Leslie Porter and The Care Mongers  
Abe Zebian, Mayor of Municipality Windsor/West Hants  
Tim Horton's – Joan Langille- Pandemic Sweets and Treats  
Josh Dill, Axeman Landscaping – Hurricane Dorian Fuel Support  
Haliburton Place  
Windsor Elms  
All of our Fabulous Dykeland Volunteers**

**A special thank you to all those who donating their time to assisting with sewing of scrub hats,  
masks, and ear protectors we are forever grateful for your help!!**





*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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