



2024

ANNUAL REPORT

Planting the Seeds for the Future.



DYKELAND LODGE
ENRICHING LIVES
WINDSOR | NOVA SCOTIA



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DYKELAND LODGE SOCIETY

The Dykeland Lodge Society was born from a deep devotion and love for giving back and caring for Seniors in our community. In June of 1994 a group of well-intentioned mixed municipality community members created the Society.

As the years have passed formal municipality member nomination involvement is no longer a guiding principle for Society Board member nominations or involvement. We will be forever grateful for the support from the former four municipalities. The founding Board consisted of nine members, Richard Dauphinee, Garth Hazel, Dr. J.T. Snow, Bob Brooks, David Carmichael, Ernest White, Don Rockwell, Peter Murray, and Eric Boyd.

Richard, Don, and Peter are still serving on the Board today, which is a testament to their truly giving spirit and devotion to the cause.

The Dykeland Lodge Society is committed to keeping residents as safe and comfortable as possible. We would like to thank everyone who worked on our front lines over this past year. We would also like to thank our donors. Your generosity throughout the pandemic and in the past 30 years has made it possible for our team to provide so many well-deserved programs, services, or equipment for our residents to enjoy. You too, are our health care heroes! Since its creation the Dykeland Lodge Society has supported more than \$110,000 dollars towards

resident centered programs, or equipment.

In the beginning the Society received generous bequests from families of former residents in their honor, which helped to grow the Society to what it has become today. In recent years we have globally faced one financial constraint after another due to the challenges of a global pandemic. This makes the donations we have received even more special to our residents, team, and board. The Board meets annually and on a needs basis and is presented with a list of items for the Society Board to review and potentially approve funding for.

Within the next few years as we embark on the design and build of a new state of the art Long-Term Care Facility your support and help will be needed to enhance safety, recreation, and daily living programs. On behalf of the residents past and present we thank you for your thoughtful generosity.

Your support allows us to make improvements and advancements to several programs and equipment areas as highlighted below.

PayPal and cheque payment methods are available for donations. Please reach out by email to info@dykelandlodge.ca

Your Donations Making a Difference

For more information on how you can make a difference and donate please call Administrator, Krista Beeler, or email info@dykelandlodge.ca

Donations towards our new build will be greatly appreciated.



Mr. Bob Brookes former administrator of Dykeland Lodge is now our resident.



Peter Murray Chairman of the Board

A very exciting year is upon us! It won't be long now, and the work will start on our new beautiful Dykeland Lodge!

On behalf of the board, I would like to again thank the amazing and terrific staff that makes Dykeland Lodge what it is today. With staff shortages you have all pulled together as a team and it doesn't go unnoticed. All your dedication is much appreciated.

It goes without saying that we also point out our dedication to our volunteers and the board also appreciates all your time as well. I would also like to thank the hard-working staff involved in the planning and development of our new facility. It truly is exciting to see what our new facility will look like for our residents.

I'd like to also acknowledge our board members for their hard work, especially with the planning of our new facility. I'm very honored to be your board chair and look forward to the year ahead of us with the start of our new facility, it truly is exciting!

DYKELAND BOARD OF DIRECTORS

Our Executive Board Members

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 Councillor for the Town of Hantsport. He previously was 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 thirty years.

Glenn Robinson – Vice Chair and Audit, Finance, and Investment Committee

Glenn has previous experience with LTC, working 4.5 years as the Director of Finance for Saint Vincent's Nursing Home. However, much of his career was spent as an accountant for CKF Inc. This is a Global Canadian Company offering a wide range of pulp fiber, RPET and foam products for packaging, retail and food service. Glenn now works part time at Demont Family Funeral Home. He is also a member of the Society of Management Accountants of Nova Scotia. Glenn is a Veteran member of the Windsor Fire Department and currently an active member of the Brooklyn Fire Department. Glenn is a proud long-term member of our Board of Directors. Presently, as the Chair of the Finance Committee and Bylaw Review Committee, he is working on a revision to the bylaws and Standard Operating Procedures. We are pleased to have him as a member of this Board.

Don Rockwell – Secretary Treasurer 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 Councillor 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."



Our Amazing Board Members

- Richard Dauphinee - Board Member and Audit, Finance, and Investment Committee Member
- John Bregante – Board Member and Nominating Committee Chair
- Gary Slauenwhite – Board Member, New Build Committee Building and Grounds Committee Member
- Dan Boyd – Board Member and Audit, Finance, and Investment Committee Member
- Bob Morton - Board Member and New Build Committee

Our New Board Member

- Matthew Millett - Board Member and Audit, Finance and Investment Committee Member



Retired and Former Board Members 2023-2024

- David Keith - Board Member
- Jodi Daniels – Board Member
- Randy Hussey – Board Member

We thank you all for your service!



MESSAGE FROM THE CEO



Krista Beeler, CEO

This is an exciting time for Dykeland Lodge as we are laying the foundation for our future new Long Term Care facility. We are expanding programs and initiatives to bring more improved services to the community. Starting with construction on our new facility to ensure all areas are seismically safe, modern, and efficient; and collaborating outside and within our walls so we can provide the best possible Person-Centered care to residents and their families. I am also pleased to say we are actively working to partner and develop the land further to include mixed housing units in the coming years, an effort motivated by the community and current housing crisis.

I know residents and families value our partnerships, which offers a collaborative approach to bringing advanced world-class care services to our Dykeland family. There are a few standouts this year as major success stories. Our continued recruitment and retentions efforts partnered through CBBC College, NHNSA, HANS, DSLTC, WCB, Value Cooperative and Workforce Edge to name a few. These partnerships have strengthened our person-centered care approach, solidified our quality assurance and risk management protocols, and decreased overall recruiting vacancies.

A few other important strategic goals met this year are our overwhelming support and implementation of Psychologically Safe workplace programs and our new diversity, equity and inclusion committee, programs, and initiatives. This culture shift will be a major focus for Dykeland Lodge in the following years to come, as we embrace an ever-changing landscape.

I am pleased to report that departments and programs across our organization are performing well and invite you to read about them in these following pages. Our annual operational outcomes are in line financially and through our provincial licensing bodies. Additionally, Dykeland performed extremely well in recent employee and resident surveys. Lastly, we also received two LTC Awards of Excellence and were nominated in four categories. The Spirit award winner was Micheala Tracy, Recreation Therapy Associate and Michelle MacDonald, Director of Care was the innovation Award winner.

These achievements continue cross the organization, which shows that our team never stopped focusing on the Person First Ethic. I am proud to say that we continue to strengthen our culture of safety and are preparing for tomorrow's care needs. We are dedicated to bringing you the finest resident and family-focused care services now and for generations to come.

None of these achievements would have been possible without the dedication, perseverance and kindness of our Board of Directors, Senior Leadership, and employees. I am eternally grateful for their support and look forward to this exciting new journey.

"You are all our Healthcare Heroes! The hard work you delivered and the spirit you possess keep us viable as an essential provider to our residents. Those same characteristics have brought us through the pandemic—your selfless sacrifice while inspiring and supporting one another—allowed us to go above and beyond as an exceptional team."



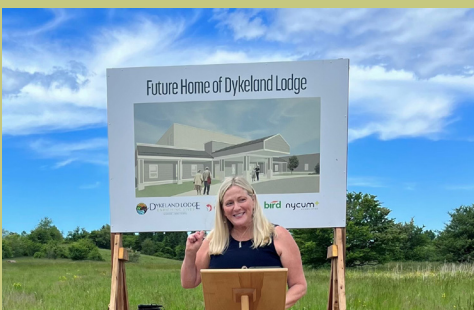
June 11 was a day of historical significance, gratitude, remembrance, and excitement as more than 70 members of the Dykeland Lodge family, wider community, government, and sector representatives, gathered for the official Groundbreaking Ceremony of our Dykeland replacement facility.

The sun shone brightly upon the picturesque future site, white clouds floated on cornflower blue skies and a majestic eagle overheard during the event, all signaling the importance of the project.

Dykeland Lodge CEO and Emcee Krista Beeler opened the ceremony with a warm welcome, inviting all present to acknowledge and send a wave to the residents of Dykeland Lodge who were watching the ceremony through live stream. Ms. Beeler said, "Today is a big day for all of us, a bricks and mortar milestone for Dykeland Lodge and our community." Beeler said it has been four years of hard work and collaboration by many partners and she thanked the Province of Nova Scotia for believing in and trusting the Dykeland Board, Leadership Team, and New Build Committee. She explained that "The starting point to get to this dedication a moment came out of the goal of providing exceptional resident centered care and a working environment capable of supporting our employees with a state-of-the-art health care facility in which to work. Moving this project forward is a major step in honoring our residents, families, employees and community and we are committed wholeheartedly to finishing this project. It is more than a building it is a beautiful new home for our residents, a dignified gathering place for our families and a fresh new building for our employees."

Among the distinguished guests and speakers were Peter Murray, Chair, Board, Dykeland Lodge; Abraham Zebian, Mayor of West Hants Municipality; Melissa Sheehy-Richard, MLA Hants West, Brian Keezer, Dykeland Chaplin, Natasha States, member of the Dykeland Diversity Equity & Inclusion Committee, Lisa Barkhouse, Dykeland's longest serving employee with 44 years of service and Matthew Connolly of the Band Qalipu, representing the First Nation community of Mi'kma'ki. Mr. Murray, who has been a member of the Dykeland Board for 32 years, applauded Ms. Beeler for her "phenomenal work" every day and said this new facility will make "a world of difference" to the residents, their families and the Dykeland team. He also commended Donna Hoar of Grey Cardinal for her outstanding knowledge and expertise.

Ms. Beeler reflected on the start of the new build vision which began during the early days of pandemic with herself and Ed Sherman sitting down with Neal Lade, Vice President, Bird Construction, Rick Bhur, Director of Design and Key Accounts Bird Construction to discuss our dream of a new facility. Our gratitude goes out to Michele Lowe, former Executive Director of NHNSA who inspired the connection. Krista then



NURSING

Michelle MacDonald, Director of Care



"The combined efforts of every member of this team are a true testimony of how often we go above and beyond. It gives me great pride to be the Director of Care of this team. Their hard work continues to inspire me and I appreciate everything they do for the community of Dykeland Lodge."



Ann Thibeau, Assistant Director of Care

Dykeland Lodge interprofessional nursing team are strongly committed to excellence, passion, clear vision and strategic focus, for their work.

Working in the Director of Care role has allowed me to grow in staff development, delegation, and facility operations. Along with the Assistant Director of Care Ann Thibeau, Assistant Director Nursing Keri Cochrane and IPAC Specialist Kristi Haliburton the nursing leadership team continues to influence and inspire judgment as we work closely to promote quality of care for all residents, families, and staff. It gives me great pleasure to witness the combined dedication to practice authentic leadership style.

Within the next year we will be embarking on our new facility to enhance the daily living for our seniors. Our new Long Term Care facility will bring a new strategic direction to focus on retention and recruitment and choosing a holistic environment for our seniors.

The nursing team have been focused on supporting culture through the implementation of Diversity, Equity and



Keri Cochrane, Assistant Director of Nursing

Inclusion program, Culturally Competent Care Program, and Indigenous Treaty education. Building a diverse and inclusive organization will have a measurable impact to help connect our employees to our organization, its culture and each other.

Dykeland Lodge in consultation with Workforce Edge, a highly specialized team of scheduling strategists, had a vision to create new optimized continuing care assistants (CCA) master rotations. The goal was to operationalize intended model of care and dedicated care hours to ensure quality, consistency, and stable resourcing and improve conditions for our employees by increasing full time positions, improving schedule quality and by scheduling in advance, replacement staff to make sure vacation and other leave can be approved. The team is proud to say we went live April 22nd, 2024, and the feedback has been exceptional.

With all the projects, the nursing team continues to engage themselves to achieve success, to work hard and make steady progress to operationalize the intended model of care for our residents,



Kristi Haliburton, Infection Control Manager

employees, and families. The combined efforts of every member of this team are a true testimony of how often we go above and beyond. It gives me great pride to be the Director of Care of this team. Their hard work continues to inspire me and I appreciate everything they do for the community of Dykland Lodge.

An organization's best "products" is its employees!

"Great teamwork is the only way we create the breakthroughs that define our careers." Pat Riley



INFRASTRUCTURE

Ed Sherman, Director of Infrastructure and Environmental Services



The year 2023 was an exhilarating period for our maintenance department as we embarked on the journey towards the construction of our new facility. Amidst this anticipation, our team remained steadfast in our commitment to excellence, ensuring the ongoing maintenance of our current infrastructure while eagerly preparing for the exciting developments ahead.

We doubled down on our preventive maintenance efforts, conducting meticulous inspections and servicing to uphold the reliability and functionality of our existing equipment. This proactive approach not only minimized disruptions but also laid a strong foundation for the seamless operation of our facility over the next three years.

Safety remained paramount throughout our endeavors, as we implemented stringent safety protocols and conducted regular inspections to ensure the well-being of our residents, staff and families and the integrity of our operations. This devoted dedication to safety will undoubtedly carry forward as we transition into our new facility, where it will continue to be a cornerstone of our culture.

Excitement for the Future: The prospect of constructing our new facility infused our team with a palpable sense of excitement and anticipation. As we eagerly awaited this new chapter in our organization's journey, we remained focused on delivering excellence in every aspect of our work, knowing that our efforts would soon contribute to the realization of our collective vision.

While our journey towards the construction of our new facility was marked by excitement, it was not without its challenges. From navigating logistical complexities to managing competing priorities, our team faced numerous obstacles along the way. However, through collaboration, creativity, and unwavering determination, we overcame each challenge, emerging stronger and more resilient than before.

As we look ahead to the completion of our new facility, we are filled with a sense of optimism and anticipation for the opportunities that lie ahead. We remain committed to maintaining the same standard of excellence that has defined our department, even as we transition into this exciting new chapter. With our sights set firmly on the future, we are confident that the best is yet to come.

In conclusion, the year 2023 was a period of growth, excitement, and anticipation for our entire department. As we eagerly await the start of construction of our new facility, I extend my deepest gratitude to each member of our team for their unwavering dedication and commitment to excellence. Together, we stand poised to embrace the future with enthusiasm and determination, knowing that the best is yet to come.



Dawn Powers, Supervisor

SUPPORT SERVICES



Our commitment to maintaining a clean, safe, and comfortable environment for our residents is reflected in the diligent efforts of our Environmental Services team. Enhanced Cleaning Protocols we implemented enhanced our service protocols to ensure the highest standards of cleanliness and hygiene. This included more frequent disinfection of high-touch surfaces, common areas, and resident rooms.

Our staff are constantly familiarizing themselves with the latest cleaning techniques, equipment usage, and safety protocols. Continuous professional development ensures that our team remains well equip to meet the evolving needs of our facility. We continued to prioritize environmental sustainability by implementing eco-friendly cleaning products and practices wherever possible. This includes the use of biodegradable cleaning agents and energy-efficient equipment to minimize our ecological footprint.

Regular audits and inspections were conducted to maintain the quality and effectiveness of our Environmental services. Feedback from residents, families, and staff members was actively sought out to identify areas which required improvement along with addressing any other concerns promptly.

As the needs of our residents evolved, we remained flexible in our approach to housekeeping and laundry. This involved tailoring our services to accommodate individual preferences and special requirements, ensuring personalized care for every resident.

Looking ahead, we remain committed to upholding the highest standards of cleanliness, comfort, and safety for our residents. By continuing to innovate, adapt, and prioritize the well-being of those we serve, we aim to continue to enhance the quality of life within our home.

This past year has been marked by resilience, dedication, and continuous improvement within our EVS department. We extend our heartfelt gratitude to our hardworking staff, whose unwavering commitment has been instrumental in maintaining a clean and welcoming environment for all. We look forward to building on our achievements and embracing new opportunities for growth in the year ahead.



FOOD SERVICES



Carlene Cole-Beaver, R.D.

Director of Food Services and Dietician

This past year has been one of learning and information building. The new building has been foremost on our minds with many tours and meetings. We are beyond excited for our residents and staff to be able to be part of planning an exceptional building to live and work in. In addition to the new building, we have also been involved in projects that are creating culture change. The EDI committee, which I am a member of, has promoted education that meets Dykeland's mission of "Fostering an inclusive, equitable, and compassionate community where everyone, regardless of their background, feels valued and respected". We are also involved in the CQI pilot project which promotes collaborative problem solving and teamwork with all departments. In April I and three other managers participated in a 2-day workshop to help us develop a program to promote psychological safety in the workplace.

The addition of a new part-time dietitian, Caitlin Ferriera, has really helped us to achieve our goals. Over the last year we have had 100% of new assessments, Team meetings and referrals completed within the licensing specified allocated time



Caitlin Ferreira

Clinical Dietitian

period. This could not have been achieved without the dedication and assistance of the new dietitian. In addition, Caitlin did a fabulous job with help from Dawn Power Support Service Supervisor, in completing the implementation of the international Dysphagia Diet Standardization Initiative. I must commend our Foodservice staff for being open to these changes and working hard to meet the expectations. They made the project possible and contributed ideas and recommendations to achieve this.

We continued to face challenges over the last year that included increases in food pricing, food shortages and labor shortages. The difficulties with food affected our menu, however, I am pleased to say that despite this we continue to provide nutritious, high-quality food to our residents and staff. Due to the increase in prices Dawn Power completed a project on portion pricing. Based on this we have had to increase staff meal prices for the first time in 15 years. Due to food security we wanted to continue to offer pricing to our staff that would be affordable as a result we still offer low-cost nutritious meals.

As a result of labor challenges, recruitment and retention of staff remained and still

remains a high priority. As part of this plan, I am collaborating with other members of the management team on an immigration workforce pilot project. We are hopeful that our recruitment efforts will be successful in gaining adequate staff to cover all vacation and holiday needs for the upcoming summer months. Education is vital to success with staff as a result we continue to provide Food Safety training, Advanced Food Safety Training, IDDSI training, GPA, and QI training. In addition, Dawn Power our Support Service Supervisor will be attending the Canadian Society Nutrition Management Conference in Halifax. She is looking forward to returning with new innovative ideas for our team.

The goals for the Food Service team for the coming year are:

- To continue to be a valuable member of the design team for our new build.
- To develop a plan to promote psychological safety in the workplace.
- To work with Food Service and Nursing staff to build on our expertise and develop and implement Dining Practice Standards.
- To collaborate with the Food Service staff to build on improving our Pureed meal plan.
- To investigate the advantages and receive innovation funding to incorporate a robotic Food Service Team member to our team.

We are especially happy that we are now able to welcome residents' families back in to share a meal. COVID changed many things over the last few years, and we are happy that we can get back to normal. We continue to be proud of our Food Service Team and the quality care, commitment, and service they provide to our residents each and every day.

This coming year is going to continue to be an exciting year, as the Food Service staff works together to plan for our new facility and continues to work on Food Service delivery improvements.



RECREATION



Victoria Gagne, Director of Recreation

The recreation department over the past year has continued to provide the residents with new and exciting programs and opportunities. We have been able to implement a weekly day care program, a musical road trip, our own Apple Blossom Festival celebrations, cultural programs, a craft sale, yard sale, and men's exercises.

A few of the unique programs offered were a visit from For Pete's Snakes, The Mushing Mountie, and Rosie the Llama. Our special events included a Mother's Day tea, a Father's Day

celebration, Butterfly release, Holiday events, shopping trips, scenic drives, musical show case which includes our own resident band Penny Candy, and a Halloween Party and much more.

We continue to maintain our relationship with the Historical Society, the Horticultural society, Kings Edge Hill, Dalhousie, local Day care, NSCC, the Legion, Avon View High School, local church groups and bands. We have developed a partnership with West Hants Recreation to look at community outreach programs.

This year we have welcomed our new Chaplain on January 1st to the team; Brian Keezer who provides the residents and staff with spiritual support and church services on Thursday. Brian has a phenomenal relationship with the churches in the surrounding community. The hair stylists Shauna and Crystal continue to provide the residents with outstanding care at the Hair Salon three days a week.

The Recreation team had the opportunity to go to Digby Pines for a two-day Recreation Conference. I have continued to teach the GPA class and am involved in several other projects. Our music therapist Mia has been working on a pilot project using voice activated technology and personalized playlists to assist with behaviors. Our Rec Therapy Associate Micheala has continued to develop sensory programs and intentional goal based 1 on 1 program.

In total the department has provided approximately 9978 programs and 8618 1 on 1 visits.

The upcoming year we will see more unique programs, fishing trips, legion trip, a prom, summer carnival the Alzheimer's Walk, and much more.

"It's kind of fun to do the impossible."
-- Walt Disney





**Wayne Levy,
Recreation**



**Mia Clow,
Music Therapist**



**Brian Keezer,
Chaplin**



**Theresa
Weatherbee,
Recreation**

Spiritual identity means we are not what we do or what people say about us, and we are not what we have. We are the beloved daughters and sons of God.



RESIDENT PROGRAMMING





FINANCE UPDATE



Brenda Ennis, Director of Finance

It's been a busy and fulfilling year for us in the Finance department, marked by several exciting changes. Our focus has primarily been on enhancing our employee benefits plan, and we're thrilled to share some significant updates. One of the most impactful changes we've made is the restructuring of our group insurance benefits. After careful analysis, we decided to switch carriers for our insurance plans, a move that has proven to be more cost-effective for our employees. This change has resulted in substantial savings, estimated at around 16-22% in costs. With our previous carrier significantly increasing prices this year, this switch not only benefits our employees but also aligns with our commitment to remaining fiscally responsible.



Our new benefit provider, NewGround Financial, has shown to be a great improvement within our department and has been a positive change for Dykeland as a whole. This shift reflects our dedication to providing valuable benefits to our employees while ensuring that we are making smart financial decisions for the company.

As part of our ongoing efforts to improve employee benefits, we are excited about the new online enrollment process for our insurance plans. This new process offers a quick and convenient option for our staff, streamlining the enrollment process and providing easy access to their benefits. Although the process of switching carriers and implementing this new enrollment process took several months, we are delighted to report that it has been well worth the effort.



As we reflect on the past year, we are excited about the opportunities that lie ahead for Dykeland. We remain committed to continuously enhancing our employee benefits and finding innovative ways to support our team.

Brenda Ennis, Sylvana Jarmash, and Emily Harding

UPDATE ON STRATEGIC GOALS

Dykeland Lodge has pushed forward our Strategic goals this year by engaging in innovative programs or new initiatives that would support positive change.

Our goals of supporting strong mental health, organizational culture change, increased recruitment and retention initiatives have been at the forefront of our work with positive outcomes.

Dykeland Lodge was chosen as one of the Psychological Safe Workplace Pilots through WCB. We have initiated positive change with the addition our Diversity, Equity and Inclusion program, monthly events, several ISANS education sessions and indigenous treaty trading to name a few. This year we started utilizing a program known as Work Force Edge and have provided decreased position vacancies and increased recruitment interest.

Dykeland held annual financial audits for our Dykeland Lodge Society and Dykeland Lodge during the month of May with Baker Tilley. As Brenda and Sylvana finish the last pieces of this process we anticipate another clean audit. The intensive preparation for the audits does not go unnoticed and we are appreciative for all their hard work.



African Nova Scotians / Indigenous Blacks are a distinct people who descend from free and enslaved Black Planters, Black Loyalists, Black Refugees, Maroons, and other Black people who inhabited the original 52 land-based Black communities in that part of Mi'kma'ki known as Nova Scotia. We humbly acknowledge and celebrate the profound contributions of people of African descent in shaping Nova Scotia's rich history and vibrant culture. From their earliest presence to the present, African Nova Scotians have been integral founding members, leaving an enduring mark on our community for over 400 years.



Their teachings, resilience, and unwavering strength inspire us, providing a historical stronghold that reminds us of the victories achieved amidst challenges. Their labor, culture, and heartache have laid the foundation upon which we proudly stand today. Drawing upon the wisdom of an African proverb, we recognize that our strength is rooted in the collective triumphs of our ancestors. We are guided by their enduring spirit as we face contemporary challenges and strive for a more inclusive, equitable, and united future.

In this space, we commit to honoring the rich contributions of people of African descent, fostering a community that celebrates diversity, equality, and unity. Together, let us build upon the legacy of our ancestors, drawing strength from their experiences as we work toward a more just and compassionate society for all.

TAMAR PRYOR BROWN (she/her), SENIOR ADVISOR, AFRICAN NOVA SCOTIAN AFFAIRS INTEGRATION OFFICE (ANSAIO), OFFICE OF THE CAO

ADMINISTRATIVE SERVICES

Our Administrative Support Services Team is the heartbeat of Dykeland Lodge, supporting our residents, families, employees, Board and community. The activities they facilitate are essential to a company's operations. This includes administrative responsibilities, and organizational duties that help maintain our organization and its employees' productivity. Administrative tasks vary but typically include managing the office, communication, e-mails, scheduling meetings, organizing data, maintaining company records, and drafting relevant documents.

Charlottle Schofield, Office Coordinator and Director of First Impressions has had an extremely busy year dealing with the regular running of Dykeland Lodge and balancing the increasing workload of our New Facility. This undertaking was

not for the faint of heart and Charlotte accepted the change with grace and compassion. Thank you!

Our Support team includes the Scheduling Department which has worked diligently this past year in incorporating and adjusting to a new 12-hour schedule for our CCA's. Congratulations to Annette Sawler and her team on a job well done!

Dykeland Lodge Maintenance and Security Team also play a paramount role, Brain Rockwell, Danny Hill and Kevin Ettinger are true professionals. They manage the required work repairs, deliveries, equipment failures and security of the facility. They assist with ensuring the smooth operations of the physical workplace and resident's home.



Charlotte Schofield,

Office Coordinator



Kim Hillier,

Human Resource & Education Coordinator



"There is nothing like a dream to create a future"

Schedulers



Annett Sawler,
Master Scheduler



Morgan Hebb, Part Time Scheduler



Angela Brooks, Part Time Scheduler



Emma Gates, Scheduler



Doctor's Rounds

We are well into a new year in a time full of challenges near and far. We often do not know each other's stories and what brings us peace or difficulty in our daily lives. Despite these challenges, the care team at Dykeland Lodge works together to care for our residents, support them and their families as well as supporting each other in our work. This brings joy in our workplace. I join our physicians in thanking the care team for their communication, support, and collaboration in providing excellent service to our patients and making Dykeland Lodge a pleasure to work in partnership with.

Iona Wile MD
Medical Director Dykeland Lodge



Pharmacy Update

Lawtons Drugs is proud to provide pharmacy services to Dykeland Lodge from our new Lawtons Continuing Care Pharmacy in Burnside, Nova Scotia. From this facility we offer both long term care and central fill services for all of Nova Scotia. The Lawtons long term care pharmacy team includes 14 pharmacists, 7 registered technicians and over 45 pharmacy assistants.

Medications are delivered to Dykeland Lodge by secure courier service daily, Monday to Friday, with emergency service available after hours and on weekends. Pharmacy also provides 24/7 access to an on-call clinical pharmacist to meet emergency medication needs for our residents.

The consultant pharmacist for Dykeland Lodge is Dina Guergues. Dina graduated from Faculty of Pharmacy Ain Shams University in Egypt in 2004. Dina moved to Canada and became licenced to practice pharmacy in 2013. After working in community pharmacy for 10 years, Dina followed her passion for Long Term Care by joining the Lawtons team in May 2023.

Lawtons Drugs has invested in state-of-the-art technologies for our long-term care nursing homes, which improve efficiency and reduce the risk of medication errors. Our automated dispensing systems individually identifies and checks medications during the packaging process. Our technologies also support the use of an electronic medication administration record system used at Dykeland Lodge which further reduces the risk of medication errors for nursing.

Dina Guergues, Consult
Pharmacist

As part of our relationship with Dykeland Lodge, pharmacy provides a variety of direct resident care clinical services. Comprehensive medication reviews are completed for each resident upon admission and twice annually. A medication review is an analysis of the resident's current medications, medical conditions, and allergies. We work in collaboration with an interdisciplinary team, consisting of physicians, nurse practitioners, nurses, and pharmacists to ensure the residents are receiving optimal medication therapy according to their care plan. We consider medication safety, efficacy, cost, and avoiding adverse effects. As residents change over time, we ensure their medication treatment plan changes as well. Medications that are no longer providing benefit or pose unnecessary risk are decreased or discontinued accordingly. Dina also considers route and ease of administration of medications based on various resident factors and preferences. She ensures medications are being covered by resident drug insurance plans or recommends cost-effective options.

In addition to direct patient care clinical services, pharmacy supports Dykeland Lodge with licensing and continued education. Dina works with leadership at Dykeland Lodge to ensure provincial and national standards of practice are met and provides medication related education and news to the interdisciplinary team. Lastly, the pharmacy team is happy to provide annual influenza vaccinations for the staff at Dykeland Lodge, protecting residents by helping to protect those they are in close contact with.

REHABILITATION



Erin Lamb Occupational Therapist

The rehabilitation program's primary goal is to improve the daily functional abilities of our residents through a comprehensive assessment and treatment to address physical, cognitive, and social challenges that have resulted in a decline in residents' ability to carry out everyday tasks. Our Rehab team provides services on continuous improvement, collaboration, and accountability. In our comprehensive approach, residents and their families are integral team members and participate in team decision-making related to residents' goals.

Our rehabilitation team has a full-time occupational therapist, Erin MacRae, and a full-time Rehab Assistant, Caitlin England. Our Full-time Physiotherapist Mirella Veras will sadly be leaving us in June. She has been given a great opportunity to teach at the University of Manitoba. Though she will be greatly missed here at Dykeland Lodge, we wish her all the best. We will be looking for a Full-Time PT to take over in the up-coming month.

Our Rehab team offers various services and programs, including educational and clinical services.

Clinical Rehabilitation Services include:

- Assessment and treatment to address decreased mobility, transfer concerns, range of motion, strength,



Caitlin England Rehab Assistant

- balance, exercise prescription, and pain management.
- Assessment and interventions regarding residents' need for seating or positioning, equipment (wheelchairs, power mobility assessments, specialized cushions, Mattresses, etc.).
- Collaboration with the team for assessment, treatment, and prevention of pressure ulcers and recommendation of specialized equipment to decrease skin integrity issues.
- Therapy room with equipment for laser therapy, Interferential Current (IFC), Wax Bath, and hot packs for pain management.
- Palliative care services to minimize the negative effects of the disease or invasive treatment.
- Pelvic Health for urinary incontinence, including pessary assessment, insertion, removal, and follow-up procedure. A pessary is a device recommended for pelvic prolapse support. Our physiotherapist has advanced training in pelvic health, and services are available as requested.
- Clinical Tai Chi sessions (slow and gentle exercise suitable for all residents to improve flexibility, muscle strengthening, endurance, and balance).
- Erin has also been bringing in her dog, Meadow, as a therapeutic treatment with residents.

New Clinical services available:

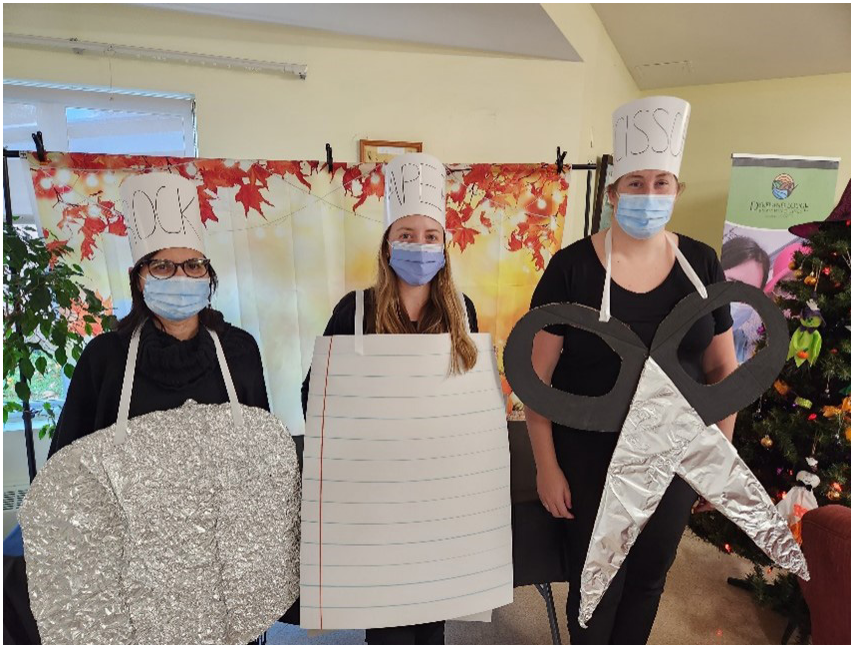
- Another Sara Stedy was purchased to help with transfers.
- Bed rail padding was purchased for resident safety in bed.
- Rehab is working alongside the recreation department to provide residents with virtual reality therapy as well as during SPA days providing Wax Bath Treatment.
- In- Collaboration with Wound Care Canada we have been able to get more offloading wedges, Boots and Slider sheets.
- Tried a New Shower Trolley Through Arjo and submitted request for Capital funding- we hope to implement this if approved.
- Also did a trial with a Relax Chair to decrease resident behaviors.

Education Services:

- Clinical, educational placement for OT, PT and Rehab Assistant Students
- The rehab team teaches Safe Handling and Mobility (PACE) to front-line staff as well as Ergonomic training to all support staff.
- All new employees get Transfer and Mobility training with a Rehab team member on the 1st day of hire.
- Our rehab team teaches safe handling and mobility classes for CCA students from CBBC who are taking classes here at Dykeland Lodge.
- Our physiotherapist, Mirella Veras, occasionally teaches clinical lab classes for physiotherapy students at Dalhousie University, which also helps to keep her with the most updated physio knowledge and skills.

Our department has a DAL OT student for 8 weeks, Adam Nisar. We are excited to have him and are excited to share our knowledge, clinical skills, and our passion for helping residents in every aspect of their life, whether it be their health, regaining independence, or improving their quality of life.

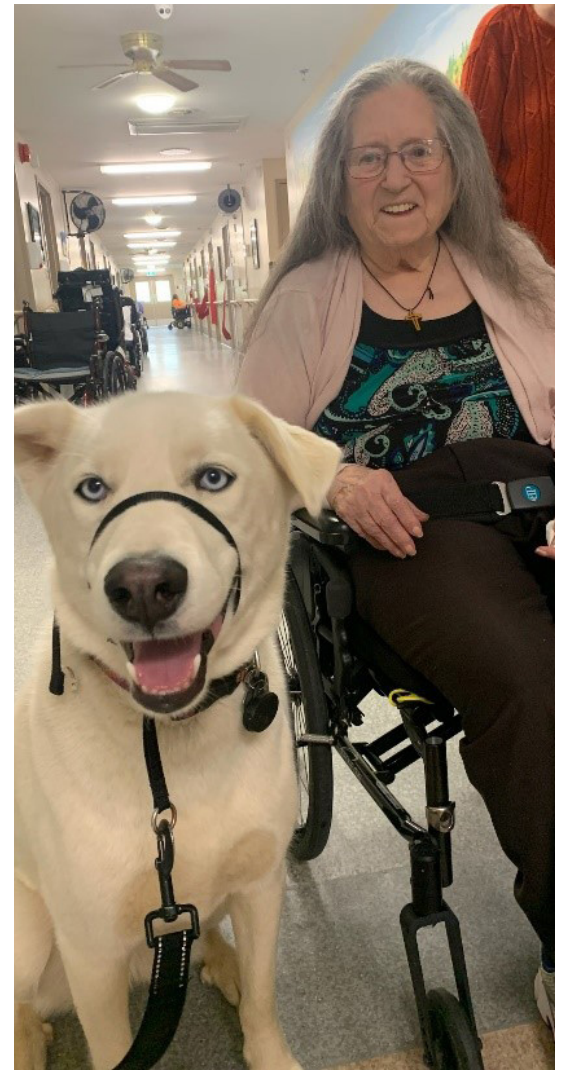
We understand the urgent need for clinical placements for our rehab students throughout Atlantic Canada. We look forward to continuing to offer clinical, educational placements for OTA/PTA, physiotherapy, and occupational therapy students.



Rehab Team Involvement

- Our Occupational Therapist, Erin MacRae, is the chair of the Falls Prevention Committee, a member of the Wound Prevention Committee, Social Committee, and the Quality Improvement Team.
- Our Physiotherapist, Mirella Veras, is the Chair for Equity, Diversity, and Inclusion Committee.
- Our Rehab Assistant, Caitlin England, is the co-chair for the Occupational Health and Safety Committee, a member of Falls Prevention Committee, Wound Prevention Committee, Behavioral Committee, Social Committee, and the Quality Improvement Team.
- Erin and Caitlin have been successful in helping with the QI Huddle Boards.

Our rehab team works closely with staff, residents, and their loved ones to establish a therapeutic treatment plan that meets residents' goals and maintains quality of life.



Advancing Shoulder Mobility: Tracking Progress with Innovative Technology in LTC

Our physiotherapist Mirella Veras is leading a pilot study aimed at assessing the acceptability and feasibility of utilizing a wearable sensor to track residents' shoulder mobility. This collaborative project involves professors from Dalhousie University, the University of Ottawa, and the University of Montreal. The ring itself was developed by John Wang the proprietor of XO technology company.



Introducing a device to monitor residents' shoulder mobility could prove to be a valuable addition to rehabilitation, nursing, and medical teams. With the ability to closely monitor shoulder movements, this data can enhance residents' overall shoulder function, crucial for maintaining or regaining independence, particularly in activities of daily living





CELEBRATING OUR SMILES





DYKELAND LODGE AND CBBC CCA PROGRAM UPDATE



Dykeland Lodge has been offering the CCA Program at our facility for many years enjoying past partnerships with NSCC but most recently CBBC College. Dykeland Lodge entered into a partnership in 2019 to offer the program in class. In November the work and learn program was launched. It is a hybrid of online and in person training. Since partnering with CBBC Dykeland Lodge has offered the program to approximately 200 students. Our next class is set to begin August 22, 2024.

“Continuing Care Assistants work under the supervision of registered nurses, registered psychiatric nurses, or licensed practical nurses. As a continuing care assistant, you’ll be a caretaker, mostly to elderly clients or those who are living with illness.

You’ll help your clients with mobility, personal care, assisting them to eat their meals, and medication monitoring. It’s a face-to-face, people-focused job that has a huge impact on those with whom you work. Continuing care assistants are truly special people who are with their clients during the most vulnerable point in their lives. This may be at the end of life, during daily care, or during truly difficult medical situations.”

Provincially funded Continuing Care Assistant program (go to school for free!)

CBBC is honoured to be partnering with The Nova Scotia Department of Seniors and Long-Term Care (SLTC) to deliver a new and innovative program designed to address the shortage of qualified Continuing Care Assistants (CCA) in Nova Scotia. This program is open to residents of Nova Scotia who meet admission requirements.

Under this new ‘Work and Learn Continuing Care Assistant’ program, qualifying students will receive FREE tuition to become a CCA while going to school three days a week and working (paid!) in a continuing care environment two days a week.

“Work and Learn”

After the eight weeks have ended, the 3 and 2 models will begin. Students will spend three days a week learning all they need to be successful as a CCA, and two days a week working in continuing care in a paid position. This position won’t be as a CCA (because you won’t be qualified yet) but you’ll receive valuable skills and work experience that will serve you well in the

future.

The cost of tuition (including administration and exam fees) and textbooks will be fully paid for eligible students enrolled in the Work and Learn CCA Education Model.”



EXCITING NEW INITIATIVES AT DYKELAND LODGE

Long Term Care Awards of Excellence 2024

The Board of Directors, Leaders and team at Dykeland Lodge were thrilled to attend the second annual NHNSA Long Term Care Awards of Excellence Gala in October of 2023. The enthusiastic attendees, comprised of nominees and others representing all aspects of long-term care. Corporate partners and government officials were moved and excited by the many stories of exceptional quality care, innovation, partnerships, teamwork and leadership taking place across the province.

Minister Barbara Adam, Nova Scotia's first ever Minister of Long-Term Care, delivered a heartfelt and supportive message communicating her commitment to continue to advance the long-term care sector. Also in attendance were The Honorable Gary Burriel, MLA for Halifax Chebucto who offered gratitude and The Honorable Zach Churchill, Leader of the NS Liberal Party.

With great excitement the following awards were presented to our amazing team members:

- The Spirit Award was presented to Michaela Tracy, Recreation Programmer, Dykeland Lodge, presented by sponsor Pomerleau.
- The Champion for Dignity Award was presented to Michelle MacDonald, Director of Care Dykeland Lodge, sponsored by Coast and Iris Communications.

Dykeland Lodge congratulates all the amazing nominees and award recipients and looks forward to the 2024 Awards of Excellence Gala.

Continuous Quality Improvement and Risk Assessment

In the Summer of 2023 Dykeland Lodge began work on a new Quality Assurance system supporting our Quality Assurance and Risk Committee. We partnered with Value Collaborative to design and implement a new Continuous Quality Improvement and Risk Assessment program. Value Collaborative has partnered with healthcare organizations

along the continuum of care. Value Collaborative has extensive experience which includes seniors care, acute care, and emergency medical services, among other healthcare segments. They also work with government and regulatory bodies within the industry.

Over the course of 5 months, Dykeland Lodge has implemented a Continuous Quality Improvement Management System. This management system will be the foundation of Dykeland's Quality Improvement framework over the coming years.

The aim of this management system is to create an environment where all staff are supported to identify and make changes. This is achieved through several components, the two major ones being:

1. Daily Status Sheets – daily unit leaders and staff gather for a fifteen-minute meeting to identify potential risks and mitigation plans. This has allowed teams to proactively manage daily challenges such as staffing shortages, changes in resident status, and resident/family complaints.
2. Improvement Huddles – weekly, teams gather around a physical whiteboard to discuss new QI opportunities identified by staff. These opportunities are prioritized and resolved by the staff themselves.

The management system is an Accreditation Canda designated Leading Practice and was trained to us by The Value Collaborative, a management consulting firm that specializes in building QI cultures. Dykeland lodge is the 5th LTC home in NS to receive this exclusive training. This management system has to date achieved results such as: double digit improvement in staff engagement scores, \$150k in savings from safety risk avoidance, and over 5000 staff led improvements Canada wide.

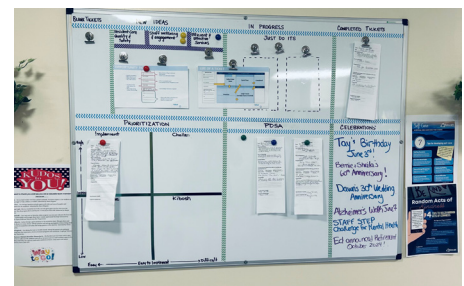


Figure 1: Dykeland Improvement Board

Although we are still in the early stages of our adoption, we have already seen staff excited by its use, the resolution of many staff frustrations, and the improvement in staff morale. We look forward to incorporating this philosophy of Continuous Quality Improvement into the Dykeland culture and taking it with us as we move into our building.

Our aim is to maximize the overall value offered to residents, families and staff. Working together with internal and external experts, to develop high-quality practices to ensure excellence in the health care service and solid QA protocols supported and design by our team. We believe that great healthcare ideas come from within the community itself.

This new program is grounded in continuous improvement philosophies and strong ethics, and facilitates multi-disciplinary training programs, in-person daily status sheets, Huddle Resolution Boards and collaboration with our QA committee and Board.

We are grateful for the engaging participation from our front-line employees during the 4-month training period. We can already see the shift in empowerment and positivity. Special Thanks to Caitlin England and Erin McRae who ran the Huddle Board implementation and began training new Board facilitators.

Inclusion, Equity and Diversity Culture Commitment



At Dykeland Lodge, we are dedicated to promoting Diversity, Equity and Inclusion (DEI) within our long-term care community. Our guiding principles are based on the definitions of diversity, inclusion, equity, equity-seeking groups, and cultural competence. These principles drive our commitment to creating an inclusive and welcoming environment for all, whether you are a staff member, resident, or family member. To achieve our DEI goals, we have established the following action goals:

Embrace and Celebrate Diversity
Action Goal: Foster an environment where the unique characteristics of everyone are recognized, valued, and celebrated. This includes acknowledging and appreciating differences in age, language, culture, race, ethnicity, sexual orientation, gender, gender identity and expression, abilities, and religious or spiritual beliefs.

Create an Inclusive Community
Action Goal: Promote inclusion by ensuring that individuals with different identities feel valued, leveraged, and welcomed within Dykeland Lodge. We aim to create a sense of belonging for all, whether they are staff members, residents, or family members.

Promote Equity and Access
Action Goal: Implement an equity-focused approach that provides equal opportunities for everyone, recognizing that individuals may begin from different starting points due to various advantages and barriers. Dykeland Lodge maintains a commitment to addressing imbalances and ensuring that all individuals, especially those from marginalized backgrounds, have the opportunity to grow and contribute.

Support Equity-Seeking Groups
Action Goal: Provide specific support and resources to equity-seeking groups, including indigenous people, African Nova Scotians, persons with disabilities,

and other under-represented groups. We aim to address their unique needs and challenges to promote inclusivity and equity.

Foster DEI Competence
Action Goal: Cultivate cultural competence among our staff and community members. This involves building understanding, respect, and openness to different cultural perspectives. We will strengthen cultural security and work towards equality in opportunities. Relationship building will be fundamental to cultural competence, based on understanding each other's expectations, attitudes, and knowledge.

These guiding principles and action goals form the foundation of our commitment to equity, diversity, and inclusion at Dykeland Lodge. We will continuously strive to uphold these principles, assess our progress, and work collaboratively to create a more inclusive and equitable environment for all members of our community.

Psychological Health and Safety

Dykeland Lodge was honored to be chosen to represent Long-term Care as a pilot organization for Psychologically Safe Workplaces through WCB and Davis Pier. Sometimes, a work-related psychological injury happens gradually due to significant stressors, such as bullying and harassment, that take place over time.

Effective September 1, 2024, this type of psychological injury will be compensable in Nova Scotia. As the first province in Atlantic Canada to provide coverage for this type of workplace injury, the WCB will apply innovative approaches and best

practices learned from other jurisdictions, to help the people we serve.

Dykeland Lodge has been working to get ready for this change for a while. It's a big part of our new, organizational change and leadership. We have created a comprehensive calendar of events to support Mental Wellness. This will include a Fall Wellness Fair, Walking Programs, Wellness Wednesday, Healthy Lifestyle Changes, Stress relief and Strengthening programs and Random Acts of Kindness days.

The WCB service model for gradual onset psychological injury will be different from

our typical case management practices. Workers and employers can expect customized, personal service, based on their own situation, and mental health. The worker will be at the center of the service model – with the goal of keeping them connected to work, in a way that is safe and healthy, and returning as soon as it's possible, in partnership, collaboration and principles of care.






Thank you to our dedicated team leads Carlene Cole-Beaver, Director of Food Services, Victoria Gagne, Director of Recreation, Keri Cochrane, Assistant Director of Nursing and Krista Beeler, CEO.

Workforce Edge Team



Benefits:

Nova Scotia
Nursing Homes

-  Decreased overtime
-  Decreased agency
-  Decreased staff dissatisfaction
-  Meeting daily baseline
-  Meeting regulated care hours

The Staff Scheduling Project: In Partnership with Dykeland Lodge

In June 2023, the Staff Scheduling Project was launched as a swift response to a staffing crisis and persistent dissatisfaction with scheduling among staff members.

The costs associated with staffing agencies, overtime, and sick leave were escalating. A relief strategy was urgently needed to enable leadership to approve staff vacations safely and address ongoing vacancies in the community.

This initiative was designed to tackle chronic issues at Dykeland Lodge by enhancing the quality and consistency of health workforce scheduling, deployment, and internal redundancy planning. By concentrating on these areas, we have achieved significant improvements in continuity and quality of care, as well as in employee wellness and engagement.

The goal was to support Dykeland Lodge leaders in reaching workforce optimization & deployment targets that clearly:



Operationalize the intended model of care and dedicated care hours to ensure quality, consistency, and stable resourcing



Improve conditions for staff by increasing full-time positions, improving schedule quality, and scheduling in advance



Replace staff to make sure vacation and other leave can be approved

Next Steps

The Nova Scotia/WFE client partner community, including Dykeland Lodge, is leading a strategic discussion that will expand improvement opportunities across the sector.

Work Force Edge Creative Scheduling

We owe a world of gratitude to Michelle MacDonald, Director of Care, Annette Sawler, Master Scheduler, Benda Ennis, Director of Finance and Sylvanna Jarmash, Assistant Director of Finance. The new scheduling program has reduced vacancies so far by 18 % and generate a better family work life for our employees.



Post-Implementation Feedback >>>

“ We weren't able to retain staff because their feedback was, I only get these these horrible rotations. When we looked at Workforce Edge, our goal was to create better resident care work life balance. The staff now comes to me and says, thank you. I love it. People are happy. Agency has decreased and so has sick time and overtime. ”

OUR JOURNEY TO THE FUTURE

NEW BUILD UPDATED

From our Project Manager, Donna Hoar

A comprehensive design and project delivery plan has been developed and approved by NS Seniors and Long-Term Care, outlining the specific characteristics, services, scope, functions, and space requirements of the facility in great detail. We have successfully completed Steps 1 through 6 of the Facility Development Approval Process as set forth by Nova Scotia Department of Seniors and Long-Term Care. We are currently in Step 7, the Tendering and Trade Contractor Selection Process. The Project Team's (Dykeland Lodge, Grey Cardinal Management Inc, William Nycum & Associates Ltd and Bird Construction Group) aim is to ensure the successful delivery of this project.



From our Builder, Bird Construction Ltd

Safety:

We are developing a site-specific safety plan to identify and mitigate potential risks and hazards associated with the construction project. By implementing comprehensive safety measures, the team can help create a safe working environment and minimize the impact on the surrounding community. Regular safety inspections, training programs, and adherence to safety protocols will contribute to a successful and secure project execution. It's important to involve all stakeholders and encourage a safety-conscious culture throughout the duration of the construction process.

Our plan is to complete our initial site hazard assessment prior to mobilization. We hope to have a draft completed by the 2nd or 3rd week of June.

We will also be drafting our Infection Control Plan to be submitted to the MDT over the next quarter.

Schedule:

Developing a detailed schedule is an important step in project planning and execution. As the design progresses and more information becomes available, it will be possible to refine and finalize the schedule with greater accuracy. This will involve considering factors such as the sequence of activities, resource availability, and potential dependencies between different tasks. By continuously updating and adjusting the schedule throughout the project's lifecycle, the team can effectively manage timelines, identify any potential delays or bottlenecks, and ensure that activities are coordinated and executed in a logical and efficient manner. Consistent communication

and collaboration among all stakeholders, including designers, contractors, and project managers, will be key to achieving a well-structured and realistic schedule that aligns with the project's objectives.

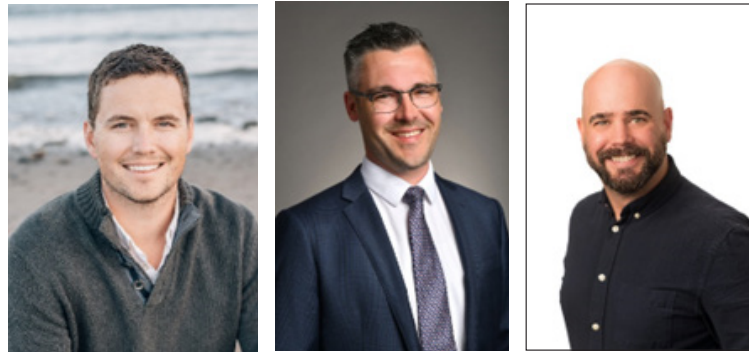
Budget:
Developing a realistic construction budget is essential for monitoring and ensuring that a project remains on target.

Quality:
The quality management team is currently working on the site-specific quality management plan, which will be circulated for review before the tender period. This plan will be an integral part of the tender package.

During the design development stage, the quality management team will be involved in reviewing the drawings to address any concerns before the project is tendered.

The Bird Construction Group team is enthusiastic about participating in this collaborative construction approach and is looking forward to the next steps.

Bird Team



From the Design Team, Nycum and Associates



The design team has been working with Dykeland Lodge to develop and finalize the design of the new facility. Throughout this process, a major focus has been achieving Dykeland's commitment to being a good neighbor. This has meant careful analysis and consideration of the site and the building's position on the property, as well

its relationship with the surrounding community. As the site design neared completion, Dykeland Lodge and the design team shifted focus towards the building's interior spaces. Throughout this work, the shared focus has been a design that prioritizes resident experiences in a home-like environment, as well as creating spaces that are efficient and joyful for staff, families and visitors.



A full-scale mock-up of the resident room was constructed and produced feedback and insights that have been incorporated into the new facility. The design team has held numerous workshops with Dykeland, working through every space in the building, from the household living areas and the public lobby to the building's exterior and landscaped courtyards. The Dykeland Lodge team has made thousands of informed decisions, each of which has been carefully considered and implemented. Dykeland also hosted several public review sessions, where the design team shared information about the new building with residents and their families along with staff and the broader community. Throughout this process, careful attention has been paid to the Nova Scotia Department of Seniors and Long-Term Care's rigorous standards.



continued from page 7

thanked all of the many partners and the Board Chair, Board member and the leadership team for their unwavering dedication, skill and commitment. Her thanks and appreciation were also extended to the NS Department of Seniors and LTC and Bird Construction, Nycum & Associates, and Grey Cardinal as pillars of strength through the process. Krista also gave heartfelt thanks to numerous representatives of the provincial government such as Premier Tim Houston, Honorable Barbara Adams, Attorneys General, Minister of Justice, Senior and Long-Term Care and Military Relations, Tracey Barbrick, Deputy Minister of Seniors and Long-Term Care, Paula Langille, Executive Director of Infrastructure, Seniors and Long-Term Care, and Melissa Sheely-Richard, MLS Hants West. The Municipality of West Hants, Ab Zebian, Mayor and all members of Council were also acknowledged for their continuing support and passion surrounding this project.

The CEO gave special mention of Chuck Porter for believing in and supporting the Dykeland dream of a new facility and development concept. Mr. Porter, aiding us in acquiring the land for our new facility for \$1. A final accolade and special gratitude to Dykeland's Ed Sherman, also a councilor, for the personal sacrifices he has made to dedicate his time and expertise to the new building committee. Mayor Abraham and MLA Sheely-Richard were animated in their praise and commitment to the future Dykeland Lodge and commended the devotion of all those involved as well as the community. Chaplain Keezer gave a touching blessing recognizing the many hearts full of gratitude and hope. Mr. Connelly, also known as Speaking Wolf, gave a stirring welcome on behalf of the Mi'kmaki people on



whose land we live and work, reflecting that we are all Treaty People as well as performing a smudging ceremony that included deep symbolism and reflection on the land, nature, the people who will be served and those who serve others, as well as the construction of the facility. Ms. States delivered a moving affirmation in recognition of the contributions, resilience, and strengths of the African Nova Scotian communities.

The Groundbreaking Ceremony concluded with a spirited, joyful reception with a cake cutting, entertainment, refreshments, fun photo booths and festive celebrations with the residents, some family members, staff, guests, and dignitaries. It was indeed a day for the history books and one that will be long remembered as the new building goes forward.



Premier's Message

As you gather to turn the sod for Dykeland Lodge's new home, I want to congratulate the board, CEO, staff, residents and the entire community on this milestone. Your collective efforts have been pivotal in ushering in a new era for Dykeland Lodge.

Expansion of long-term care across Nova Scotia has been a priority for our government. We have been committed to ensuring those who built up our beautiful province can live safely and with dignity in their community. This new 144-room facility will also provide a safe and modern workplace for its healthcare workers to provide better care to the residents. I'm proud our government is part of Dykeland Lodge's next chapter.

I want to extend my deepest gratitude and appreciation to all those who have tirelessly contributed to steering this project to completion. Together, we embark on a journey of care, compassion, and community, committed to enriching the lives of our seniors and fostering the vibrancy of our Windsor community.

Yours truly,

Honourable Tim Houston,
Premier of Nova Scotia





EDUCATION

*"Enjoy the little things in life, for one day you'll look back and realize they were the big things."
Kurt Vonnegut.*



I have been pleased to be able to help so many of our staff members attend various courses over the past year. We have continued to provide the GPA course here at Dykeland, allowing more staff to have a better understanding of caring for people living with dementia. Almost all of our staff have completed GPA and we look forward to having everyone GPA certified soon. Our Safe Handling and Mobility course has also had many staff members learn about safe practices while working with our residents. The Health Care Human Resources Sector Council has also provided opportunities for our staff to attend Verbal Intervention, U-First and Mental Health First Aid courses throughout the year. As always, I thank all the employees who take the time each year to complete their assignments in Surge Learning, great job everyone!

Gentle Persuasive Approach (GPA)
Cultural Competency Series
Introduction to an Intercultural Workplace
QI Training

Safe Handling and Mobility
DEI Initial Training
First Aid
JOHSC Training

Dykeland Lodge continues to take a pulse check of the satisfaction level of our employees, residents and families. We can again report that our scores were favorable. Overall satisfaction for employees was 82% and for families 86%. The surveys provide excellent feedback for our team to design action plans to improve and resolve concerns. This year we have been working on Quality Assurance, Communication and Education.

This year's results will be calculated in July with continued focus on Quality Assurance and the addition of Change Management. Both will include enhanced training and a new way of communicating through our QA status sheets, huddle boards and Quality Assurance and Risk Committee.

Dykeland Lodge has engaged in numerous surveys and assessment as we move closer to a new facility. Diversity, Equity, Inclusion, Psychological Safe Workplace and Mental Wellness. The initiative we are currently supporting will provide support education and a change in culture. Follow-up surveys will happen in the fall and will hopefully show improved understanding in these areas.

Dykeland Lodge has pushed forward our Strategic goals this year by engaging in innovative programs or new initiatives that would support positive change.

EMPLOYEE CONGRATULATIONS & ACCOMPLISHMENTS

- Amanda Wile, Advanced Food service --July 13, 2023
- Amy Flynn, Food Handlers- October 2023
- Lisa Barkhouse, Food Handlers -March 2024
- Jean Shanks, Food Handlers - June 2023
- Summer Fulton, Food Handlers - June 2023
- Barb Donald, Food Handlers - June 2023
- Dar Thompson, Food Handlers - July 2023
- Bonnie Caldwell, Food Handlers - March 2024
- Rajeev Chowdhury, LPN Instructor NSCC
- Kaitlyn Beanlands LPN graduated
- Shannon Bouchie LPN Year 1
- Ashlyn Clements LPN Year 1
- Tanya Condon LPN graduate – June 2024
- David Nsumba LPN graduate – Dec – 2023
- Sarah Jackson Year 1 LPN Bridging Program
- Mackenzie Little LPN graduate – June 2024
- Shawna Macumber LPN Year 1
- Mia Simm LPN graduate
- Jordyn Brown LPN graduate
- Cody Richards Year 1 LPN
- Makayla Ross Year 1 LPN
- Amelia Fifield Year 1 RN Dalhousie University
- Angelina Claes graduate ECE Education
- Kaylie Fisher - CBBC CCA Class 0923.3 completed
- Bree Hiltz - CBBC CCA Class 0923.3 completed
- Brooklyn Levy - CBBC CCA Class 0923.3 completed
- Emily MacTavish - CBBC CCA Class 0923.3 completed
- Shelby Parr - CBBC CCA Class 0923.3 completed
- Courtney Roberts - CBBC CCA Class 0923.3 completed
- Janet Westhaver - CBBC CCA Class 0923.3 completed
- Carlene Cole- Beaver, Continuous Quality Assurance Training – May 2024
- Dawn Power, Continuous Quality Assurance Training - May 2024
- Lisa Caldwell, Continuous Quality Assurance Training - May 2024
- Leona Atwell, Continuous Quality Assurance Training - May 2024
- Krista Beeler, Continuous Quality Assurance Training - May 2024
- Ed Sherman, Continuous Quality Assurance Training - May 2024
- Michelle MacDonald, Continuous Quality Assurance Training - May 2024
- Victoria Gagne, Continuous Quality Assurance Training - May 2024
- Brenda Ennis, Continuous Quality Assurance Training - May 2024
- Keri Cochrane, Continuous Quality Assurance Training - May 2024
- Ann Thibeau, Continuous Quality Assurance Training - May 2024
- Caitilin England, Continuous Quality Assurance Training - May 2024
- Erin MacRae, Continuous Quality Assurance Training - May 2024
- Zoe Graves, Continuous Quality Assurance Training - May 2024
- Lori McDade, Continuous Quality Assurance Training - May 2024
- Aibee Franco, Continuous Quality Assurance Training - May 2024
- Theresa Weatherbee, Continuous Quality Assurance Training - May 2024
- Briana MacDonald, Continuous Quality Assurance Training - May 2024
- Cori Johnston, Continuous Quality Assurance Training - May 2024
- Hailey Negus, Continuous Quality Assurance Training - May 2024



- Shari Sullivan, Continuous Quality Assurance Training - May 2024
- Jessica States Schofield, Continuous Quality Assurance Training - May 2024
- Kailee Salter, Continuous Quality Assurance Training - May 2024
- Keri Cochrane, Executive and Professional Leadership Development Certification – Dec 2023
- Keri Cochrane, Psychological Health, Stress and Wellbeing Training and Pilot – April 2024
- Krista Beeler, Psychological Health, Stress and Wellbeing Training and Pilot – April 2024
- Michelle MacDonald, Psychological Health, Stress and Wellbeing Training and Pilot – April 2024
- Carlene Cole-Beaver, Psychological Health, Stress and Wellbeing Training and Pilot – April 2024
- Michelle MacDonald, New Strategic Scheduling Implementation – April 2024
- Dykeland Lodge Board of Directors, Governance Training – Feb 2024
- Ella Mondesir, LEAP – Nov 2023
- Laura Lake, LEAP -
- Keri Cochrane, LEAP
- Kristi Haliburton, LEAP
- Amy Schofield, LEAP
- Julie Dort, LEAP
- Shelly Trider, LEAP
- Brianna MacDonald, LEAP
- Gentle Persuasive Approach, GPA
- First Aid and CPR Training
- Dawn Power - Cultural Competency Training – May 2024
- Caitlin Ferreira - Cultural Competency Training – May 2024
- Caitlin England - Cultural Competency Training – May 2024
- Kristi Haliburton - Cultural Competency Training – May 2024
- OT student - Cultural Competency Training – May 2024
- Erin Lamb - Cultural Competency Training – May 2024
- Lorna Brooks - Cultural Competency Training – May 2024
- Stephanie Upshaw - Cultural Competency Training – May 2024
- Christine Hart - Cultural Competency Training – May 2024
- Natasha States - Cultural Competency Training – May 2024
- Leona Atwell - Cultural Competency Training – May 2024
- Audra McNeil - Cultural Competency Training – May 2024
- Carlene Cole-Beaver - Cultural Competency Training – May 2024
- Indigenous Treaty Education – June 2024
- Diversity, Equity and Inclusion Training- February 12,2024- 13 participants | January 24, 2024- 24 participants |November 7, 2023- 51 participants
- Morgan Walsh – Welcomed a new baby boy
- Alisha Caldwell – Welcomed a new baby girl

Babies born too many names to mention, congratulations on your new bundle of joy or soon to be bundle of joy. 2023-2024 employee promotions and High School Graduates...Congratulations!



DYKELAND LODGE
ENRICHING LIVES

WINDSOR | NOVA SCOTIA

MESSAGE FROM THE NOVA SCOTIA NURSES UNION



**Brianna MacDonald,
President, LPN**



**Karen Graves,
Treasurer, LPN**



Julie Dort, Secretary LPN

I have learned and grown so much in the past year of being president of our NSNU local at Dykeland Lodge. With the help from my amazing co-workers, past elected members, labour relations rep Lilo Wessles, and the management team at Dykeland.

I want to congratulate all local members on the success of a new contract agreement signed in December 2023, after years of waiting patiently for a well-deserved wage raise, and our own members at the bargaining table, a job well done for us all! I hope to continue on this venture and be there for support to those that I am lucky enough to get to work with every day. We can't do this without each other!

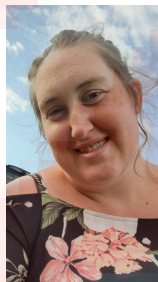
SEIU

Service Employees International Union (SEIU Local 2) represents over 20,000 Essential workers in Ontario, British Columbia, Nova Scotia, New Brunswick and Alberta.

Our Dykeland Lodge Local is represented by Chief Shop Steward Sarah Jackson, and please welcome new Shop Stewards Caitlin England, Lisa Caldwell and Lori McDade.

Recently our team has participated in Shop Steward training to gain better knowledge on how to support our Dykeland Lodge union Members. Our Chief Shop Steward has been asked to attend a National Conference for SEIU in Niagara Falls in October 2024.

The Dykeland Local meets quarterly with the management team to discuss any issues brought forward by the SEIU members of the Dietary, EVS, Maintenance, Recreation, Nursing and Rehab Services departments. We work effectively as a team to find positive solutions for all staff members.



TESTIMONIALS



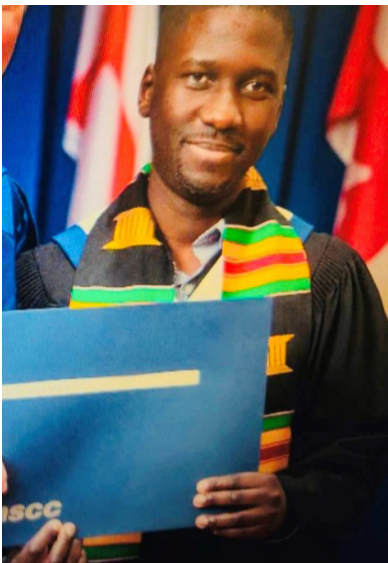
My name is **Rajeev Chowdhury** and I am a **Registered Nurse** that has been working at Dykeland Lodge for the past one and a half years. As a registered nurse working in long-term care, I find immense value in my role at Dykeland Lodge for several key reasons.

Firstly, the leadership at Dykeland Lodge is exemplary, with the administrator, director of resident care, and the entire management team demonstrating a strong commitment to resident care and staff support. Having served as a director of care in the past, I deeply appreciate the significance of good leadership. At Dykeland Lodge, the leadership's dedication to creating a positive working environment and ensuring high standards of resident care is evident and greatly appreciated.

Another significant aspect of Dykeland Lodge is its commitment to diversity, equity, and inclusion. The nursing home boasts a rich tapestry of cultural diversity, which I feel privileged to be a part of. My involvement in the diversity, equity, and inclusion committee as co-chair, as well as our cultural diversity new initiative, underscores my commitment to fostering an inclusive environment.

As a visible minority, I am particularly passionate about contributing to and promoting diversity within our community. This initiative not only enriches our work environment but also enhances the quality of care we provide to our residents by respecting and celebrating their diverse backgrounds as well.

Lastly, the collaborative spirit at Dykeland Lodge is a cornerstone of its success. We have an outstanding team, from Continuing Care Assistants (CCAs) to Housekeeping, Dietary, Maintenance, Nursing staff and Physicians, who work together seamlessly to ensure our residents receive the best possible care. The cohesion and mutual support among the staff create a nurturing environment that benefits both the residents and the employees. This sense of unity and shared purpose makes me proud to say that I work at Dykeland Lodge.



David Nsumba

Choosing Dykeland Lodge as my first place of employment as a graduate practical nurse was an easy decision for me, especially after completing my practical nursing internship here and thoroughly enjoying the experience. The reputation of the facility, combined with its commitment to providing high-quality care, stood out during my job search. I was particularly drawn to the supportive environment that Dykeland Lodge offers, especially for new graduates like myself who are eager to learn and grow in their full scope of practice. From the very beginning, I felt welcomed and valued by both staff and residents, which made the transition from school to a professional setting much smoother.

The support I have received at Dykeland Lodge has been phenomenal. From comprehensive onboarding and training sessions to continuous mentorship, the team here ensures that I am never alone in my journey. Experienced staff members are always available to provide guidance, answer questions, and share their knowledge. This collaborative atmosphere has been instrumental in building my confidence and competence in my role. I truly appreciate how everyone here is dedicated to helping each other succeed, fostering a positive and encouraging workplace. I genuinely enjoy working at Dykeland Lodge and am excited about the prospect of a long and fulfilling career here.



Henry Devlin

As the President and CEO of CBBC Career College I've had the pleasure of working with and alongside Krista Beeler and Dykeland Lodge for many years. The demonstrated level of care, thoughtful planning and commitment towards residents and staff gives testament to the quality of Dykeland Lodge. As needs of all long-term care residents in Nova Scotia continue to grow, Dykeland Lodge under the leadership of Krista and her team will remain the benchmark for other LTC's to strive towards.

"Any Journey we embark upon in life will always be filled with moments of excitement and periods of uncertainty, think of CBBC Career College as the beacon of light to illuminate your path. We want not only to ensure you have the academic skill set to succeed in your journey but also to provide ongoing support as your career evolves. Seeing you achieve success validates everything we do each and every day at the College"



Lori Anne Jones, CEO

It was my pleasure and privilege to facilitate the most recent strategic planning conversations for the Dykeland Lodge team (Board and senior staff) in the Spring of 2023. It was clear from the beginning of the session that both the board and the senior team were passionately committed to creating the right environment and conditions to support Dykeland's growth.

One of the early patterns that emerged was a shared commitment to uphold and promote care excellence for the residents, acknowledge and support teams and meaningfully engage and involve families and members in the surrounding community.

I was inspired by their reaffirmed shared vision, values and mission solidly rooted in resident dignity and independence. Strategic priorities they identified set the stage to support future organizational growth and sustainability. As the facilitator of this conversation, seeing the results gave me confidence and comfort about the future of long-term care for the Windsor community.





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HEARTFELT ACKNOWLEDGEMENTS AND SPECIAL MENTION

Our Amazing Dykeland Lodge Employees
Dedicated and compassionate Dykeland Lodge Board of Directors
Dr. Iona Wile, Medical Director
House Doctors – Dr. Cathryn Smith, Dr. Nick Williams, and Dr. Amy MacDonald
Forward thinking Dykeland Lodge Society and Board of Directors
Families and Friends of Dykeland Lodge Residents
All of our Fabulous Dykeland Volunteers
Honorable Tim Houston, Premier of Nova Scotia
Barbara Adams, Minister of Seniors, and Long-Term Care
Tracey Barbrick, Deputy Minister of Seniors, and Long-Term Care
Michelle Thompson, Minister of Health, and Wellness
Melissa Sheehy-Richard, MLA Windsor/West Hants Regional Municipality
Mayor, Abe Zebian and Councilors of West Hants Regional Municipality
Katelyn Randell, Director, Long -Term Care
Brett Laidlaw, Longe Term Care Advisor, Central Zone
Sarah Melanson, Long Term Care
Jeanne Thorne, DOF, Capital Infrastructure, Department of Finance & Treasury Board
Department of Senior and Long-Term Care and Infrastructure Beds Team
Kevin McNamara – Continued Support and Long-Term Care Advocacy
IPAC – Sheila Sheppard, Patsy Rawling, Emilie Swan and Dr. L. Johnson
Grey Cardinal – Project Manager, Donna Hoar, Andrew McIntyre and Team
Nycum and Associates – Benji Nycum, Katie Kirkpatrick, Jenna Wiggins and Team
Bird Construction, Consultants and Partnership Team, Rick Buhr and Neal Lade
Henry Devlin, CEO and President CBBC College
Kristy-Lynn White, CBBC Campus Director PECCA
Kayla Hill, CBBC CCA Instructors
HANS - Transitional CEO, Neal Bennett
HANS - Amber Lutes, Carol Salkin
NHNSA – Executive Director Menna MacIsaac
NSHA- Jessica Gilmore, Long Term Care Coordinator, Central Zone
Aware-NS – Heather Matthews
Workers Compensation Board – Marlene Grace, Vice President, Return to Work
Workers Compensation Board – Chris Spinney
SEIU – Jackie Swaine
NSNU – Lilo Wessels
Workforce Edge – Janelle Storey, Sabrina Gerville and Jillian Chisholm
Value Cooperative Continuous Improvement and Risk Assessment – Ali Shahzada
Davis Pier -
Lawton's – Denise Pelrine, Manager Continuing Care Operations at Sobey's National
Lawton's Pharmacy – Dina Guergues, Courtney Garland
Lawton's and Business Development Specialist, Jenn Schmalz
Lawton's - Dave Jones
Point Click Care - Delores Gaskin
Cardinal – Jordon Ryan
Dalhousie University Health Administration – Tanya Packer
Jeff Henshaw – IT Support Dykeland Lodge, Custom Media
MMC Creative Web Design and Marketing, Maureen Connors
Benjamin Vail – AGM/Website Editing and Marketing Consultation
Allen Print – Cameron Struthers Owner
Lisa Cunningham - TENA
Vanessa Yurchesyn - CPS
Delores Gaskin - Point Click Care
Gordon Food Service, Andrew Lavoie, Letitia Rowley, Lisa MacDonald, Kirsten Richard
Sheldon Stone, Department of Agriculture
Swish - Mike Hickey
Leon MacDonald – Landscaping
Leslie Porter and The Care Mongers
Haliburton Place – Pam Woodman and team
Windsor Elms – Candace Lyon and team
TJ's Transit Resident transportation

Please accept our sincere gratitude for anyone we may have missed.





DYKELAND LODGE

ENRICHING LIVES

124 Cottage Street Windsor, NS B0N 2T0 | Phone: 902-798-8346

Dykeland Lodge is located in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People, and we acknowledge them as the past, present, and future caretakers of this land. This territory is covered by the "Treaties of Peace and Friendship" which Mi'kmaq Wəlastəkwiyik (Maliseet), and Passamaquoddy Peoples first signed with the British Crown in 1725. The treaties did not deal with surrender of lands and resources but in fact recognized Mi'kmaq and Wəlastəkwiyik (Maliseet) title and established the rules for what was to be an ongoing relationship between nations. We are all Treaty people. Mi'kma'ki includes all of Nova Scotia, Prince Edward Island, part of New Brunswick, the Gaspé region of Quebec, part of Maine, and southwestern Newfoundland.