

## WHAT'S INSIDE:

### Page 1

September is Continuing Care Month in Nova Scotia

Labour Relations Education and Annual Conference

### Page 2

Closing the Gap Healthcare Awarded 2nd Consecutive "Exemplary" Quality Accreditation

Federal, Provincial and Territorial Health Ministers Agree on Collaborative Approach

### Page 3

Walking the Walk and Talking the Talk: Improving Safety Outcomes at the ACMHC

### Page 4

Dal Grad Student Attracts Prestigious National Research Award to Support Continued Studies at IWK's Centre for Pediatric Pain Research

### Page 5

Continuing Care Council Highlights

### Page 6

Action Plan Development Moves into Next Stage

Invitation to Complete the Maritime Needs Assessment Survey

### Page 7

Online News You May Have Missed

Consultation Report of Canada's Possible Accession to the United Nations Optional Protocol to the Convention on the Rights of Persons with Disabilities Now Available

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## September is Continuing Care Month in Nova Scotia

The month of September is recognized as Continuing Care Month in Nova Scotia and the 14th Annual Health Association Nova Scotia sponsored Continuing Care Month campaign will officially kick off on September 1, with the theme, "Continuing Care -Your Home, Our Passion."

The theme highlights the commitment and compassion of the thousands of people who have chosen this caring field as a career option and what that means for the Nova Scotians who require their support. It is also about recognizing the advances being made in this significant sector; improving quality of care and quality of life for the Nova Scotians who rely on these important services through research and innovation, as well as by adopting leading practices.

As in previous years, the Association has produced promotional toolkits for members and continues to host the Continuing Care Month website ([www.continuingcaremonth.ca](http://www.continuingcaremonth.ca)). The website features a variety of stories that illustrate the innovation and quality improvement initiatives being undertaken by the sector as well as heartwarming accounts of the commitment and compassion of continuing care employees and volunteers. Social media will also be utilized via our Continuing Care Month (@ContinuingCareM) and Health Association (@HealthAssnNS) Twitter pages.

To learn more, visit [www.continuingcaremonth.ca](http://www.continuingcaremonth.ca) or contact Alexandra Cross, Communications Assistant, Health Association Nova Scotia at 902-832-8500, ext. 295 or [alex.cross@healthassociation.ns.ca](mailto:alex.cross@healthassociation.ns.ca).

## Labour Relations Education and Annual Conference Coming Soon

The Association's Labour Relations & Compensation Analysis Team will be offering a one day education session on conducting workplace investigations. The session will be available to members subscribed to the labour relations service at various locations across the province this fall.

The program has been developed to assist employers in effectively planning and conducting workplace investigations with topics including: Concurrent Investigations, Hallmarks of Legally Defensible Investigation, Evidence/ Searches and Privacy, Confidentiality, Interviews, Retaliation, and Report Writing.

Watch your email - the registration materials will be sent out soon!

### SAVE THE DATE!

Also coming this Fall will be the Labour Relations and Compensation Analysis Annual Conference. This year's conference will be held November 2, 2017 at the Best Western Burnside. We will be providing details on content including guest speakers in September.



## Closing the Gap Healthcare Awarded 2nd Consecutive “Exemplary” Quality Accreditation



Closing the Gap Healthcare (CTG) is honoured to have been awarded its second consecutive “Accreditation with Exemplary Standing” in Accreditation Canada’s 2017 Qmentum Accreditation Program.

The accreditation process involves a rigorous evaluation process that includes external peer surveyors conducting an on-site survey during which they assess a health care organization’s leadership, governance, clinical programs, and services against Accreditation Canada’s requirements for quality and safety. These requirements include national standards of excellence; required safety practices to reduce potential harm; and assessments of the work environment, patient safety culture, governance functioning and patient/client experience. The assessment now covers 642 standards with a strong focus on the organization’s capacity to provide consistent high quality, client and family-centred care.

An “Exemplary” standing confirms that CTG “has attained the highest level of performance, achieving excellence in meeting the requirements of the accreditation program.”

“The accreditation results affirm CTG’s commitment to the provision of patient/client and family-centred, high quality, safe, and effectively managed health care,” says Connie Clerici, CTG’s Chief Executive Officer. “Our second consecutive Exemplary standing, based on 642 of Accreditation Canada’s increasingly stringent requirements, demonstrates that we are dedicated to continuous quality improvement and to achieving patient/client, family and worker satisfaction.” CTG is truly living up to our promise of “Enriching Lives. Changing Tomorrow” through our commitment to excellence in everything we do.

(Source: Closing the Gap news release, August 18, 2017)

## Federal, Provincial and Territorial Health Ministers Agree on Collaborative Approach

Federal, provincial and territorial Ministers of Health have agreed to a Common Statement of Principles on Shared Health Priorities (Common Statement of Principles), which focuses on improving Canadians’ access to mental health and addiction services, as well as to home and community care.

The Common Statement of Principles outlines a set of collective priorities for action based on a commitment to collaboration, innovation and accountability to Canadians. The Common Statement of Principles also acknowledges the commitment of federal, provincial and territorial governments to continue to work with First Nations, Inuit and Métis to improve access to health services and health outcomes of Indigenous peoples and discuss progress. Governments commit to continue collaborating on health innovation and prescription drugs.

The release of the Common Statement of Principles marks a milestone in federal, provincial and territorial discussions to strengthen health care. The Common Statement of Principles follows confirmation in Budget 2017 of \$11 billion over 10 years in new federal funds to

improve access to mental health and addiction services, as well as to home and community care.

With agreement on the Common Statement of Principles in place and federal budget legislation passed, the federal government is now in a position to transfer mental health and addictions and home and community care investments for 2017-18 to provinces and territories.

In the coming months, the federal government will develop bilateral agreements with each province and territory to outline how federal funds for mental health and addiction services, as well as home and community care, will be used consistent with the Common Statement of Principles.

Federal, provincial and territorial Health Ministers will also work collaboratively to develop a focused set of common indicators to enable Canadians to assess progress on mental health and addictions and home and community care.

(Source: Health Canada news release, August 21, 2017)



# Walking the Walk and Talking the Talk: Improving Safety Outcomes at the ACMHC

Submitted by: Sarah Reeves, Workers' Compensation Board of Nova Scotia

Nestled in the meadows surrounding the base of North Mountain in Bridgetown, Nova Scotia, the Annapolis County Municipal Housing Corporation (ACMHC) is an idyllic scene of tranquility and respite. But don't let the rustic setting fool you – while Mountain Lea Lodge and the Meadows ARC certainly evoke feelings of simplicity and lightheartedness, the organization is at the forefront of progressive workplace safety strategies that are changing the way residential care is provided.

Between employees, residents, and their families, the ACMHC's work has a hand in many aspects of the Bridgetown community – and while the wellbeing of residents is the central pillar of the organization's mandate, CEO Joyce d'Entremont says safety is a two way street that must extend to both residents and staff.

"We care about our staff and would never want to see harm come to them from something that could have been avoided," Joyce says. "This is a priority and like they say, we 'walk the walk and talk the talk'."

This walk started two years ago when Julie Hannam, Director of Supports Services, was appointed to the role of Safety Officer and Joyce was appointed CEO. "We had concerns over the increase in workplace injuries," Joyce explains. "We started with a gap analysis and education for our safety officer and leadership."

As their knowledge base grew, Joyce says she and Julie became more aware of issues that could no longer be ignored. In order to establish and enforce better policies, they called Art Brown, a workplace consultant with the WCB Nova Scotia. Making safety a priority, Joyce signed on to the Nova Scotia CEO Safety Charter in February 2016. At the same time, Julie worked collaboratively with Art to develop a safety program to address hazards in the workplace.

Previously, the lack of formal safety training and techniques meant staff injuries were common, costing the organization time and efficiency. Today, a focus on safety has changed the ACMHC day-to-day operations. "Each day, myself along with some of my leadership team walk about to talk with staff and residents around safety and care issues," Joyce says. "Staff know we're coming at this time and often they bring things to our attention, preventing bigger issues in the long run."

These issues can range from implementing lighting systems and fixing potholes to providing training and enforcing proper use of staff equipment. Importantly, they all directly impact the wellbeing of residents and staff alike.



Joyce d'Entremont, CEO and Administrator of Mountain Lea Lodge, The Meadows ARC, and Willowvale Supervised Apartments



Julie Hannam, the organization's Safety Officer, leads safety education with the Board of Directors

In addition to working with WCB, Joyce and Julie receive support from the Office of the Fire Marshall to improve fire safety procedures. Together, they helped update the Fire and Emergency plans which consisted of the installation of a second stage fire alarm panel at the Meadows ARC.

Alongside these updates, supervisors now take a proactive approach to safety by completing monthly workplace inspections in each department, while employees partake in ongoing safety training programs like Fire and Life, WHIMS/GHS, and other programs through AWARE-NS.

"We didn't have any written policies and procedures to follow," says Scott Miller, who works in the laundry department at Mountain Lea Lodge. "Now that we have these, we can do our work safer."

A large focus for employees is safe lifting. To diminish risks for both employees and residents, the ACMHC has developed a Safe Lift and Transfer Policy that is audited regularly to ensure compliance.

As for what's next, both Julie and Joyce look forward to implementing Universal Codes and Return-to-Work Programs for injured workers. Funding will also go to purchasing more equipment – Joyce emphasizes lifts specifically – and more educational training so staff not only have the knowledge, but the means to get work done.

"We have been consistent in our messaging to staff that they are allowed to take the time it takes to do their job safely," Joyce emphasizes. "We have actually made this an expectation."



## Dal Grad Student Attracts Prestigious National Research Award to Support Continued Studies at IWK's Centre for Pediatric Pain Research

A researcher with the Centre for Pediatric Pain Research at the IWK Health Centre has been awarded a prestigious Vanier Canada Graduate Scholarship to support his study of the cost-effectiveness of single family room care in a Canadian Neonatal Intensive Care Unit (NICU). Nursing PhD student Timothy Disher is one of three Dalhousie students to receive the award through the Canadian Institutes of Health Research (CIHR) this year.

“This award provides me with the time and support required to contribute to the IWK’s history of leading newborn and family research,” says Disher. “It is an affirmation that we have brought together the right team, at the right centre and at the right time to lay the groundwork for something truly special. It is an absolute honour to be counted amongst those who have won the award in the past.”

Disher’s research will explore how much benefit is associated with switching from multiple family to single family room care in Canada. While research has shown that building hospitals with single family rooms has many benefits there is currently little information about the social and financial burdens that may be placed on parents when hospital units switch to single family room design. Results of the study will be used to make a decision on whether all of Canada’s 177 NICUs should make a switch to single family rooms as well as what family and hospital factors should be considered. As a Vanier scholar Disher will receive \$50,000 a year for up to three years of research.

“Tim’s recognition not only speaks to his impressive productivity and research promise but also provides further evidence regarding the high calibre and exceptional research students being trained at the IWK Health Centre and Dalhousie University,” says Dr. Marsha Campbell-Yeo, associate professor in the School of Nursing at Dalhousie University and a clinician scientist at the IWK Health Centre. “Tim’s research findings will

provide invaluable information to help families, care providers and policy makers reach decisions about optimal neonatal care environments to ensure best outcomes for vulnerable preterm babies.”

Disher joins 2016 recipients Britney Benoit, also a PhD of Nursing student of Campbell-Yeo’s, and Perri Tutelman, a Clinical Psychology PhD student under the supervision of Dr. Christine Chambers as the only three health-care related scholars at Dalhousie to receive the Vanier in the past two years. All three study at the IWK’s Centre for Pediatric Pain Research.

The Vanier Canada Graduate Scholarships and Banting Postdoctoral Fellowships are Canada’s most prestigious awards for doctoral students and post-doctoral fellows, respectively, working in the health sciences, natural sciences and engineering, and social sciences and humanities. Through these programs, the Government of Canada strengthens the ability of Canadian universities to attract and retain world-class research talent and supports the development of the research leaders of tomorrow.

(Source: IWK news release, August 9, 2017)



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Tweet us or follow us @HealthAssnNS



# Continuing Care Council Highlights

The Continuing Care Council is here to represent sector needs and issues that have an impact on member organizations. If you have any questions or concerns please contact a Council representative or Health Association Member & Partner Engagement staff.

## Council Members:

- Annette Fougere, Chair  
St. Anne Community & Nursing Care Centre  
annette.fougere@sacentre.nshealth.ca
- Sharon Crane, Cape Breton County  
Homemakers, sharon@cbcohomemakers.ca
- Caroline Campbell, Shannex Healthcare Inc.  
ccampbell@shannex.com
- Millie Colbourne, Breton Ability Centre (ARC/  
RRC Rep), mcolbourne@cb-bac.ca
- Janet Watt, VON  
janet.watt@von.ca
- Roberta Duchesne, Harbourview Lodge  
roberta.duchesne@nshealth.ca
- Helen Marsh, New Waterford Homecare  
Service Society, hmarsh@ns.aliantzinc.ca
- Josie Ryan, Northwoodcare  
jryan@nwood.ns.ca
- Carson Samson, Richmond Villa  
carson.samson@richmondvilla.ca
- Joyce d'Entremont, Mountain Lea Lodge/The  
Meadows ARC  
jdentremont@homesforcare.com
- Jorge VanSlyke, Grand View Manor  
jorge.vanslyke@grandviewmanor.org
- Angela Berrette, Saint Vincent's Nursing  
Home, aberrette@svnh.ca
- Greg McKim, CBI/We Care Health  
greg\_mckim@wecare.ca

**COLLECTIVE IMPACT FRAMEWORK** – Information/engagement sessions are taking place with HANS members and other stakeholder groups throughout August/September. The September sessions are scheduled for September 11 in Sydney and September 19 in New Glasgow. If you have not registered and are interested in attending, please contact Carol Salkin at [carol.salkin@healthassociation.ns.ca](mailto:carol.salkin@healthassociation.ns.ca).

**FALL ASSEMBLY** – plan to attend the Continuing Care Council's Fall Assembly on Monday, October 16, 2017 to hear about Council's activities over the past year, including the work of the LTC Strategic Finance Working Group and the LTC Data Quality Coalition. Liz Weaver from the Tamarack Institute will speak about and guide us through the initial steps of the Collective Impact Framework. Registration details to follow.

**EFFICIENCY NOVA SCOTIA** – Donald Dodge, Business Development Manager, joined Council to share information on ways they can help improve energy efficiency by reducing kilowatt hours for long term care and residential care facilities. Efficiency Nova Scotia can help you plan for upgrades to older equipment and help with rebates. For more information visit their website, <https://www.energycns.ca/service/custom-solutions/>

**LTC FINANCE WORKING GROUP** – a resource binder outlining potential cost saving initiatives and programs for your organizations is close to being finalized and should be ready for distribution early fall.

**MAiD** – a Community Resource Guide was developed through a joint effort of continuing care providers and NSHA. To provide an opportunity for the sector to learn more about the legislation, NSHA's policy and continuing care MAiD procedures, information sessions were scheduled for July 12 and September 13. Sector representatives who have experience with MAiD are able to share lessons learned. If you would like to join the WebEx on September 13th, please contact [carol.salkin@healthassociation.ns.ca](mailto:carol.salkin@healthassociation.ns.ca)

## Upcoming Council Meetings:

- September 14, 2017
- October 12, 2017



## Action Plan Development Moves into Next Stage

Submitted by: Sarah Reeves, Workers' Compensation Board of Nova Scotia

It's hard to believe, but development of the Workplace Safety Action Plan for Nova Scotia's Health and Community Services Sectors started over one year ago. What a year it has been!

We began the planning process in 2016 with research into best practices, a literature and document review, as well as interviews with key OHS experts. We then launched an extensive stakeholder engagement process that included in-person consultations, focus groups, and an online survey, in which over 1,200 stakeholders participated.

These two reports set the foundation for the next major stage of the project – working groups. In early 2017, five working groups were established: safe handling and mobility; workplace violence; slips, trips, and falls; mental health and wellness; and stay-at-work/return-to-work. Over 90 people representing the health and community services sectors provided strategic advice and recommendations through this stage. To mark the conclusion of this significant engagement, a symposium was held that brought all project stakeholders together.

There is still much work to come however, and the next few months will be critical in development of the final plan. The Project Steering Committee came together in early August to review and prioritize the recommended actions from the working groups. A draft action plan will be presented

to the Project Sponsors and once approved, it will be ready to be considered by the Department of Health and Wellness.

We know that the face of workplace safety is changing, and it's not just about hardhats, work boots, or fall arrest harnesses. While those are still critical, that equipment doesn't protect care workers from the hazards they face daily.

Safety considerations are different when a workplace is also where someone lives. We need to find a way to encourage safer outcomes and reduce the injury rate in health and community services. Safety must be made a priority in each and every organization.

Working in the care sectors isn't simple, and there are no easy solutions to improving safety outcomes. But the safety conversation is just beginning, and with the right people at the table, I'm confident we'll be able to produce a long-term action plan that will make a positive difference. From government and organized labour, to employers and front-line workers, we are all united to achieve this goal.

**Susan Dempsey**

**Project Lead and AWARE-NS Executive Director**

## Invitation to Complete the Maritime Needs Assessment Survey



The continuity of care and support for the autism spectrum disorder (CONNECT) team is conducting a massive Maritime Needs Assessment Survey to provide insight about the needs of autistic adults and their caregivers in the Maritimes. You are invited as service providers to the ASD community, to complete this survey associated with adults on the autism spectrum disorder (ASD). Your opinion is important!

You can access it by visiting CONNECT's Web page at <http://www.spor-maritime-srap.ca/our-research/connect-project>. You just need to click on "Fill out the survey". It should take about 20 minutes to complete.

The results of this extensive survey will provide a snapshot of the reality experienced by the ASD community. We will be able to identify the services available, how they are available and those missing to improve the support to adults with ASD and their families.

Watch this short promotional video that explains the project and how to complete the survey in order to support you in your dissemination process. <https://www.youtube.com/watch?v=GGa0-a-PJ2E>.

The CONNECT team brings together autistic adults, caregivers, researchers, health professionals, government officials, and services providers and aims to break down barriers and understand the needs and challenges faced by adults living with autism spectrum disorder.

If you need further information, do not hesitate to contact [connect@mssu.ca](mailto:connect@mssu.ca).

We thank you in advance for your participation, and thus your contribution to improving the services and quality of life of the ASD community.

**Dr. Caroline Jose, Patricia George-Zwicker and the CONNECT team**



## Online News You May Have Missed

### August 28, 2017 - Penicillin allergy labels are 'frequent but frequently inaccurate,' investigators find

Many people who are labelled as allergic to penicillin can safely take the important antibiotic, say doctors and pharmacists who brought testing to the bedside of patients in hospital.

Yet one in 10 Canadians report an allergy to penicillin, which doctors know is an overestimate. Now, investigators at three hospitals in Toronto who followed a rigorous testing protocol say they were successfully able to give penicillin to the vast majority of more than 600 people who had the allergy on their medical chart.

Learn more...

<http://www.cbc.ca/news/health/penicillin-allergy-1.4262726>

### July 11, 2017 – Admission to residential care could have been delayed or avoided for more than 1 in 5 seniors

A report from the Canadian Institute for Health Information (CIHI) looked at a sample of Canadian seniors and found that more than 20% of those who were admitted to residential care might have been able to remain at home with appropriate supports.

Seniors in Transition: Exploring Pathways Across the Care Continuum studied more than 59,000 seniors in 35 health regions over a 3-year period whose care needs were assessed by health care professionals.

Read more...

<https://www.cihi.ca/en/admission-to-residential-care-could-have-been-delayed-or-avoided-for-more-than-1-in-5-seniors>

## Consultation Report of Canada's Possible Accession to the United Nations Optional Protocol to the Convention on the Rights of Persons with Disabilities Now Available

Canada is a party to the United Nations Convention on the Rights of Persons with Disabilities (Convention). The Convention entered into force for Canada on April 10, 2010. Its purpose is to ensure that all people with disabilities enjoy the same human rights, freedoms and respect as other people. It requires countries to promote equality and prohibit discrimination against people with disabilities.

As a party to the Convention, Canada can accede to (or join) the Optional Protocol to the Convention on the Rights of Persons with Disabilities. The Optional Protocol contains two procedures to strengthen the implementation of the Convention: an individual communications procedure and an inquiry procedure.

As part of this review, in February and March 2017, the Government of Canada consulted with civil society to

seek its views on Canada's accession to the Optional Protocol. It did so through an in-person roundtable with approximately 30 non-governmental organizations and Indigenous organizations on February 16, 2017, as well as a four week, online public consultation between February 17 and March 17, 2017. Through the online consultation, over 140 submissions were received.

Overall, participants are supportive of Canada's accession to the Optional Protocol, noting that accession will strengthen the implementation of the Convention in Canada and protect the rights of persons with disabilities.

The full consultation report is now available online at: <https://www.canada.ca/en/employment-social-development/programs/barriers-social-economic-inclusion/consultation-optional-protocol/report.html>

# HOME SUPPORT NURSING LEADERSHIP PROGRAM

## WESTERN REGION



FACILITATED BY ALISON MCEACHERN,  
MCEACHERN & ASSOCIATES

The Leadership Program responds to the identified needs of Home Support Nurse Leaders recognizing:

- Every home is a different workplace with its own set of challenges, both physical and psychological.
- Home Support Nurse Leaders often supervise employees at a distance. Their staff work in sometimes remote locations, far from a central office.
- Home Support Nurse Leaders must develop good relationships not only with their clients, their family members and other health care providers. Each of those groups may have expectations that differ from the other.

The three module program is designed to help Home Support Nurse Leaders to:

- Strengthen the relationship between leader and employees
- Diagnose individual employee needs and performance goals (in person and at a distance)
- Provide effective performance feedback to individuals with unique experiences, skills and challenges and responding to them with flexibility
- Strengthen teamwork within the organization and between other professional groups
- Apply conflict management techniques in an assertive and professional manner
- Develop effective coaching skill

## REGISTRATION:

MODULE 1: September 26th, 2017 : Best Western Bridgewater

MODULE 2: October 10th, 2017 : Best Western Bridgewater

MODULE 3: October 24th, 2017 : Best Western Bridgewater

To register please contact Catherine by email [admin@hpsc.ca](mailto:admin@hpsc.ca).  
OR register directly at [www.hpsc.ca/training-and-development/](http://www.hpsc.ca/training-and-development/)



# SAVE THE DATE!

## CONTINUING CARE COUNCIL ASSEMBLY

### ON THE AGENDA:

#### Collective Impact: A Holistic Approach to Absence Management

We will welcome Liz Weaver from the Tamarack Institute (<https://www.tamarackcommunity.ca/lizweaver>), to speak about, and guide us through the initial steps of the Collective Impact Framework which the Continuing Care Council intends to use to guide its actions related to **recruitment, retention, and keeping staff healthy and engaged** to be able to provide services to our residents and clients.

#### Council Report

An update on the important work the Council has been doing over the past year, including the work of the LTC Strategic Finance Working Group and the LTC Data Quality Coalition. Other activities related to issues of the day also will be discussed.

**LOCATION:** Future Inns Halifax Hotel & Conference Centre  
30 Fairfax Dr, Halifax

More details to follow closer to the date!



# Monday, October 16, 2017