



Annual Report

2021 – 2022

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ROCMAURA NURSING HOME

Mission Statement

We at Rocmaura are a community
of caring people
committed to providing quality care
guided by Christian values

We are inspired by the healing ministry
of Jesus Christ and the tradition of
caring and compassion reflected
in the mission of the
Sisters of Charity of the Immaculate Conception

Out of that spirit and mission,
we will continue to meet the changing
needs of our residents and those we serve.

Values We Hold

1. The dignity of the person.
2. The sacredness of life at every age
3. A welcoming, home-like atmosphere.
4. A holistic approach.
5. Support for the families of residents.
6. Meaningful relationships with diverse groups (faith communities, health care and community agencies and all those associated with Rocmaura).
7. Adherence to the Catholic Health Association of Canada Health Ethics Guide.

Board of Directors

ROCMAURA INC. 2021-2022

Kim Roberts, Chairperson

Dr. Gerald Maloney, Vice-Chair

Tracy Scott, Foundation Representative

Kim Roberts, Finance Chair

Sr. Anita Holmes

Paschal Chisholm, Secretary Treasurer

Blair Northcott

Cheslea Seale

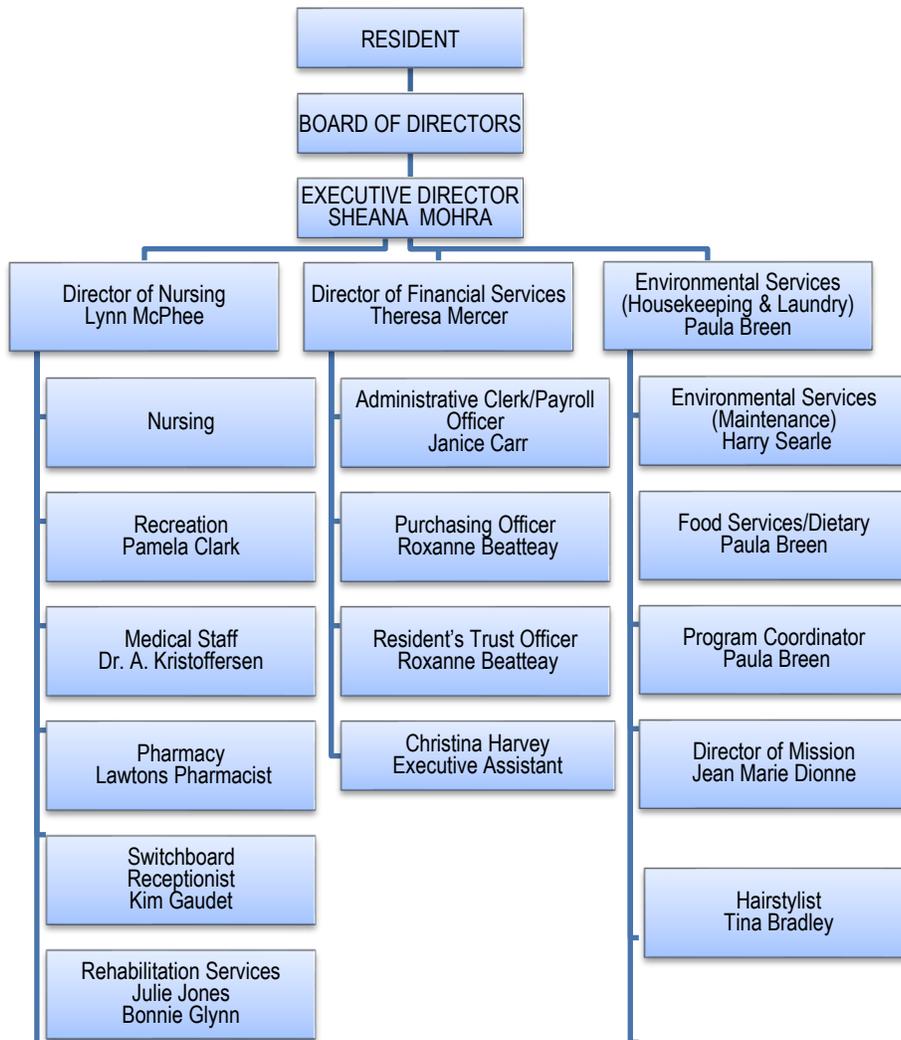
Katherine Hurley

Jen Butler

Susan Benjamin

ROCMAURA INC

Organizational Chart “A Community of Caring People”



Rocmaura Inc. Board Chair Report

This past year, I dare say, has probably been the most challenging in Rocmaura's history. The fourth and fifth waves of COVID hit the home hard, having been afflicted with an outbreak that lasted ten weeks.

The outbreak impact to residents, families, and staff was immense. Resident and family anxiety at its peak, while staffing shortages resulted in staff exhaustion. I can only imagine how stressful this was on everyone.

Having said this, with the help of Social Development, Public Health, families, high vaccination rates, dedicated staff, and Sheana's leadership they survived the worst having only one resident death associated with COVID-19.

Operations in the home were also impacted, with many projects/initiatives appropriately put on hold, including Accreditation.

Other challenges facing Rocmaura involved labor relations; a negative newspaper article, a few staff complaints, grievances, and an arbitration. These issues are always difficult to manage but part of the reality when dealing with large staffing numbers.

Despite this very challenging year, many successes were realized:

- RN/CUPE Essential Service Designation negotiations resulted favorably ensuring appropriate staffing in the event of strike action.
- The signing of a new RN Collective Agreement.
- Nursing Home LPN wage parity with Hospital LPNs.
- COVID-19 funding extended to June 30th.
- Multiple home improvements including improved security system, isolation doors, and dining room improvements.

It is noteworthy to comment on the overall dedication from so many who believe and live Rocmaura's Mission each and every day:

- The Nurse Managers and staff who have ensured resident wellbeing remain their priority despite this difficult year.
- Housekeeping, Maintenance, Laundry, and Dietary services for going above and beyond to ensure residents' needs are met.
- The Recreation Department who creatively provide activities for our residents during this difficult time.
- Jean Marie for providing much needed one on one spiritual care for the residents.
- Sally and the Foundation Board who also found creative ways for fundraising and providing so much for the residents.
- Many thanks to Shirley Fraser for her dedication and expertise in ensuring nursing excellence throughout the home, especially during this past year. You will be missed.
- Theresa for her continued commitment and expertise in ensuring Rocmaura's financial situation remains the best it can be.
- Sheana, for her outstanding leadership, professionalism, and overall heart felt dedication to Rocmaura.

I also want to take this time to thank each of the Board Members for their expertise, professionalism, and ongoing support throughout this past year. It is very much appreciated.

Respectfully submitted,

Kim Roberts
Board Chairperson

Executive Director

Again, this year I find myself writing this report while the pandemic is still ongoing, but diminishing, perhaps. As the cycles have shown us these last two years, the summer brings a time of decreased numbers, and the fall brings us new variants. Let's pray that does not recur and that this fall will bring us that much closer to the end of this tumultuous time.

Our vigilance and adherence to strict infection prevention and control practices aided in keeping Covid-19 outside our resident population despite it being in our community and with Omicron's emergence, our staff becoming more and more affected. This, coupled with the lessening of restrictions for the public, led to high rates in the community. In December 2021, we started to see a startling number of staff who were contacts or were positive for the virus. This led to weeks of 7-day work weeks for managers and effects in staffing levels, as they were not permitted to work.

We held it off for a month before the first resident became positive on January 15th. Our outbreak was declared the day before, when two staff were suspected of being positive, only one was, but the outbreak had been declared and the next day brought us to two cases, including the first resident.

Since our outbreak was the Omicron variant of Covid-19, the effect was widespread since transmission with this variant was three times that of Delta and this was compounded because residents' conditions do not permit them to understand infection control procedures and to stay isolated. A total of 110 residents and 107 staff were ill up to year end.

After a month we completed the waiting time between the last case and the transmission period but at the 11th hour a staff became positive, this reset the clock for our outbreak. The next days saw the first cases in the only court that did not have cases. This brought our total timeframe to two (2) months.

Luckily, the residents were not severely ill. Staff symptoms ranged from mild to more ill, but thankfully none were hospitalized. One resident passed away after his infection cleared, he was not severely ill, but his condition declined after being ill. This was very sad for everyone.

Once the outbreak ended, we opened to all visitors and followed the lessened restrictions set out by the province. Unfortunately, Norwalk was circulating, and an outbreak occurred a week later. This was heartbreaking and difficult for residents and staff.

Now that it has ended, life is resuming its normal rhythm. There is lots of activity in the home and it is feeling like it did pre-pandemic. We all need this, most of all the residents. They have suffered from not being able to see their loved ones. The staff did their best to ensure each resident was loved and had interactions, but it just can't be the same under the conditions we were forced to live within.

Currently, residents are all vaccinated and boosted with a few still requiring their fourth dose due to the timing of their doses preadmission to Rocmaura. Life is returning to normal, residents are going on outings, seeing family and friends, and activities are abundant.

Operationally, our days are still at least partially filled with thoughts of Covid-19 and ensuring we are vigilant. We are thankful for the province's leadership and financial assistance to provide the protections and support we required, especially during the Covid-19 outbreak. Knowing that we did not

need to worry about PPE, supplies, and support was a wonderful thing in the middle of an outbreak such as this.

As usual, my report is formatted according to the Strategic Directions of Rocmaura Inc.'s Strategic Plan. Each of the four Directions is a focus of who we are and how we support the processes of our mission as we care for the residents and families who call Rocmaura home.

Strategic Direction: Building Relationships

“Working with Partners to build our community/Enhancing the lives of those who work at Rocmaura”

The pandemic has challenged us to provide loving care while protecting the residents and staff. We have done our best to provide balance in both spheres and hope that we have made the best decisions with the information available to us at the time. Our way of being, putting the residents first in all our decisions, has guided us.

Governance

The Rocmaura Board of Directors continues to provide solid support and guidance and its composition covers all necessary professional and vocational considerations and has proven to be a highly efficient and expert group. Our mission's integrity is carefully considered by the Board in all their deliberations.

Over the last year, the board has been extremely kind, thoughtful, and supportive. I am very thankful for their guidance and support through these difficult times.

Strategic Plan

The Strategic Plan provides for the basis of our mission, the well-being, care and safety of residents, creating a home like atmosphere, maintaining prudent financial stewardship, and planning for growth. Over the last year, the team has worked hard to keep the residents and staff safe while also providing high quality care and services. The coming year will require a new strategic plan; the process is being organized at present for implementation in the fall of 2022.

Labor Relations

NBNU

The settlement of the NBNU Collective Agreement was achieved in recent weeks. New wage grids and retroactive payments, which were significant, are being calculated at present.

Essential Services Legislation

The NBNU and our RNs accepted our response to the designation levels. Negotiation was required with the CUPE union and final details have not been completed as of yet. We are awaiting clearer intent on the extra care hours that government funded in October 2021 and April 2022. Without this clarification, the levels would be considered without the extra hours which would bring our designation level too low to safely provide care to the residents.

Professional Involvement and Development

As Executive Director of Rocmaura, I remain involved in provincial and national committees including:

- Values Integration Appraisal Member Center of Excellence Pillar, CHI
- Assessor for the Values Integration Appraisal program, CHI

- Board member, Catholic Health Association of New Brunswick
- Chairperson of the Education Committee, Catholic Health Association of New Brunswick
- Accreditation Canada surveyor, Accreditation Canada

Health and Safety

Paula Breen continues do a great job managing the in-house portion of the program. While our WSNB rate went below industry standard last year, we expect it may rise next year due to the in-compliance of CUPE members with the program.

Rocmaura Foundation

The contributions of the Rocmaura Foundation Board of Directors and Sally Cummings have made life for the Residents so much more comfortable. We are grateful for their work and their success in finding people who are interested in the Residents and showing their caring by contributing to the things that make their lives better. The Foundation is blessed with some new members this year; they are highly engaged and creative and we are thankful for them.

Sally Cummings has a unique set of skills and she is creative and willing to work hard to yield great results. It is quite amazing that during this time of great uncertainty and financial change for individuals and companies, Sally has been able to make connections with people and companies who are able and willing to share resources for the betterment of the residents. I believe this has been possible through her previous focuses on building relationships and promoting the life that is lived within our walls. She has caught the attention of the public through her work.

We are grateful to Sally and the Board of Directors for their creativity and hard work.

Strategic Direction: Our Values Based Environment

“Care and compassion are lived expressions of Christ’s love for us and the SCIC’s founding spirit”

The mission of Rocmaura is lived by its staff each day in the care and compassion they show to the Residents. The staff are very loving and kind to residents and provide them with as much as they can during times when their loved ones could not be present. We are all very thankful for their kind and loving hearts.

Mission, Ethics, and Spiritual and Religious Care

Unfortunately, Sister Mae and Sister Louise have told us they are not able to return to Rocmaura. We miss their presence and their contributions to the life of Rocmaura.

Jean Marie Dionne continues to provide stability and comfort to residents and staff alike. Her presence is welcoming and peaceful, which is conducive to the needs people are experiencing. She is a great comfort to many. She is also a very talented communicator and has an amazing depth of understanding of people. We are very lucky to have her.

Our regular priest, Fr. White and other faith communities add immensely to the life and nourishment of Rocmaura. We are so happy they are able to be present again.

Staff Development

Participation in educational opportunities and conferences remain mostly online again this year. With the lessening of restrictions, it is hoped that we can move back to regular in person education soon.

Catholic Health International

Catholic Health International has continued to provide support and educational opportunities despite the barriers of the time. Participants are very thankful for their contributions to our formation.

Strategic Direction: A Home Away from Home

“A warm and happy home where Residents and their loved ones are safe and loved”

Integrated Quality, Safety and Risk Management

The team has continued to refine their reporting and data analysis to meet the needs of their departments, staff, and residents. This type of concentration allows us to accurately assess and plan for our needs and is an essential set of tools for decision-making.

Please see the information included in the reports for more information.

Recreational Services

Pam Clark and her team have redesigned recreational programming with methods and activities that may well continue once the pandemic restrictions are completely over since they have proven to be so relative to the residents and their families. For example, facetime and other virtual visits with family and friends far away have become common place and will continue since they are so meaningful.

Families

Families have been incredibly supportive during the course of the last two years. Continuous communication in the form of emails, calls, virtual visits, and social media updates provided them with the information they needed to ensure their loved ones were loved, comfortable, entertained, and safe. We are very grateful to them for their trust in us. And we are so very thankful to see them all on a regular basis again.

Strategic Direction: Financial Stability

“Working with partners to improve our financial position/Ensuring resources are allocated effectively and efficiently”

Again, we have had a good year with respect to the bottom line. This is for a variety of reasons including because government funded Personal Protective Equipment including masks, gloves, and hand sanitizer, the Covid-19 per diem rate, and our WorkSafeNB rating is below industry standard. These have allowed us to provide high quality protection and to cover expenses not normally incurred. We are very thankful for this.

Insurance

We always say that in tough times, our team comes together for the sake of the residents and each other. Last year we said the same thing thinking about keeping Covid-19 out of the building, this year we say it in recognition of the dedication of our team during the entire pandemic period and our two outbreaks. There is no better group of people anywhere; I am very grateful to them.

In closing, I express my gratitude the board and CHI for their support to achieve the mission of Rocmaura and to the managers, staff, and RNs for being partners in providing high quality care and services in accordance with our mission. It takes everyone moving in the same direction to be able to do what we do every day. I am thankful to be part of such a wonderful work of mission.

Respectfully submitted,

Sheana Mohra RBNB MHA
Executive Director

Director of Nursing

Reports attached with Integrated Quality, Safety, Risk Management include:

- Quality Indicators
 - AROs
 - Wounds
 - Hand Hygiene
 - Targeted Medications – Antipsychotics and Benzodiazepines
 - Resident Safety Incidents and Disclosure
 - Medication Errors
 - Restraint Rate
 - Wandering Bracelets

Committee Work

Professional Advisory Committee: Next Meeting July 2022

Initiatives

- Recruitment & Retention-lots of great progress with assistance from Christina Harvey.
- LPN recruitment-3 being hired in June.
- RN-1 new full time hire to fill in gaps- offered as a non set rotation. Union approved, as did the RNs.
- All the Right Moves Training
- Mentorship- led to hiring students as employees! New NUC from preceptorship- Emma
- Vaccinations for residents- 122 residents have had their 4th dose.

Respectfully submitted,

Lynn McPhee

Lynn McPhee BN RN GNCC
Director of Nursing

Shirley Fraser

Shirley Fraser RN/BN COHN (c)
Director of Nursing

Program Coordinator 2021-2022

Strategic Direction: Values Based Environment

Integrated Quality Safety and Risk Management (IQSRM)

The IQSRM team meet to report and review deficiencies in outcomes and work toward best practices when addressing these deficiencies. Due to Covid-19 these meetings were suspended; however, data was still collected. The 2021 overall score of 77% is down from previous year (97%) on the Resident/Family Satisfaction survey. We've changed the format of questions and delivery to families to online, which may have contributed to change in results.

Strategic Direction: Financial Stability

Health & Safety

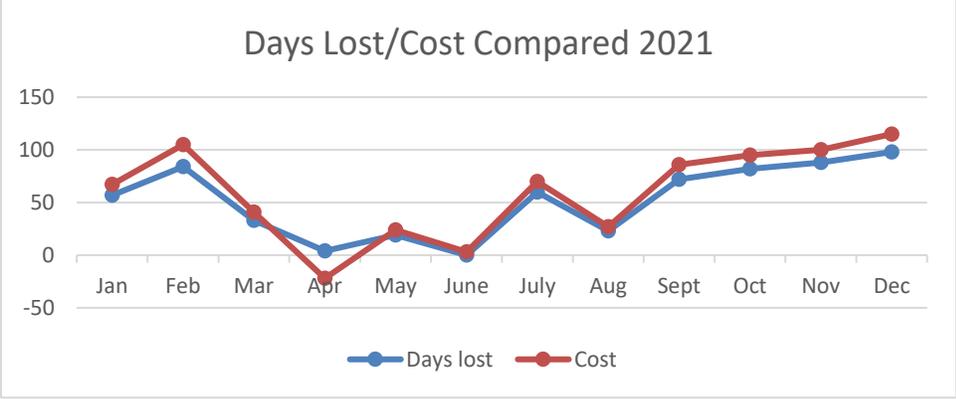
Rocmaura's Experience rate is the amount of money Rocmaura pays to Worksafe per every \$100 of payroll. Good news, the experience rating for 2022 has decreased to \$4.56/\$100 down from \$5.80/\$100 in 2021.



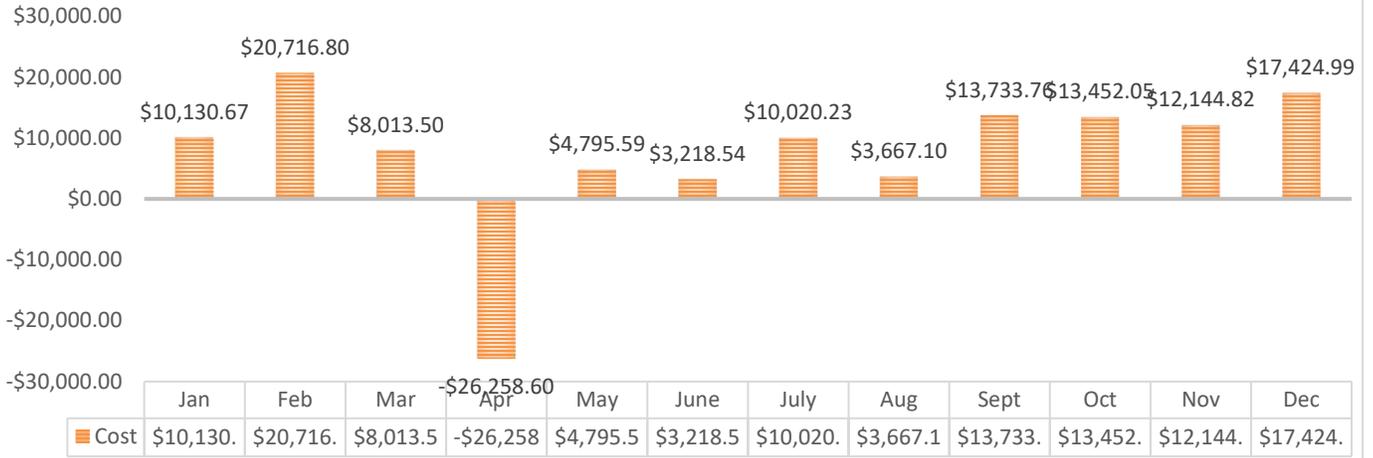
Strategic Direction: Values Based Environment

The goal of Rocmaura Health and Safety Committee and Claims Management is to reduce staff incidents/injuries and costs associated with them. The committee reviews all injuries, to determine root cause. This helps to determine the education needs of staff, specifically the education needed to help employees work safe and avoid injury. **Total Cost of Claims 2020 was \$126,299.47 and in 2021 it was**

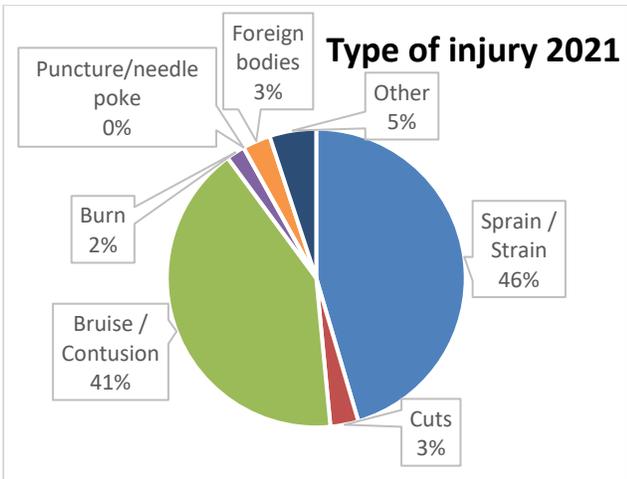
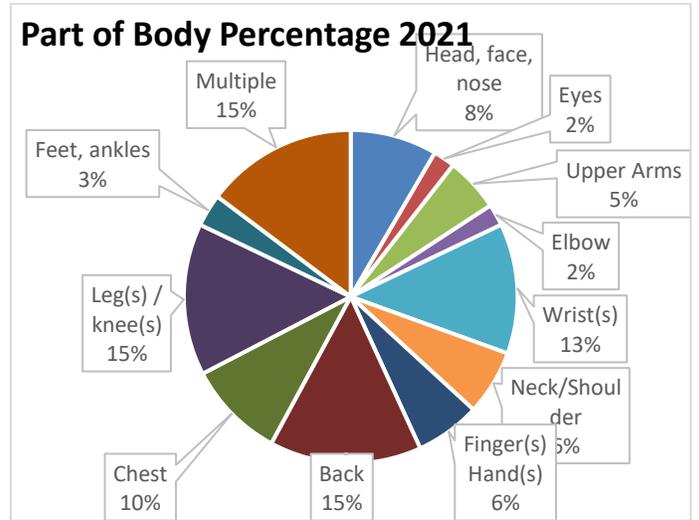
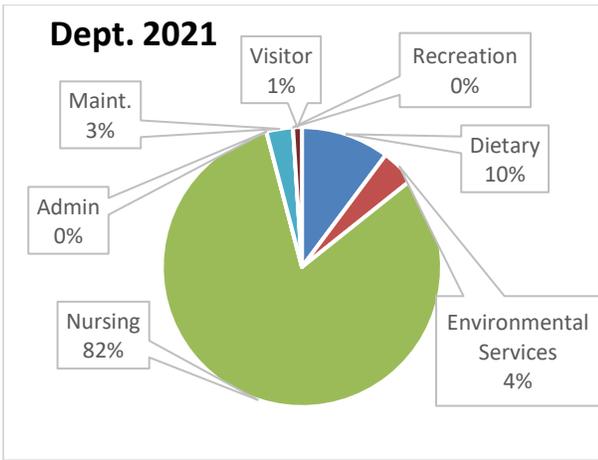
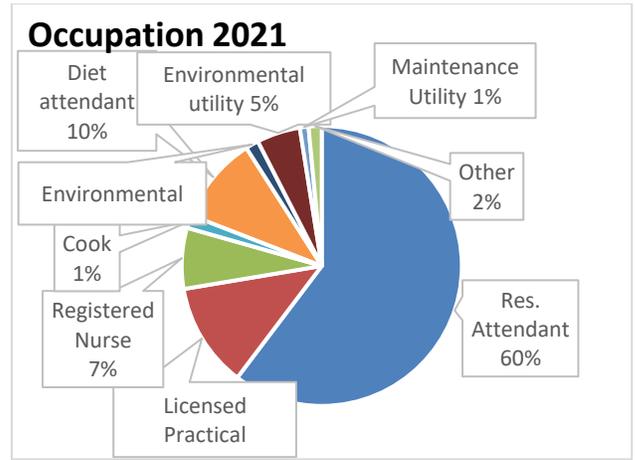
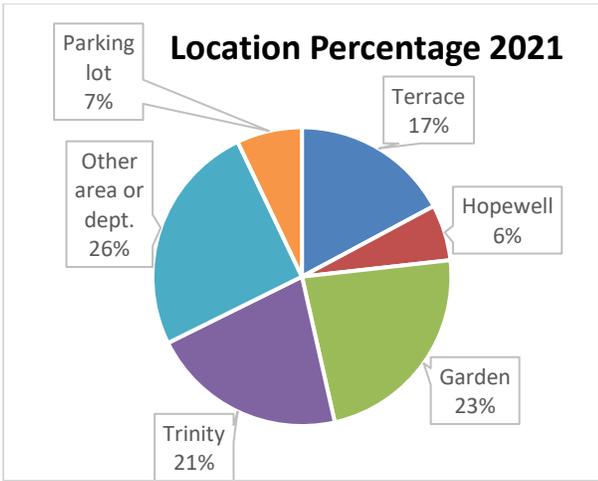
\$91,059.45, a significant decrease.



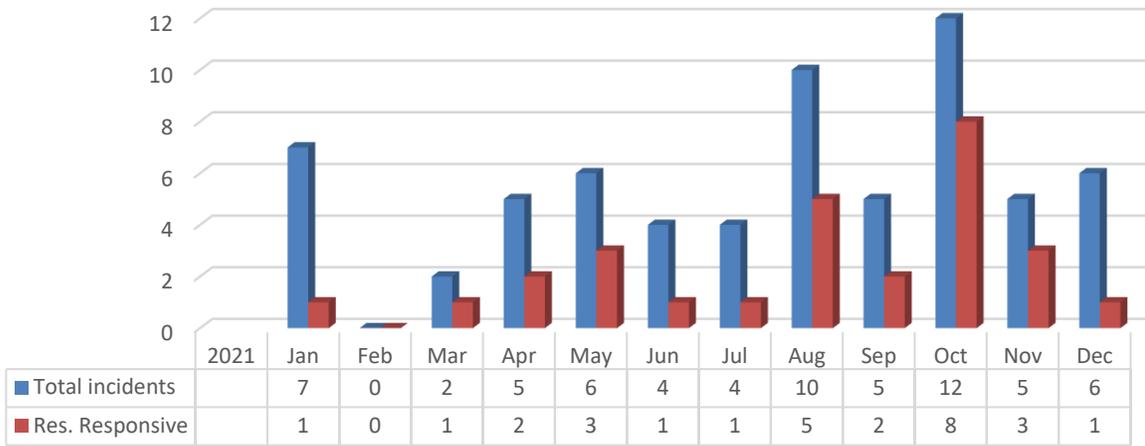
WSNB COST OF CLAIMS DISTRIBUTION 2021



Other information regarding Staff incidents/injuries:



2021 Total Incidents & Resident Responsive Behaviors
(Resident Response - 42% of total)



Strategic Direction: Building Relationships

This past year Covid limited many of our regular activities, meetings, and celebrations. In May 2022, we finally were able to celebrate 2021 accomplishments: “Staff Appreciation” included breakfast for staff, treats and an awards ceremony. To build relationships with staff and engage them in contributing to a safe work culture, the Health and Safety committee recognizes safe work practices through the Health and Safety Awards, celebrated during staff appreciation.

The Health and Safety committee meet monthly and are very proud to note that in the 2 years of the pandemic we managed to miss only 2 months of meetings and these were when we were in an outbreak. The committee, reviews monthly Inspection and incident reports, WSNB Cost of Claims, Policies & Procedures in the H&S manual, as well as collaborate with U-First, Gentle Persuasive Approaches to Care, All the Right Moves (A.T.R.M.) and the Wellness Committee to promote and educate employees on safe work practices and personal wellness. We work in collaboration with WSNB and with the nursing home safety association providing support for injured workers through our Modified Duties program.

Wellness: Wellness information/education, such as weekly wellness tips, and updates on Employee Family Assistance Program (EFAP) is provide to staff via email, paystubs and if appropriate handouts and/or posters. The majority of this information is provided by “Lifeworks” through the NBANH and Morneau Shepell.

**Strategic Direction: Values Based Environment
& Home Away from Home: Caring, Comfort &
Safety**

Educational Programs

This past year, due to our continued inability to gather, we facilitated education mainly with “Safety Talks”. The focus is the incorporation of information pertinent to all disciplines and departments. Each topic focused equipping staff with the skills to provide competent, compassionate, and autonomous care and help ensure competency and safety in caring for residents.

In 2021, there were 71 in-house education opportunities with 3113 recorded attendees, slightly higher than the previous year. Some of the education sessions provided in 2021 were as follows:

- Universal Precautions
- Fire Drills
- Workplace Harassment
- Annual CPR training (limited attendees)
- WHMIS

- Caring for those with Challenging Behaviors
- Slips, Trips, and Falls
- Code White: Internal threat
- Venous Ulcers

Strategic Direction: Building relationships

Unfortunately, due to Covid restrictions, it was difficult to employ outside resources, to assist in education. We have missed working with our community partners; WSNB Education officer, Pharmacist from Lawton's, and an Emergency Measures representative but, look forward to nurturing those relationships in future.

Goals noted in our 2022 H & S Plan:

- To see a 15% reduction in Incidents in 2022 compared to 2021.
- To see a 15% decrease in WSNB days affected by injury, 2022 verses 2021.
- Continue to provide education and information & track attendance in Health & Safety related in-services.

Respectfully submitted,

Paula Breen
Support Services Manager
Staff Program Coordinator

Dietary Department

Strategic Direction: Home Away from Home: Caring, Comfort & Safety

The Dietary department makes every effort to meet the ever-changing nutrition and dining needs of all residents. Dietary staff provide a home like dining atmosphere and a “Community of Caring People” through respectful, friendly service to all residents.

The staff and management in the department hope to facilitate more residents eating their meals in the dining room, where a pleasant and more accommodating meal service through personal staff-resident interactions and greater resident involvement in food choices can be provided. Re: “Providing Quality Care,” dietary staff ensure quality of both food and food service through utilizing standard recipes and provision of choices.

Currently we have forty-nine percent (49%) of residents on a regular diet, twenty- nine percent (29%) on mechanical soft and twenty-one percent (21%) on pureed, one resident (0.5%) on fluids only (palliative) and one resident (0.5%) on tube feed.

Twelve percent (12%) of residents require thickened liquids to safely consume their fluids. Seventeen percent (17%) on residents receive extra protein in their meals to assist with wound healing.

The number of residents who require full assistance (need to be fed) with meals and snacks is twenty-two percent (22%). Those requiring partial assist, such as arranging their food and encouraging them throughout the meal is ten percent (10 %). The remaining sixty-eight percent (68%) of residents require minimal staff assistance with meal set-up/preparation once the meal is given to them.

Our 4-week cycle menu is changed twice a year with a spring/summer cycle followed by fall/winter. We are currently in our spring/ summer menu.

The department tracks and evaluates errors in meal service through concern sheets (usually completed by nursing staff) that assist in determining cause and addressing issues. This helps to ensure errors are not repeated, to provide the safest food service possible for our residents. The overall concern/error numbers in 2021 was **13** vs **19** in 2020, an improvement considering the staff turn around and inexperience. This demonstrates that new staff, although slowing processes through not rushing, is improving accuracy.



Dietary Concerns and Level of Seriousness Legend:

- 0 - No dietary related risk to resident/unrelated to food service
- 1 - Minor inconvenience/no risk to resident health & safety
- 2 - Near Miss - Possible risk to resident health & safety
- 3 - Injury - Adverse physical effect to resident/Fatal

The dietary department utilizes regular tray audits, food storage, and food temperature recording, resident council feedback, yearly family/resident surveys, and staff feedback to identify areas in which we are deficient.

The Food Service Committee, made up of dietary staff and employees from other departments, a resident, and a family representative meets quarterly. The committee’s goal is to help the department meet the mission of Rocmaura and the goals of department i.e., assist to create a menu for the residents that remains within the Food Service Budget but also provides quality and nutritious food, accommodate specific medical diagnoses requirements, and meets resident personal preferences and desires.

Residents and family continue to appreciate the care put into meals by the Dietary department as evidenced by result of 87% satisfaction on the Dietary portion of the Resident/Family Satisfaction Survey. This has decreased over the past year from 93.3%. We’ve changed the format of questions and delivery to families to online, which may have contributed to change in results.

Goals for 2021:

Strategic Direction: Home Away from Home: Caring, Comfort & Safety

- Increase the number of residents who eat noon and supper meals in the dining room to facilitate a more “home-like” dining experience for more residents.
- Continue to provide adaptive equipment i.e., rimed plates and 2 handle cups to help maintain resident independence.
- Improve work efficiency of newer employees, maintain appropriate food temperatures and limit waste.

Strategic Direction: Building Relationships

- Provide “Safety Talks” specific to dietary employees regarding nutrition, food and fluid consistencies, sharing concerns and other pertinent information.
- Continue to provide education- certification in the Food Safety Course for all new hires. Best practices state this must occur within 3 years of hire, however; the goal here, is that this occurs within 6 months of hire.
- Dietitian to provide “one on one” education to both nursing and dietary employees- food textures and fluid consistencies as well as nutrition information.
- FSN Manager and Dietitian to develop a “Checklist” to be used to orientate new cooks in their specific field of work in the department (including but not limited to food and fluid consistencies)
- FSN Manager and Dietitian to develop a “Checklist” for other dietary staff to help them understand and identify food and fluid consistencies.

Strategic Direction: Financial Stability

Global pandemic, Inflation rates, and unrest in foreign countries has made procuring food supplies a challenge. Also, exorbitant increases in food costs have contributed to a strain on the dietary budget. The Food Service manager, supervisor, and Dietitian collaborate to determine the most cost-efficient food purchases are made.

The Dietary department has had occasional difficulties with staffing due to the Covid and Norwalk outbreaks, however; more significant changes have been the result of the department experiencing a large turnover in staffing due to retirements and lateral transfers. This has stressed the departmental resources and caused a slowing in production.

It has been difficult recruiting and retaining Red Seal Cooks. (1 cook chose to transfer to a different position in the department and another has required an extended leave.) The department has taken unusual measure to ensure a cook onsite, utilizing some staff with limited experience to fill the gaps. Recently, in a hope to improve the cook issue and ensure quality service to our residents, the department has taken on 3 apprentice cooks, who have agreed to work toward obtaining their Red Seal designation.

Goals for 2021

Strategic Direction: Financial Stability

- Decrease absenteeism rates by 5% in 2022.

- Decrease waste of food/fluids by educating Cooks on the importance of adhering to the standardized recipes, ensuring the dietitian evaluates appropriateness of meals and beverages as needed, collaborating, and educating nursing staff on meal provision and reporting excess or waste.
- Decrease loss of small wares (plates, dishes, cups etc.), 2 handled adaptive cups & covers, utensils etc. by 10% through education of all staff re; the costs associated with these losses.
- Continue to replace dishes (when broken) with a higher quality to reduce repeated replacement of poor quality. Ongoing.

Respectfully submitted,

Paula Breen
Support Services Manager
Staff Program Coordinator

Karen Simon
Registered Dietitian

Environmental Services Department

Strategic Direction: A Values Based Environment

Morning crew meetings continue wherein the mission statement is read and the Manager discusses expectations for the day, as well as provides a daily safety tip. Staff have an opportunity to express concerns and ideas, they are knowledgeable, and their input is valued. Teamwork is encouraged and they work hard to meet the needs of our residents.

Strategic Direction: A Home Away from Home

The Environmental Services (EVS) staff interactions with residents are respectful, caring, and reflective of Rocmaura's mission. The EVS team treat the residents, their belongings and personal space with respect during the execution of their duties and understanding, we are working in the resident's home. Without the residents we would not have purpose.

Housekeeping staff are dedicated to making the home feel comfortable and friendly while ensuring a clean and safe environment meeting the goal of our mission, "A community of caring people" and providing quality care.

A score of **93%** satisfaction on the Housekeeping portion of the Resident/Family Satisfaction Survey (down by only 1% compared to 2020) indicates that residents and family remain satisfied with the housekeeping department.

The impact of the Covid-19 and Norwalk outbreaks facilitated a need to outsource for extra cleaning staff in an attempt to prevent the spread of the infections, provide extra linen, and supplies more frequently as well as keep up on excessive garbage removal etc. It was a busy and stressful time, as both outbreaks impacted staffing numbers.

Laundry staff continue to process 12,000+ pounds of personal laundry per month; stable compared to last year. The department implemented laundering of isolation gowns on site early in the pandemic to ensure we had personal protective equipment (PPE) prior to the province supplying us with disposables. We continue to maintain some supply of "washable" isolation gowns as a safety net.

A score of **95%** satisfaction on the Laundry portion of the Resident/Family Satisfaction Survey (down by only 1% compared to 2020) indicates residents and families remain satisfied with Laundry services.

Highlights: Staffing of both Housekeeping and Laundry departments was a bit of a challenge due to the outbreaks however, previous recruitment efforts have ensured a fairly stable workforce in these departments over the past year.

Strategic Direction: Building Relationships

We have a wonderful relationship with our representative from Service NB. He is available when needed and makes every effort to accommodate our needs. Occasionally we've been "shorted" on our linen order, due to Covid outbreaks throughout the province. This seems to have been rectified.

Communication with family of residents has been a challenge due to the impact Covid has had. It created the need for communication via email and phone messages. Family have contacted the manager if issues/concerns arose. Thank goodness for technology, as it has kept us in touch through difficult circumstances.

Strategic Direction: Financial Stability

Laundry continues to come in over budget. Contributors to these excessive costs are Service NB expenses increasing, resident needs exceeding the contractual quotas and multiple residents' personal clothing laundered by Service NB, when they should remain in house. We continue to work with the Nursing department and Service NB to remedy these issues; however, residents' needs are paramount regardless of exceeding our expected linen usage.

Goals:

Housekeeping: Decrease labor hours spent trying to maintain worn flooring by 10% and provide a more appealing and esthetic looking environment overall, with continued requests for funding from Nursing Home Services/government toward the purchase and installation of new flooring throughout.

Laundry: Reduce Service NB costs by 10% in 2022 through continuing to educate and work with the Nursing department to reduce unnecessary use of linen and reduce the amount of residents' personals sent to Service NB.

Reduce in house linen poundage by 1000 lbs. per month through reduction of unnecessary washing of items such as heavy blankets, coat sweaters etc. that contribute excessive poundage.

EVS: Decrease absenteeism rates by 5% in 2022.

Respectfully submitted,

Paula Breen
Support Services Manager
Staff Program Coordinator

Plant Superintendent

Strategic Direction: Our Values Based Environment

We have had another challenging year in maintenance. The department has worked hard to provide safe services to our residents, staff, families, and the public who grace Rocmaura's doors daily. We will continue to work guided by Rocmaura's mission statement.

Strategic Direction: A Home Away from Home

I sit as a member on a number of committees within the home and collaborate with the Rehab team, All The Right Moves Team (ATRM), Health and Safety Committee, and Management team, and Covid 19 Committee to provide a safe and clean environment.

Some projects achieved this year include:

- Installed new Flooring in 1st floor main lounge, Director of Nurses office, 2nd floor main lounge, 2nd floor nurses station, 4 rooms in Trinity Court
- Will be installing 3 new wardrobes to finish up project
- Upgraded electrical in 30 rooms to receive wardrobes
- Installed 9 new pandemic doors in hallways too control the outbreak, which will now be part of the infection control plan.

Strategic Direction-Financial Stability

The Maintenance department works hard to keep within their budget, which is extremely difficult because of the increase in costs of all materials. Rocmaura requires renovation due to our ageing building. We need to follow clear concise usable planes to accomplish these goals.

Covid-19

Covid-19 brought great challenges to Rocmaura, as news changed each day with public health we had to change each day with communications/planning, equipment and for infection control measures to be put in daily and making sure our residents, staff and visitors were safe.

Strategic Direction: Building Relationships

We continue to hold the following contract at the great pricing with the following companies:

1. Otis-Elevator
2. Greenway-Landscaping and Snow Removal

3. Ultra-Alarm Services
4. Viking- sprinkler and back flow prevention
5. Black McDonald- Ventilation and Heating

Working with a great management team, we made our home safe for the residents and workers. Having an amazing leader to direct us each day and keep focused during the pandemic and making sure we had all pertinent information from Public Health and the Federal and Provincial Governments. Our Executive Director Sheana Mohra has done an amazing job keeping all parties informed.

Respectfully submitted,

Harry Searle
Plant Superintendent

Rocmaura Foundation Inc.

Year in Review

It was another challenging year for non-profit charitable organizations like ours, with social distancing restrictions which hindered in-person events. Despite the second year of the Covid-19 pandemic, Rocmaura Foundation was able to find innovative ways to raise funds to enhance our residents' lives. Our Foundation hosted everything from "Botox and Bubbles" which raised \$7400, to "Bubble Draws". Santa even made an appearance for a Christmas photo shoot in a vintage Model T which brought happy tears and warmed our hearts.

It was a successful year, and we are so appreciative of our generous supporters which resulted in \$262,600 total revenue or \$106,500 net funds raised, an increase of \$25,700 over the previous year!

We are thankful for our partnerships with the NBCC marketing class, the Chamber of Commerce Future Link program, SEED and Canada Summer Jobs programs, and the Rotary Club of Saint John, who planted tulips on our grounds. Our Foundation Executive Director, Sally Cummings, also connected with fellow fundraisers on the board of the Association of Fundraising Professionals.

It was a year of draws, from our Mission Possible 50/50, to raffles of everything from snowblowers and kayaks, to fat bikes and paddle boards. We also had getaways to Broadleaf Ranch and Kouchibouquac Park. Thank you to our sponsors Norvyacom Asset Management, Tango Medical, and Greenway Landscaping for their support to help make these draws happen.

It was a time to think outside-the-box and try things we had not done before. We created a new online ticketing platform on Simply K. We held a pop-up art auction on Instagram and raised \$1125 with a painting donated by Gerard Collins. We moved our traditional in-person Gala auctions, online, and raised \$5500 thanks to our summer SEED student Sarah Buckley. Sarah also created a whole new website for us at www.rocmaura.com. A new campaign with Sankara also allowed us to offer multicultural meal boxes when in-person dining was not allowed.

Our 17th annual Curling Fun Spiel moved to a new venue at Thistle St. Andrews Rink, and the date moved from winter to fall, which participants had fun with, dressing up in Halloween costumes. Twenty teams participated and the event raised the most ever at \$12,577! Thanks to our special guest Heidi Hanlon, and the support of Foodland Grand Bay, Subway, and KV Tim Hortons. Thank you to our sponsors JD Irving Ltd., Saint John Energy, Flood Construction and Alternative Concrete.

Thanks also to our vehicle sponsors this year, Lawton's and Windoor, who help keep our van and bus rolling along to take residents on outings and appointments. We are looking forward to getting out and about more as Covid-19 restrictions lessen.

Our Donor Wall/Legacy Tree also bloomed with \$3625 in donations. It warmed our hearts when our Dietary and Housekeeping departments hosted a spaghetti lunch to place two birds on the wall in memory of former employees Edith Kinsella and Paul Wills.

Two-thousand new brochures were designed for our Direct Mail Campaign resulting in \$14,690 raised. With all these funds, we were able to grant many wishes to enhance our residents' quality of life.

Wishes Granted 2021-2022

\$4000	Blanket Warmer	Brenan's
\$2275	2 Theraglide Chairs	Fundy Funeral Home
\$3750	4 Geri Chairs	Octavio Ribeiro
\$600	New Resident Welcome Baskets	
\$2000	Rehab Equipment	Octavio Ribeiro
\$500	CD Players	Don Mitchener
\$600	Toward a Geri Chair for Hair Salon	Harrington Family
\$5000	Care Items & Recreation activities	Knights of Columbus 6595 Council

We also received more than \$15,221 worth of Gifts-in-Kind, including artwork, jewellery, and gift cards. Families also donated \$27,788 worth of wheelchairs and rehab equipment for use in the home.

Through six waves of Covid, nursing shortages, and families being unable to visit for six weeks straight, it was at times very isolating for our seniors who missed recreation activities. DSP visitors were gowned and goggled looking like they were from outer space. It was a challenging time for everyone following all the stringent safety protocols. What was most heartwarming however, was how supporters expressed their gratitude to employees, by donating \$4000 worth of gift cards and meals for Staff Appreciation.

Two Major Projects Completed

Despite all the setbacks, Rocmaura Foundation was able to complete two major projects this year! After sixteen years, enough funds were raised to build the last thirty units in our Wardrobe Project at a cost of over \$105,000. Our thanks go to former board member and long-time supporter Don Mitchener who pledged to match all donations up to \$52,500. When building costs escalated, donors donated additional funds to make sure we could complete this project.

We are looking forward to installing the last remaining units on Terrace Court this year, as construction was delayed due to our home being closed last winter. Thank you to the Sisters of Charity of the Immaculate Conception for donating two wardrobe units, and Atlantic Millwork for sponsoring another. We also appreciate support from the Whittaker, Dietrich, Brideau, Earle and Keating families and look forward to an official celebration in the coming year!

We are also grateful to the Windsor Foundation which donated \$28,000 to help refurbish our Courtyard with a new concrete patio surface which is safer for wheelchairs, new sod, and trees. Thank you to our board member Heather White-Brittain who assisted with her grant writing expertise.

We are blessed to receive support from major donors like Lynn and John Wack with annual gifts of \$2000, and a bequest from the Estate of Anna Marie O'Pray for \$10,000, and ongoing biannual \$2500 donations from the Knights of Columbus 6595 Father Eugene O'Leary Council.

The Foundation was able to bring much joy to our residents during a very tough time, because of the kindness shown by our supporters this year.

What's Next?

According to the Canada Helps Annual Giving Report, there is a steady decline in the number of Canadians donating to charities, and an increasing reliance on a small group of AGING donors to give. Everyone is showing signs of "generosity fatigue." Companies are being inundated with funding requests from many worthwhile causes. With pressures from the pandemic and rising inflation, gas and grocery costs, there is cause for concern.

Giving Trends

- The biggest drop in giving, is with Generation X (40-54 year olds), as well as high income earners (\$150K+).
- Older Canadians, (Boomers aged 55-85) were once considered the most generous generation but are entering retirement soon and will be on fixed incomes. New Brunswick has one of the largest populations of baby boomers so this will have an impact on donor giving down the road.
- Young people (Millennials aged 25-39), are still paying for education, and are facing steep costs of living. They prefer monthly giving, which is easier on their pocketbooks, and are interested in donating online. We will need to understand donations of securities and crypto currency which allow larger tax benefits.
- One big change is that In-person events are back, and new hybrid events are now the norm. Online meetings are more convenient for board members to meet virtually from anywhere, but it is also important to maintain that human touch.
- Fundraising must also better reflect our communities, embracing diversity, equity and inclusion and we must try to appeal to all the different generations in different ways. We will need to learn how to engage Gen Z (18–24-year olds), Millennials (aged 25-39), and Gen Xers (40–54 year olds).

In the months ahead, Rocmaura Foundation plans to do more relationship building and storytelling, to ensure people feel connected to our Mission, and we must be sure to show the impact of our donors' gifts.

We are excited about plans to launch a new on-line lottery with other nursing homes, and we are looking forward to our first in-person event in over two years and have already begun planning our 50th anniversary Gala Celebration for October 29, 2022. We will be reminiscing about 1972 when Rocmaura first opened, and Elvis will be helping to transport us back to that era. It is going to be a fun time not to be missed!

I want to thank our wonderful board members, who volunteer their time generously. Many thanks to Sister Anita Naves who ensures we follow the Mission of the Sisters of Charity, Brian Fitzpatrick our Treasurer, and KPMG who does our annual audit. I am pleased to be Chair of our board, and want to thank Vice-Chair Denise Long, and Directors Emil Olsen, Billy Tyler, Heather White-Brittain, and Tracy Scott. Thanks also to board member Rod Flood who worked tirelessly to help update our new bylaws this year. Rod was also honoured with the CHI Volunteer Award for his many accomplishments. Thanks as well to outgoing board members Joe O'Brien, Pat Miller, Anamika Jain, and Don LeBlanc who will be missed.

We appreciate everyone who helps us make life better for our residents in their "home away from home."

Rocmaura Foundation Inc.

Jen Butler – Foundation Chair

A handwritten signature in black ink that reads "Sally Cummings". The signature is written in a cursive style with a large, stylized initial 'S'.

Sally Cummings

Resident Trust/Purchasing Department

This has been a year; we have gone through a Covid Outbreak followed shortly afterwards by a Norwalk outbreak. During the war they said, "it was the worst of times, the best of times, "and it felt like it. We went through some trying days with staff at critical levels, yet it always felt we were a team that we could handle the situation. Many thanks to the leadership of Sheana Mohra, Rocmaura always felt like a safe place.

Resident Trust

This was a busy year for Resident Trust. We welcomed 44 new residents and said goodbye to 45 residents. it was unfortunate we did not have the opportunity to meet the families due to visiting restrictions. With visiting restrictions relaxed I look forward to connecting with the new families.

One of my favorite tasks as Resident Trust is applying for the New Brunswick Low Income Benefit for our residents. This is an annual benefit of \$400. To qualify you must receive the Guaranteed Income supplement (65 years or older). Available from April 1-Dec 31, 2022.

Rogers Cable technicians were not coming in for most of the year, they would drop off the cable box and we would set it up. Many thanks to Jeff Gallant for helping me out, If I couldn't do it, I would call in the Big Guns, Jeff.

Purchasing

This year purchasing took up most of the hours; Personal Protective Equipment (PPE) was the focus. The days were spent ordering, organizing, delivering, and counting inventory. The supplies were sent up to the courts and designated areas on carts. We ordered 9 stainless steel carts from Amazon. They are being kept in the storage room fully stocked in case of another outbreak.

Many thanks to Scott Henderson and the PPE team from Social Development. We were so fortunate to have their assistance when we needed them. In a year when PPE was so hard to come by, due items being on allotment and limited quantities, we received from the PPE Team the following item.

Description	Received/ EA	Received /BX	Received/CA	UOM
Thermometers				
Chummi Thermometer	6	0	0	EA
Masks				
N95 Mask	0	0	1	35/BX/6BX/CA
N95 Mask	0	0	1	35/BX/6BX/CA
N95 Masks	0	0	30	440/CA
Blue Surgical Mask Ties	0	0	174	50/BX/6BX/CA
Surgical Mask, Ties Level 1	0	20	0	50/BX
Procedure Masks Level 1	0	2202	0	50/BX
Procedure Masks Level 2	0	576	0	50/BX
Isolation Gowns				
Isolation Gowns Universal	0	0	1	10/PK 100/CA
Isolation Gown Reg Level 3	0	0	75	50/CA
Isolation Gown Level 1 (L)	0	0	23	50/CA
Isolation Gown Level 1 (XL)	0	0	12	50/CA
Isolation Gown Level 2 XL/2XL	0	0	265	50/CA
Isolation Gown Reg Level 3	0	0	75	50/CA
Isolation Gown (L) Level 3	0	0	17	50/CA
Isolation Gowns (XL) Level 3	0	0	20	50/CA
Isolation Gowns (XL) Level 3	0	0	20	50/CA
			508	
Face Shields				
Face Shield 132 Approved	0	0	92	132/CA
Full Face shield	0	3	0	40/BX
Gloves				
NTR M Gloves Ext Cuff	0	0	2	50/BX 10BX/CA 100/BX/
Gloves, Vinyl	0	0	12	10BX/CA
Gloves Nitrile 9 " (S)	0	1,326	0	100/BX

Gloves Nitrile 9 " (M)	0	2,387	0	100/BX
Gloves Nitrile 9 " (L)	0	3,276	0	100/BX
Gloves Nitrile 9 " (XL)	0	837	0	100/BX
Exam Glove Nitrile 12" (S)	0	5	0	100/BX
Exam Glove Nitrile 12" (M)	0	72	0	100/BX
Exam Glove Nitrile 12" (L)	0	80	0	100/BX
Exam Glove Nitrile 12" XL	0	6	0	100/BX
Goggles				
Goggles Safety Flex IND Vent	0	56	0	12/BX
Hand Sanitizer 50ml	0	0	6	20/CA
Hand Sanitizer 500 ml	675	0	0	EA
Disinfectant Wipes				
Accell	208	0	0	160/CAN
Oxivir	0	0	5	12CAN/CA
Optim Blue	0	0	7	12CAN/CA
Vaccine Supplies				
Bandage Adh7/8' spot	0	2	0	100/BX
Alcohol Prep Pad	0	1	0	200/BX
Gauze 2x2	0	1	0	200/ BG
Syringe 1 CC. 25 G.	0	2	0	100/BX
Sharps Container 11.3L	3	0	0	EA
TEMP TALEIMMIX	1	0	0	EA
1ml syringe LL Low Dead				
Space	0	1	0	200/BX
25Gx1 Needles	0	2	0	100/BX
TENA				
Brief Night Med	0	0	1	28/PK 2PK/CA
Brief Night Lg	0	0	1	28/PK 2PK/CA
Classic Plus M	0	0	1	12/BG 8 BG/CA

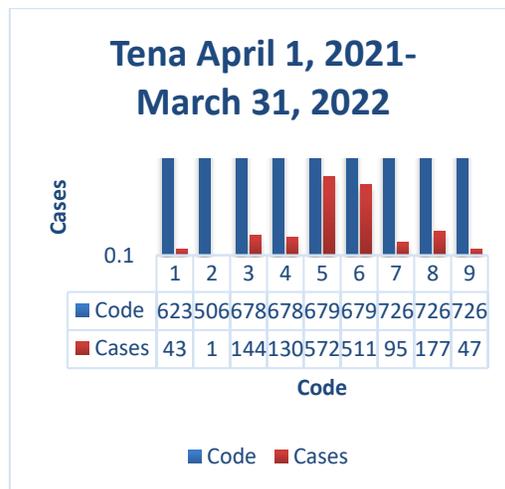
Incontinence Products

We continue to purchase TENA products through Cardinal Health. The Tena Team consists of a representative from each court, the laundry department, and myself, as purchaser. The Tena Program we use is shared online with the reps. The program has proven itself to be very beneficial.

The graph below shows what we have ordered this year. This year we have ordered 9 systems, the Super stretch Brief continues to be our most popular system. We have order 1720 cases. 63% of our order is the Super Stretch Brief, the 67902 and 67903.

April 1, 2021-March 31, 2022

Code	Cases	Percentage
62326	43	3%
50600	1	0%
67802	144	8%
67803	130	8%
67902	572	33%
67903	511	30%
72632	95	6%
72633	177	10%
72634	47	3%
	1720	



Looking at the stats from last year we ordered 1881 cases, this year we ordered 1720 cases down 161 cases. This would be the results of empty beds during the outbreaks.

Masks

Staff and visitors have been wearing masks with ear loops over the past two years. We have been very fortunate to receive 144 boxes of masks monthly from the PPE Team at Social Development. As an Infection Control measure the masks are placed in envelopes at the entrances for staff and visitors to put on before entering Rocmaura.

We would like to thank Cynthia Page for her dedication, she is the mystery person who has placing the masks in envelopes for us over the past 2 years. We would be lost without her. Many thanks Cynthia!

This past year we found out what teamwork really is. If something needed to be done and you were there, you did it. I saw Tina our hairdresser stocking carts and Sheana our Executive Director pulling a 6-tier cart up to the court with PPE supplies. Many thanks to Jeff Gallant and Harry Searle who help in so many ways I can't list.

This team provides mission moments every day. I am so proud to be a member of the team.

Respectfully submitted,

Roxanne Beatteay
Resident Trust/Purchasing

RAI Coordinator

Background

InterRAI is a not-for-profit International Research network committed to improving care for medically complex people and people with disabilities. InterRAI develops and refines assessment methods using proven research methods.

Health care organizations across Canada use the InterRAI (Resident Assessment Instruments) to assess people at their point of care. In New Brunswick, the Province funds this program for Long Term Care Facilities (LTCF) through platform and initial training and the funding for Coordinators in Nursing Homes depending upon the number of beds in each home. The software used is Momentum.

Nursing homes use InterRAI assessments to:

- Plan and provide care
- Understand individual's strengths and preferences
- Flag potential risks
- And help make clinical decisions about the individual's health

The information gathered assists:

At the clinical level, to plan care and measure outcomes.

At the organization level, for quality improvement, benchmarking, program planning, and resource allocation.

For long-term care facilities such as Rocmaura, the LTCF (Long Term Care Facilities) assessment has many areas that capture information from the resident in real time. Once the assessment is completed electronically, a number of clinical outputs can be used to support care planning for the resident.

These Clinical Assessment Protocols (CAPS) help identify areas where the resident may be at risk or has potential to improve, or where she will need assistance or interventions to prevent deterioration.

Areas identified:

- Physical activities promotion
- Activities of Daily living
- Physical restrains
- Cognitive loss
- Delirium
- Communication
- Mood
- Behavior
- Activities
- Social relationship
- Falls
- Pain

- Pressure ulcer
- Cardiorespiratory conditions
- Undernutrition
- Dehydration
- Feeding tube
- Prevention
- Appropriate medications
- Tobacco and alcohol use
- Urinary Incontinence
- Bowel conditions

Outcome Scales are another clinical output that can help clinicians understand how a person is functioning now and over time. The data collected from the RAI assessment of all the residents, can be combined to paint an overall picture of the level of care and changing needs of all the residents. All this information is submitted to the Department of Social development and the Canadian Institute of Health Information through a secure online system. CIHI then analyses, combines, and sorts all the data and makes it available to organizations for comparable reporting across Canada.

Report

The RAI Coordinator has been in this position since January 2017. Heidi DeLucry began in this position on May 14 of 2020.

For the purpose of this report, the census data collected from April 1, 2021- March 31, 2022 is as follows:

Admission: 44

Discharge due to Deceased: 44

Discharge (Excluding Deceased): 3

External Transfer: 16

Internal Transfer: 112

Average Census: 147.2

End-Date Active Census: 146

From-Date Active Census: 149

Care Plan/ADL meetings were developed with the integration of an interdisciplinary approach. Nursing, Dietary, Recreation, Spirituality, and Rehabilitation attend meetings and each discipline are responsible to conducting assessments and completing reports. The interdisciplinary team reviews the Clinical Assessment Protocols (CAPS) to maintain and revise residents' care plans. This unfortunately has gone by the wayside since January 2022 with outbreaks and staff shortages, but will I hope that this be able to be resumed very soon.

Respectfully submitted,

Heidi Delucry RN
Inter RAI Coordinator

2021 Quality Indicators

Indicator		Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
Antipsychotic Use	# meet criteria	53/150	45/150	52/150	50/150	50/150	46/150	49/150	46/150	43/150	43/150		
	% meet criteria	35%	30%	35%	33%	33%	31%	33%	31%	29%	29%		
	# with med ↓	5/53	5/45	4/52	6/50	3/50	4/46	5/49	5/45	1/43	1/43		
	% with med ↓	9%	11%	7%	12%	6%	9%	10%	11%	2%	2%		
Benzo	# on Benzo's National Average 25%	24 Sched 23 PRN 16%	25 Sched 22 PRN 17%	24 Sched 19 PRN 16%	25 Sched 21 PRN 17%	22 Sched 18 PRN 15%	22 Sched 18 PRN 15%	25 Sched 19 PRN 17%	21 Sched 19 PRN 14%	21 Sched 19 PRN 14%	22 Sched 22 PRN 15%		
Restraint Use	Restraint Use# %	85/150 56%	100/150 67%	100/150 67%	100/150 67%	98/150 65%	104/150 69%	106/150 71%	104/150 69%	93/150 62%	87/150 58%		
Falls	Falls # total falls	17/150	37/150	33/150	26/150	27/150	15/150	28/150	27/150	15/150	35/150		
	%	11%	24%	22%	17%	18%	10%	19%	18%	10%	23%		
	Resident Safety Risk Adverse Event causing Harm	1 (sutures)	# arm	Cut head (sutures)	0	1 (# hip)	0	0	1 (# foot)	2 (# nose, # hip)	0		
Med Errors	Med Errors #	1/150	2/150	3/150	7/150	6/150	2/150	3/150	0	1/150	4/150 1 no longer		
	%	0.6%	1.3%	2%	5%	4%	1.3%	2%	0	0.6%	3%		
	Resident Safety Risk Event	0	0	0	0	0	0	0	0	0	0		
Infections	Infections #	5/150	4/150	6/150	3/150	5/150	8/150 2 Urine 1GI 3 skin 2 Res	11/150	9/150	8/150	9/150		
	%	3.3%	2.6%	4%	2%	3.3%	5%	7%	6%	5%	6%		
	Resident Safety Risk Event	0	1 Stage 3	1 Stage 3 healing	1 Stage 3 healing	1 Stage 3 healing (1 toe)	1 Stage 3 healing (1 toe)	0					

Immunizations	Influenza - employees	152/210									66/223		
	Influenza - Residents	148/150									146/150		
	COVID-19	Residents: Dose 1&2 100% Dose3 126/150 84% (Next clinic November 26) Employees Dose 1&2 218/223 98% No vaccine 5											
MRSA/VRE	House Total includes Colonized / prior +	5	5	5	5	4	3	2	1	1	1		
Wounds	Wounds #	16/150	22/150	22/150	16/150	24/150	21/150	21/150	20/150	26/150	Wound meeting Nov 17		
	% 25% Benchmark	11%	14%	14%	11%	16%	14%	14%	13%	17%			
	Resident Safety Risk Event	1 Stage X	2 Stage 3	1 Stage 3 healing		1 Stage 3 healing							
Wandering bracelets	# Residents/Total Residents	10/150	10/150	10/150	10/150	9/150	7/150	8/150	8/150	8/150	8/150		
Hand Hygiene	9 Departments complete monthly	9/9 98%	9/9 100%	9/9 86%	9/9 100%	9/9 100%	9/9 100%	9/9 84%	9/9 91%	9/9 91%	9/9 89%		

Falls / Med errors / Infections - %/1000 days based on FACILITY

Hand Hygiene audits – 1 department has not submitted

Restraints

Rocmaura has a Least Restraint Policy where the least restrictive restraint shall be used for the shortest duration possible

Definition: Any physical (e.g. holding or handling), chemical (e.g., pharmacological), mechanical (e.g., bed rails chair belt or tray) or environmental (e.g., seclusion) method of restricting a resident’s freedom of movement, physical activity, or normal access to his/her body. (Accreditation Canada Standards / Qmentum). Types of Restraints: Geri chair



Fall Rate Statistics 2021-2022

Safer Healthcare Now Benchmark													
LTC Fall Rate							8.32 Rates per 1000 resident days: # of falls/# resident days x 1000						
LTC Percentage of Injury							29.1 % of falls causing injury: # of falls with injury/# of falls x 100						
LTC Injury with Harm							2.0 Fall Injury Rates per 1000 resident days: # of falls with injury/# of resident days x 1000						
Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Comments
# of Residents with Falls	13	22	12	19	20					20	17	16	
Number of Falls	24	26	12	28	27					31	35	27	
Fall Rate	5.3	5.6	2.9	6.0	5.8					6.6	8.3	5.8	
Number of falls causing injury	0	1	0	0	1					1	0	0	
Percentage of Injury	0	3.8	0	0	3.7					3.2	0	0	
Injury with Harm Rate	0	0.22	0	0	0.22					0.22	0	0	
Resident Days	4500	4650	4500	4650	4650	4500	4650	4500	4650	4650	4200	4650	

Calculations for Fall Rates:

of falls x 1000 resident days

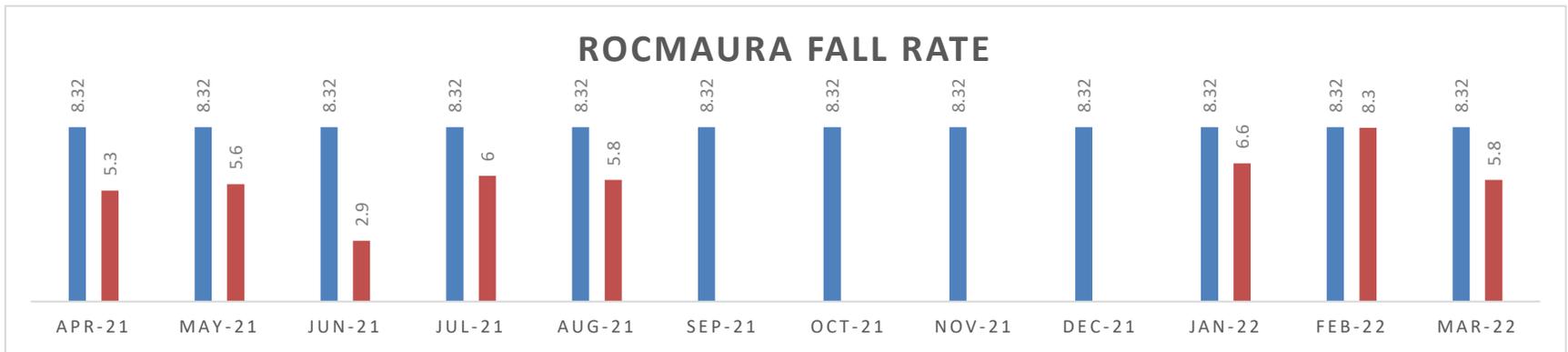
of residents' day for month

If 4 falls in month of Nov for Rocmaura

$$\frac{4 \text{ falls} \times 1000 \text{ resident days} = 4000}{150 \text{ residents} \times 30 \text{ days} = 4500 \text{ resident days}} = 0.89$$

ROCMAURA FALL RATE STATISTICS 2021-22

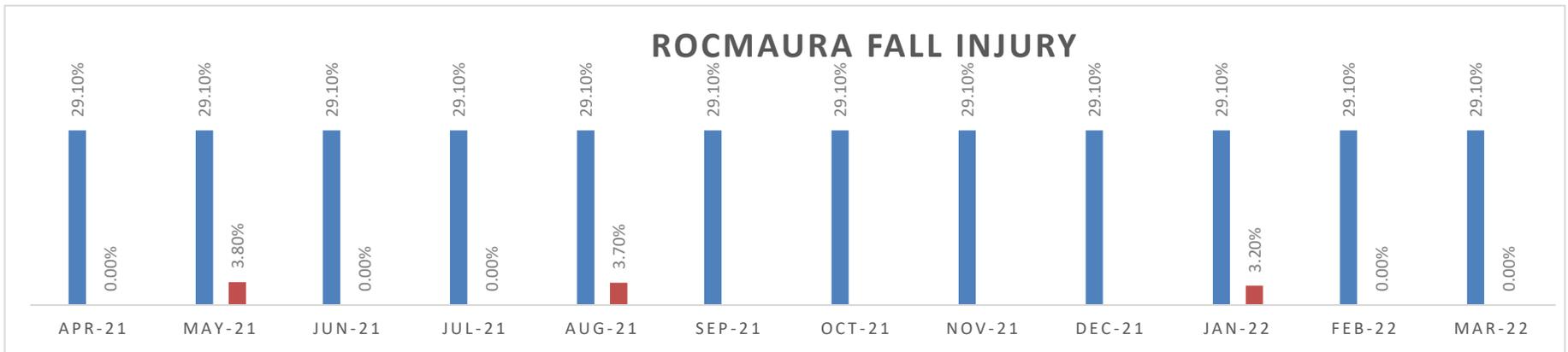
Months	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Resident Days	4500	4650	4500	4650	4650	4500	4650	4500	4650	4650	4200	4650



Months	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
LTC Fall Rate Benchmark	8.32	8.32	8.32	8.32	8.32	8.32	8.32	8.32	8.32	8.32	8.32	8.32
Rocmaura Fall Rate	5.3	5.6	2.9	6	5.8					6.6	8.3	5.8

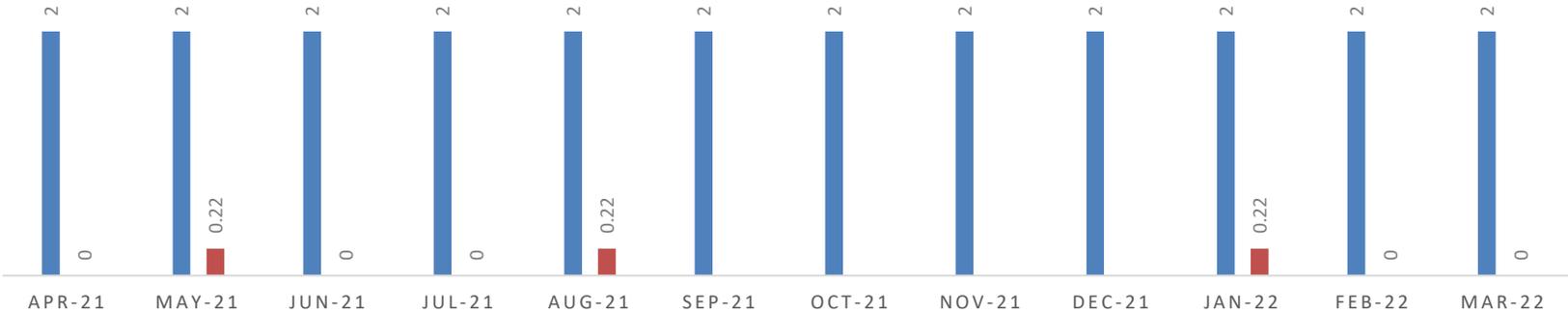


Months	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Number of residents with Falls	13	22	12	19	20					20	17	16
Number of falls	26	26	13	28	27					31	35	27
Number of falls causing injury	0	1	0	0	1					1	0	0



Months	Apr-21	21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	22
LTC Percentage of Injury Benchmark	29.10 %	29.10%	29.10 %	29.10 %	29.10 %	29.10 %	29.10 %	29.10 %	29.10 %	29.10 %	29.10 %	29.10 %
Percentage of Injury	0.00%	3.80%	0.00%	0.00%	3.70%					3.20%	0.00%	0.00%

ROCMAURA HARM FROM FALL STATISTICS



Months	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
LTC Injury with Harm Benchmark	2	2	2	2	2	2	2	2	2	2	2	2
Injury with Harm Rate	0	0.22	0	0	0.22					0.22	0	0

Resident Safety Event Summary 2022

Date of event Month 1-31 (yyyy/mm/dd for hazardous)	Location and/or service where the Resident safety event occurred	Type of Resident safety event (see definitions above)	Category of event (*see page 5 examples of events that fall within each category)	Event follow-up status (current stage) (see legend, on page 6)
January 1-31, 2021	13 Resident Room 7 Corridor 4 Dining Room 1 TV Room	24 Residents No Harm 1 sutures	Falls – 17 Med Errors – 1 (0 Pharmacy) Assaults – 1 Other – 4 Accidents - 2	1,3,7
February 1-28, 2021		47 Residents No Harm 1 # Humerous	Falls – 39 Med Errors – 2 (1 Pharmacy) Assaults - 4 Dis Beh - 1 Other – Near Miss - 2	1,3,7
March 1 – 31, 2021		57 Residents No Harm 1 sutures	Falls – 33 Med Errors – 3 (__Pharmacy) Assaults – 8 Dis Beh – 5 Elopement 1 Other – Near Miss – 8	1,3,7
April 1 - 30, 2021	19 Resident Room 11 Corridor 2 Dining Room 5 TV Room 1 Washroom	49 Residents No Harm	Falls – 26 Med Errors – 7 (1 Pharmacy) Assaults - 7 Dis Beh - 2 Other – Near Miss - 7	1,3,7
May 1–31, 2021		40 Residents No Harm 1 # hip	Falls – 27 Med Errors – 6 (__Pharmacy) Accident – 1 Assaults - 4	1,3,7

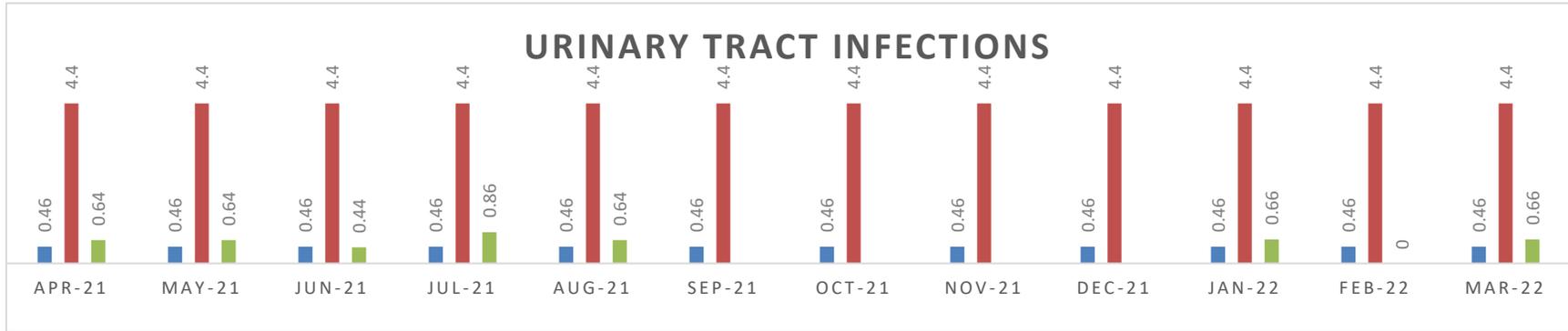
			Other – Near Miss – 3	
June 1–30, 2021		32 Residents No Harm	Falls – 15 Med Errors – 2 (Pharmacy) Accident – 1 Assaults - 1 Dis Beh - 5 Other – Near Miss – 8	1,3,7
July 1-31, 2021	30 Resident Room 11 Corridor 2 Dining Room 3 TV Room 1 Washroom 1 Elevator 1 Recreation Office 2 Entrance	51 Residents No Harm	Falls – 28 Med Errors – 3 (1 Pharmacy) Assaults - 3 Dis Beh - 2 Elopement – 2 Other – Near Miss – 13	1,3,7
August 1-31, 2021		42 Residents No Harm 1 # foot	Falls – 27 Med Errors – 0 Assaults - 9 Dis Beh - 2 Other – 5	1,3,7
January 1-31, 2022	30 Resident Room 5 Corridor 1 Dining Room 1 TV Room 1 Washroom	37 Residents No Harm 1 # hip	Falls – 31 Med Errors – 0 Assaults - 3 Dis Beh - 0 Other – 4	1,3,7
February 1-28, 2022	31 Resident Room 5 Corridor 1 Dining Room 6 Washroom	43 Residents No Harm	Falls – 35 Med Errors – 1 Assaults - 1 Dis Beh - 1 Other – 5	1,3,7
March 1-31, 2022	28 Resident Room 10 Corridor 2 Dining Room	42 Residents No Harm	Falls – 27 Med Errors – 5 Assaults - 5	1,3,7

	2 Washroom		Dis Beh - 1 Other - 4	
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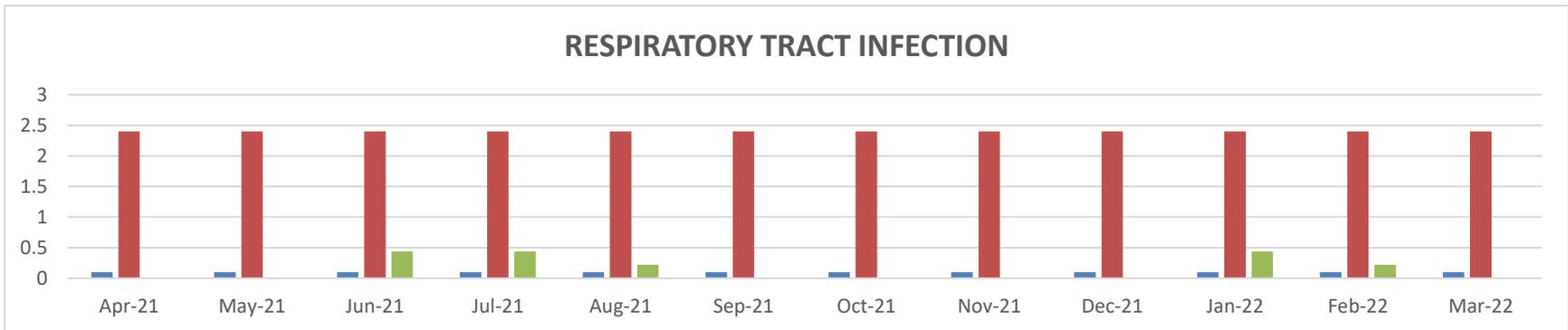
Sentinel Event Summary

Date of event yyyy/mm/dd	Location and/or service where the Resident safety event occurred	Category of event (*see page 5 examples of events that fall within each category)	Event follow-up status (current stage) († see legend, on page 6)
2021/1/23 (PF)	Nursing Home (Resident Room)	Unwitnessed fall. Sutures to face.	1, 3, 7
2021/02/04 (GC)	Nursing Home (Resident Room)	Residents attempted to lift resident to help go to bed and were unable to lift. She fell off chair and # leg. Went to OPD and became unresponsive and passed away.	1, 3, 7
2021/02/28 (FG)	Nursing Home (Resident Room)	Unwitnessed fall. # Humerous	1, 3, 7
2021/03/09 (LD)	Nursing Home (Resident Room)	Resident attempted to take self to washroom, fell and cut head – 2 staples	1, 3, 7
2021/05/16 (RM)	Nursing Home (Resident Room)	Unwitnessed fall. # Hip	1, 3, 7
2022/01/6 (PF)	Nursing Home (Resident Room)	Unwitnessed fall. # Hip	1,3,7

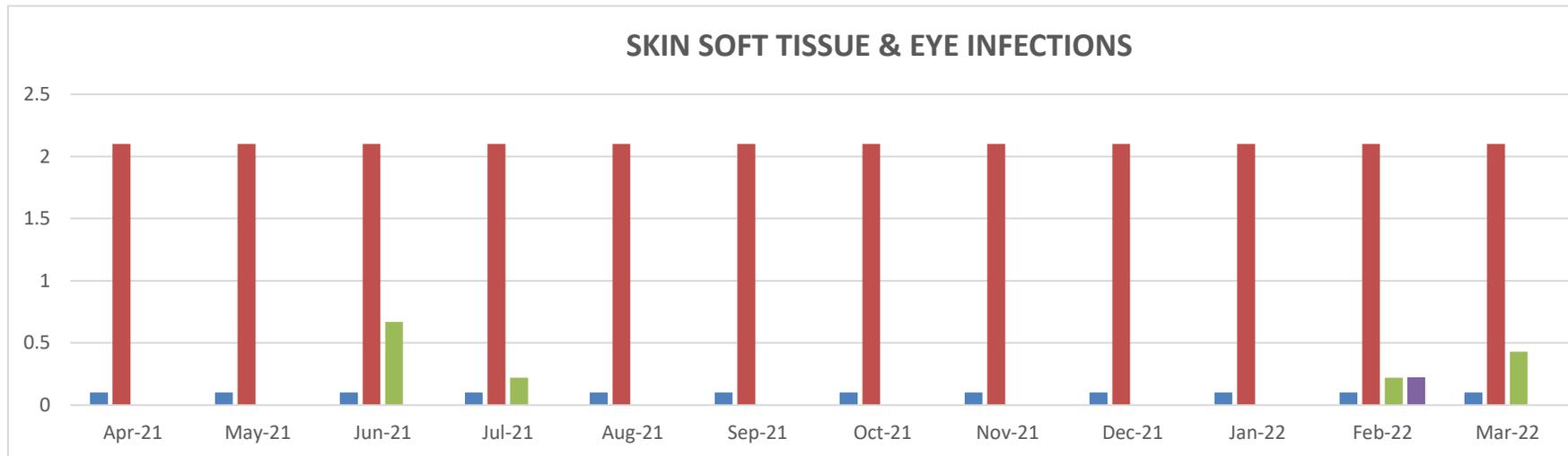
Rocmaura Infection Statistics 2021-2022



Month	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
UTI Minimum Benchmark Rate	0.46	0.46	0.46	0.46	0.46	0.46	0.46	0.46	0.46	0.46	0.46	0.46
UTI Maximum Benchmark Rate	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4
Rocmaura UTI rate	0.64	0.64	0.44	0.86	0.64					0.66	0	0.66

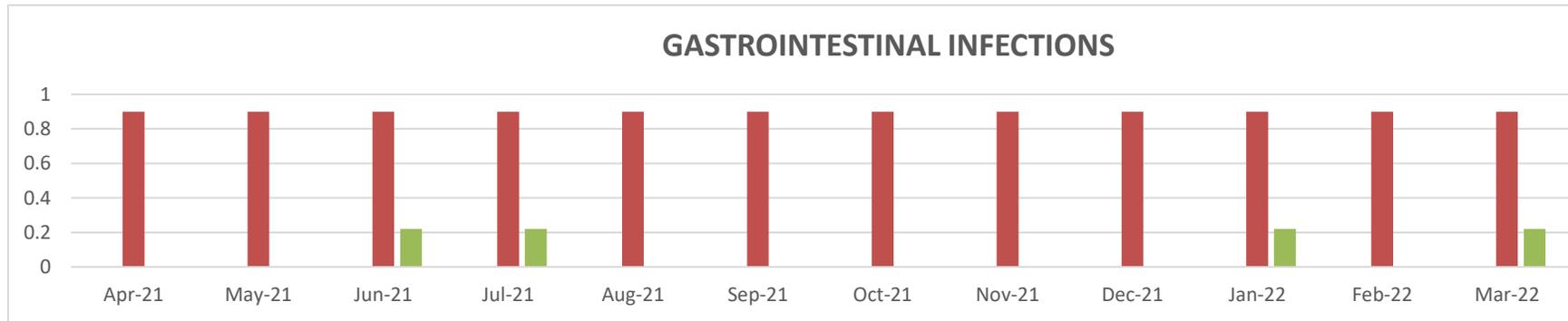


Month	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Respiratory Tract Infection Min Benchmark Rate	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
Respiratory Tract Infection Max Benchmark Rate	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4	2.4
Rocmaura Respiratory Tract Infection	0	0	0.44	0.44	0.22					0.44	0.22	0



Month	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Skin Soft Tissue & Eye Min Infections Benchmark Rate	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1	0.1
Skin Soft Tissue & Eye Infections Max Benchmark Rate	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1
Rocmaura Skin Soft Tissue Infections	0	0	0.67	0.22	0	0	0	0	0	0	0.22	0.43

Rocmaura Eye Infections	0	0	0	0	0					0	0.22	0
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Month	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Gastrointestinal Infections Min Benchmark Rate	0	0	0	0	0	0	0	0	0	0	0	0
Gastrointestinal Infections Max Benchmark Rate	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Rocmaura Gastrointestinal Infections	0	0	0.22	0.22	0					0.22	0	0.22

Rehabilitation

Founding Spirit: The Rehabilitation Licensed Practical Nurse (Rehab LPN) and Rehab Assistant provide rehab support for our residents under the direction of the DON, Lynn McPhee, and in coordination with the NB Extra Mural Program (EMP) Professionals. The Rehab Team is an integral part of the nursing care team and has proven to be a valuable resource, particularly in regards to wound care, mobility, seating and the safety of our residents.

Resident Care: We, the Rehab team, in conjunction with the EMP Professionals and other community Health Care Professionals, support the required rehabilitation services for the residents at Rocmaura Inc. while ensuring the comfort of our residents, as well as their families.

Brief History: In recent years, there have been changes in the Rehab department. In December 2020, Bonnie Glynn joined our team in a part-time role. In November 2021, the work schedule changed for both positions to exclude weekends with Julie scheduled Monday to Friday and Bonnie, Tuesdays and Thursdays, as well as alternating Mondays and Fridays.

Highlights of our work:

- Attended in-services including annual WHMIS and Fire in-services
- Acquired wheelchair components through the Easter Seals program as a donation due to an abundance of items
- Utilized donated wheelchairs for residents when needed while initiating Occupational Therapy (OT) referrals for wheelchair seating intervention
- Utilized Rocmaura Least Restraint Policy by assisting Nursing staff in determining the least restraint option for reducing the fall risk of residents including the set-up and maintenance of bed alarms and falls mats
- Advocated for residents in regard to their mobility and positioning needs through communications with staff (e.g. care-plan meetings) and out-of-facility agencies, as needed
- Regular Care Plan updates and contribution to Yearly Reviews to communicate Rehab interventions to staff, resident and/or POA
- Resolved numerous safety problems and provided alternative methods to improve safety, when needed
- Remained active on Rocmaura's Wound Care Committee
- Hosted two six-week internships for four Physiotherapy/Occupational Therapy Assistant students from Eastern College.
 - March 8, 2021 to May 31, 2021: Reham Al Natour (partial internship), Emily Miller's full internship overlapping with Chad Saunders' full internship
 - Mid-November to late December 2021: Jennifer Thomas and Julianna Sabbulaca

Regular duties include:

- Collect/Respond to LPN Rehab Referral Forms
- Chart on residents receiving Rehab care, when necessary
- Chart in Yearly Review notes for all residents
- Initiate/Complete EMP referrals
- Obtain family consent for EMP consults
- Obtain family consent for ordering of equipment, when needed
- Prior to EMP consult/intervention, may introduce equipment, provide suggestions for care, adjust seating or make modifications in equipment

- Coordinate care of residents with EMP Professionals and accompany EMP Professionals when they are in the facility
- Coordinate care and involvement of varied private Professionals (e.g., private OT and Physio)
- Coordinate care of residents with other services that compliment Rehab interventions such as Orthopedic Plus, Tango Medical, Lawton's, Red Cross, Metro Health etc. and accompany these Professionals
- Monitor/Observe the effectiveness of prescribed equipment
- Bi-weekly check of ROHO cushions and specialty mattresses, and Monthly and/or q 6 months checks of all other wheelchair cushions
- Frequently monitor positioning of resident to ensure that all equipment serves its intended purpose
- Contact resident families to obtain needed items not provided by NHS or other means when needed and/or to provide education regarding Rehab care
- Obtain from appropriate services/companies equipment needed to fulfill duties and provide necessary equipment for residents
- Maintain training of the Doff N' Donner, a specialty assistive device for staff to use in the application of compression stockings
- Maintain a complete inventory and catalogue of residents' personal rehab equipment as well as, in house equipment
- Label all wheelchairs, geriatric chairs, and walkers to ensure the appropriate equipment is being utilized and to eliminate equipment loss
- Adjust and/or perform minor repairs on all rehab equipment (i.e. wheelchairs, walkers, specialty cushions, pressure relief devices etc.)
- Upon residents' admission, discharge, demise, change in condition or change in equipment needs, the Rehab LPN and Rehab Assistant are required to:
 - Contact the family members regarding equipment donations
 - Notify appropriate personnel of any changes
 - Return any equipment on loan to the appropriate company
- Provide Monthly educational in-services for Nursing staff
- Post "Rehab Reminders" at resident bedside to ensure staff awareness of rehab equipment/needs to be implemented into daily care
- Post "Rehab Reminders" in residents' room on admission or with any changes to mobility aids or positioning devices, and any daily tasks that are required for the staff to follow (e.g., kneading gel in a cushion or checking air level of ROHOs)
- Update resident Care Plans, or if 'completed', provide Nursing Unit Clerk with necessary information relating to Rehabilitation
- Meet with sales representatives and acquire equipment on a trial basis to evaluate its appropriateness for use in our Nursing Home
- When Rehab equipment is acquired, assist in the development of the Policies and Procedures for its proper use and care
- Complete monthly Ordering/Repairs document
- Complete monthly Bed Alarms document
- Complete monthly Pressure Relieving Device document
- Complete monthly Compression document
- Complete monthly ROHO items and cushion document
- Complete monthly Report for DON
- Attend Pre-admission meetings and complete checklist
- Update weekly Care Plans for Tuesday and Thursday deadlines, and attend meetings accordingly

- Wound care: take pictures for record, attend monthly meetings, implement changes in pressure-relieving devices in coordination with EMP OT, and update documentation accordingly. Attended education sessions with Wound Specialist, Erika Breau RN. Fluidized positioners (1 medium, 1 small) were donated to Rocmaura, and 1 medium Fluidized positioner was purchased through the Rocmaura Foundation.

Technology: Documentation of Rehab services in Momentum; Communications via Microsoft Outlook when necessary; Microsoft Word reports are filed monthly and we maintain records of all equipment used by the Rehab Department. See above.

Annual (January 2022 to June 2022)

- **January:** On January 14th, Public Health declared a COVID-19 outbreak at Rocmaura. On January 26th, Rocmaura entered a critical-staffing level and under the direction of the DON, Shirley Fraser, Rehab duties were to primarily focus on providing assist to the Nursing staff on the courts, as well as addressing only urgent Rehab matters. In this period, routine checks of cushions and specialty mattress were incomplete, and EMP Rehab and other appointments from out-of-facility agencies were cancelled following January 11th.
 - Julie was assigned to work on Garden court on Jan 27th and 28th, as well as on Trinity court on Jan 31st
 - Bonnie was assigned to work on Garden court on Jan 27th to Jan 30th
- **February:** Rocmaura's COVID-19 outbreak continued throughout the Month of February. Also, Rocmaura remained at a critical-staffing level until February 23rd, at which time Rocmaura transitioned to a strained-staffing level until February 28th. We continued in primarily assist the Nursing staff on the courts and address only the Rehab matters deemed urgent until staffing level was adequate to resume regular rehab services. Again, there was insufficient time to complete the regular frequency of cushion and specialty mattress checks and other rehab duties. Appointments for EMP Rehab and other out-of-facility agencies continued to be on hold for the Month of
 - February.
 - Julie was assigned to work on Garden court for five ½ days on February 1st, 14th, 16th, 18th and 21st, as well as 10 full days on Feb 2nd, 3rd, 4th, 7th, 8th, 11th, 15th, 17th, 22nd and 25th. Also, Julie was assigned to Trinity for one 1/2 day on Feb 2nd, and three full days on Feb 9th, 10th, 24th.
 - Bonnie started full-time on February 7th and was assigned to work on Garden for five ½ days on Feb 7th, 8th, 9th, 10th and 11th, as well as two full days on Feb 3rd and 4th.
- **March:** Rocmaura's COVID-19 outbreak continued until March 21st when Public Health declared outbreak to be over. Again, there was insufficient time to complete regular frequency of cushion and specialty mattress checks and other regular duties due to the demand of responding to pressure-relieving issues and/or Rehab Assessments for 18 new admissions. EMP Rehab appointments resumed on March 4th for referrals that required an urgent response.
 - Bonnie resumed part-time status on March 17th
- **April:** On April 11th, Public Health declared the Norovirus outbreak at Rocmaura. Again, Rocmaura closed to visitors and appointments from out-of-facility agencies for the remainder of the Month. Again, there was insufficient time to complete regular frequency of cushion and specialty mattress checks due to a higher demand of other more urgent Rehab tasks, plus tasks to assist Nursing staff with an unusual shortage in staff relating to the Norovirus outbreak.

Following the outbreaks and related restrictions (strained to critical staffing levels, hold on Rehab appointments, etc.), the active waitlist for EMP Rehab Services was significantly longer, especially for our primary OT, Karen Ferguson. However, EMP OT, Ashley Binette was able to provide OT services for six residents to help with the backlog of referrals. Also, Horizon Health OT, Lindsay Hall, dispensed wheelchairs for residents whose OT assessment was initiated at the hospital. And a Private Physio, Rhonda Hayward, initiated intervention for a resident on Trinity.

- On April 19th, Rehab LPN and Rehab Assistant attended **WRAP (Wheelchair Rapid Assessment and Prescription)** training by Jennifer Bachynsky, EMP OT, a program to target referrals for wheelchair seating assessments that were on the waitlist the longest, starting with those exceeding 100 days. We performed all necessary preparations to implement WRAP for when Rocmaura would open to out-of-facility agencies (e.g. inventory entries into WRAP spreadsheets, preparing and sending WRAP Pre-Assessments to EMP and communicating with POAs to complete/sign required documentation to proceed with WRAP).
- **May:** Rocmaura's Norovirus outbreak continued until May 9th when Public Health declared outbreak to be over. Primary EMP OT, Karen Ferguson resumed appointment frequency of two to three times per week starting on May 1st, and primary EMP Physio, Carrie Watson resumed appointments on May 18th. Also, EMP SLP, Tara Scott provided swallow assessments for several residents. With respect to equipment, specifically restraints, Rocmaura started to acquire soft covers for seatbelt buckles as an alternative device to clamshells (which frequently went missing) to prevent unfastening of seatbelts by residents, as needed.
- **June:** In 2021, a meeting on Quality Indicators lead by the President of Nurses Association of NB RN, Julie Weir, was attended. At this meeting, it was proposed that we would be implementing a Monthly check to determine the number of restraints in use for the 'Daily Physical Restraints' indicator as the schedule would permit during the pandemic. This month, we will perform the first Monthly checks for Restraints to determine the number of residents who are not able to free themselves for any device that would be considered a restraint.

Our Goals (Present Time to December 2022)

- Faster and more efficient wheelchair seating interventions with continued use of WRAP, as needed.
- To initiate and implement Monthly Restraints check including trial of soft covers for seatbelt buckles.
- To achieve and maintain complete bi-weekly and monthly checks for all cushions and pressure relieving devices that require this frequency.
- To further refine our documentation to be more efficient and complete with consideration of new programs (e.g., WRAP).
- To successfully implement Monthly Restraints checks to provide more accurate information to Nursing on the overall use of Daily Physical Restraints.

Valued Employees: We are grateful for all the support we receive from all staff as well as the expertise of our outside resources that enable us to carry out our duties and responsibilities. Our main concern is the residents and helping to improve their quality of life.

Respectfully submitted,

Julie Jones & Bonnie Glynn

Visiting

One of the many challenges the pandemic has presented are visiting practices. Visiting at Rocmaura in the past year came in four different forms.

Depending on Covid-19 presence in the community the visiting changes.

Window Visits- These consist of family members standing inside the entrance way and talking through an intercom telephone to a resident through the glass. The intercom was a donation to us by JDA Electric; it works wonderfully, very clear, and very loud.

Virtual Visits- These visits are done via a social media platform or Facetime using one of our ipads.

Scheduled Visiting- These visits are booked through appointment and are socially distanced.

Designated Support Visits- Each resident can have three DSP's who are appointed by the Power of Attorney. DSP visitors can visit freely during set times 10:30am-8:30pm.

It is important to give recognition to the DSP's for their time and dedication during the Covid-19 outbreak. In the month January, in the peak of the outbreak, Rocmaura was in critical staffing situation. The DSP's stepped up to help, they were trained on Covid-19 protocols including donning and doffing and safety. Once training was complete, they were able come in and help. Their tasks included feeding residents and light care. All staff are so grateful they came to our aid.

Open Visits- Since May, visiting at Rocmaura is OPEN to all people who want to visit. The Visiting hours are 10:30 to 8:30 daily. Rocmaura is completely alive. It is our hope that we will be able to remain open.

Overall visiting is very successful. Families and residents are happy with the visiting platforms in place. We will continue to adjust the visiting platform as situations within the community evolve.

Respectfully submitted,

Christina Harvey