

2022-2023 ANNUAL REPORT



Nashwaak Villa



OUR MISSION



We provide nursing home services to individuals in a safe, homelike environment by ensuring their quality of life is as rich as possible.

A NURSING HOME THAT FEELS LIKE HOME



We emphasize a warm, friendly atmosphere, as close to home as we can make it, where families feel welcome to come often and visit. We strive to maintain the dignity and individuality of each resident while meeting their physical, spiritual, psychosocial, and emotional needs.

MESSAGE FROM THE BOARD CHAIR

Nashwaak Villa is a 30 bed nursing home in rural New Brunswick that practices person centred care and culture. Such an endeavour requires on going resources and the bulk of our funding comes from the Government of New Brunswick.

Events of the last few years, including Covid, required us to revisit our financial position and seek assistance from the Government, specifically the Dept. of Social Development. This was by no means an easy task as we found economic deficiencies in most every department at Nashwaak Villa. As a Board we drafted a historical economic picture of our financial shortfalls and presented same to the Government who were anxious to offer their assistance. After several meetings with Government representatives, we were successful in acquiring an increase in our budget to enhance our financial stability going forward however shortfalls still remain.

Having said that, we still rely heavily on the generosity of our community outside the perimeter of Nashwaak Villa to aid us! We want our residents to live in a community that considers their needs and where community attitudes are positive. We are fortunate at Nashwaak Villa to have that support and look forward to future engagement with the community in fund raising activities by way of the Nashwaak Villa Foundation and our very busy activities department. The funds raised allow us to offer senior programs at Nashwaak Villa not funded by the Government, but necessary for the overall wellbeing of our residents.

In March of 2020, when Covid made its way on to world stage, we could not imagine the impact it would have on residents, families, and our staff. Many difficult decisions were made but it was obvious that our person centred care and culture at Nashwaak Villa guided us through one of the most challenging times we may have ever faced. The Board takes this opportunity to thank each and every staff member for their contributions. To the residents and the families of our residents we thank you for your understanding as we only wanted to create a safe environment to live and work.

We have had several changes in staffing over the last year and the Board has the utmost confidence in our new Executive Director, Nola Carr, and our Director of Care, Derick Ryan. Both individuals reflect positive attitudes and eagerness for the continued success of Nashwaak Villa. Special mention should be made in appreciation for the work Jenna Whitlock completed this last year as our acting Executive Director. She willingly stepped forward to fill this vacancy until a new Executive Director could be hired. Thank you Jenna!

The Nashwaak Villa Board of Directors membership is on a volunteer basis and I take this opportunity to thank the many individuals who sat on the Board with me during the last 9 years! My term has come to an end and Best Wishes are extended to the new Board members of 2023-2024. You will find the work you are about to take on challenging but it is also rewarding. As we age we grow and new talent is always welcome to participate on the Board of Nashwaak Villa so please do not hesitate to ask how you can help!



Joanne Forbes, Board Chair

MESSAGE FROM THE EXECUTIVE DIRECTOR

I missed out on 2022-2023 having accepted the honor of serving as the new Executive Director (ED) of Nashwaak Villa effective April 1, 2023, however, much has been conveyed to me about the past year.

The long-serving Executive Director, Daphne Noonan, wrapped up her time with the Nashwaak Villa. Jenna Whitlock, who holds the dual roles of Registered Dietitian & Foodservice Manager and Community Development Coordinator, did an outstanding job acting as Interim ED while the Board completed their search for a new Executive Director. Another significant leadership change occurred in September 2022 when Nashwaak Villa welcomed a new Director of Care, Derek Ryan. Derek came to the nursing home from the community where he had provided extra-mural care to seniors and others in their homes.

Nashwaak Villa continued its vigilance to keep residents and staff safe in 2022 – 2023, and many of the pandemic restrictions and infection, prevention, and control measures were lessened or eliminated throughout the year. With the worst behind us, the Villa has slowly been establishing the new normal and returning to pre-pandemic activities.

In June, the home honored our amazing staff during Nursing Home Week and held a memorial service for our dear residents who had passed. In July, summer camps returned for the first time since the pandemic started. It was nice to see the return of this inter-generational program. Residents and staff attended or volunteered at the Stanley Fair in August. In the fall, volunteer and staff appreciation events were held.

These mentions are only the highlights. A visit to the Nashwaak Villa YouTube page has a month-by-month highlight reel (<https://youtu.be/-Ldocxk9D3k>) that shares the many activities our residents, staff, families, and volunteers participated in throughout the year as our home reopened to the community.

I am pleased to report that the Planetree Steering Committee, the anchor of the nursing home's person-centered care philosophy and culture, maintained its good work. Two staff retreats were held during the year: one in May 2022 and the other in March 2023. In addition, a new staff recognition program was launched in January 2023.

I am very grateful to have joined a team that is so clearly dedicated to the residents they serve. In spite of masks, ever changing public health mandates, a COVID-19 outbreak in November, and lockdowns, the staff remained focused on the residents and their care. They excelled at their task.

I wasn't here to share it with them, but 2022-2023 is a year the team can be, and should be, proud of. Congratulations to them all!



Nola Carr, Executive Director

REPORT FROM THE DIRECTOR OF NURSING

2022 - 2023 has posed a lot of challenges for Nashwaak Villa, but also highlighted the exceptional care our staff provides to our residents. Over the last year we have faced three COVID 19 Outbreaks. Despite the restrictions placed on facility during these times, our staff went above and beyond to provide exceptional person-centered care for our residents. During the outbreaks our activities were kept small but frequent keeping our residents engaged with each other, the staff, and their family members.

Nashwaak Villa is the home to 30 residents, ranging from 77 - 99 years young. We are currently taking part in the "Healthy Seniors Pilot Project", striving to reduce the use of restraints and inappropriate use of antipsychotics amongst nursing home residents. To further improve the quality of life of our residents we have implemented a Range of Motion and Walking program to help keep our residents limber and on the move.

Nashwaak Villa is working to return to a new normal as we move past covid 19. We have lifted our visitation restrictions and welcomed back our volunteer's. Since restrictions have been lifted, we were able to hold a Mothers Day Party and have various groups in to provide musical entertainment to our residents. We are excited to be able to offer our summer camps again this summer as our residents enjoy having the children onsite, whether it be working on crafts together or watching them play in the courtyard. We are looking forward to taking our residents on a variety of outings this summer ranging from car shows to ice cream trips.

Nashwaak Villa was able to partner with both UNB and NBCC to provide clinical experiences for their nursing students, one of which decided to join our team for summer employment.

I am very proud of our staff members for providing such a high level of care to our residents during the difficult times faced over the recent year. I look forward to seeing what we can achieve over the upcoming years.



Derek Ryan, Director of Nursing

Board of Directors

Nashwaak Villa benefits from a dedicated Board of Directors that live in our community and represent a complimentary balance of knowledge, skills and experience. For a variety of reasons, several board members had to step away from their role during the year and the 10 member board ended the year with 5 vacancies. An extra thank you to the remaining board who stepped up to ensure continuity in the governance of Nashwaak Villa during these vacancies.

OUR BOARD

Joanne Forbes, Board Chair

Karen Armstrong

Roger Flynn

Barb MacDonald

Carol Wilson

DEPARTMENTAL STAFF

The real work at Nashwaak Villa is done by the approximately 70 dedicated staff working full or part-time in each of the departmental areas within the home. These areas are:

- Nursing
- Dietary
- Activities
- Environmental Services
- Maintenance
- Administration

Our amazing staff members regularly go above and beyond job duties and truly engage in the lives of our residents. Having fun and engaging with our residents is the best part of our work.



FINANCIAL REPORT

Statement of Financial Position March 31, 2023 (\$000's), with comparative for 2022

	2023	2022
Assets	\$ 7,219	\$ 7,368
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Liabilities, Deferred Contributions and Net Assets		
Current Liabilities	1,783	5,497
Long-term Debt	4,501	1,355
Funds held in trust for residents	22	23
Deferred contributions related to capital assets	241	113
Net Assets	672	380
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	\$ 7,219	\$ 7,368
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Statement of Operations for the year ended March 31, 2023 (\$000's), with comparative for 2022

	2023	2022
Revenues	\$ 5,031	\$ 4,450
Expenditures		
Nursing Care	1,807	1,638
Resident Support Services	710	899
Home Operation and Maintenance	529	539
General and Administration	1,694	1,573
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Total Expenditures	4,740	4,649
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Excess of revenues over expenditures	291	-199

Note: KPMG are the auditors of Nashwaak Villa





Planetree Steering Committee

PURPOSE

The purpose of the Planetree Steering Committee is to foster a culture of person-centered care at Nashwaak Villa where residents, families, and staff consistently experience quality, compassion, and partnership.

COMMITTEE MEMBERS

The committee currently consists of seven staff members, one resident family member, one community member and one resident.

ANNUAL ACTIVITY

The committee has continued to meet monthly throughout the year to discuss various staff and resident needs as they relate to person centered care.

Two full-day Planetree staff educational retreats were held in May and March of this year for new staff.

The committee also planned fun events throughout the year including a Spring Carnival Week in April, Nursing Home Week celebrations in June, a Staff Appreciation Event in October, and celebrations over the Christmas holidays.

This year, the team implemented a new “Team Shoutout” program to recognize staff, residents, and volunteers for going above and beyond in their contributions to Nashwaak Villa.

FUNDRAISING & GRANT PROJECTS

The Nashwaak Villa team has been hard at work this year fundraising and grant sourcing for various initiatives. The activities department organized a Gift Card Raffle Fundraiser in April, selling 500 tickets and raising \$2000 for the department. In August, our summer students worked with our greater community to collect donations for a virtual auction. Over 35 businesses and local community members donated items which helped us raise \$1,635 for the Nashwaak Villa Foundation. Also in August, a team of staff, summer students, and volunteers organized and executed the operation of the Stanley Fair Canteen. Cold plates, bake sale items, and a 50/50 board helped raise \$2,700 for the activities department during the fair weekend. In October, a Fall Takeout and bake sale was arranged to raise \$2,050 to put towards resident activities. The activities department and residents were also busy pickling and making preserves in the fall, raising approximately \$1,800.

In addition to fundraising, Nashwaak Villa received grant funding of \$10,000 this fiscal year to provide education and training to staff. The funding is part of a project through Healthcare Excellence Canada titled Reimagining LTC: Enabling a Healthy Workforce to Provide Person-Centred Care Program. The implementation of this project will continue into the next fiscal year.

Lastly, we were lucky to receive funding through the St. Thomas Internship Program, Venture for Canada, SEED, and Canada Summer Jobs to hire 8 summer students this year. The students were a great addition to our team for the summer.





SNAPSHOTS OF
Nashwaak
Villa

IT'S THE LITTLE
THINGS IN LIFE
THAT MAKE YOU

HAPPY

ORDINARY DAYS



EVERY DAY MATTERS...

We often share the formal activities and big celebrations that happen at Nashwaak Villa on our Facebook account (follow us!) but just like you, our residents spend most of their time living ordinary lives. Reading a book, having a chat on the phone, getting your hair done, helping to prepare a meal or maybe playing a tune! This is life. At Nashwaak Villa we try to make every day count, even the ordinary ones!

CONNECTIONS



FRIENDSHIPS MATTER...

The connections we make in life matter. At Nashwaak Villa we have a community of neighbours that support one another in all the best ways possible.

ABOVE & BEYOND



ACTIVE PARTICIPATION...

The staff of Nashwaak Villa, no matter the department, are truly engaged in the lives and well being of the residents.

They go above and beyond care every single day. They constantly look for ways to empower residents to participate in their own care, choose how they want to live, and personalize their experiences.