

December 2025



Harbour View Haven

"A Community For Quality Care"

Hilltop Highlights

CHRISTMAS DINNER 2025

Families are welcome to join us for Christmas dinner
December 25th at noon.

Please arrive by 11:30 to be seated.

Cost: \$12.00 per person

Two guests only per resident.

Please purchase your tickets by **December 12th**
at the administration office.

Ticket holders will attend Christmas meal in
resident rooms. In the event the meal is postponed
or canceled due to infection control measures,
tickets are subject to refund.



Harbour View Haven Bill of Resident Rights

*As a Resident of
Harbour View
Haven;*

**7. "You have the
right to receive
opportunities for
rehabilitation of
functional abilities
and assistance
towards
independence
consistent with your
individual
requirements."**

Residents have access
to regular services of
health care
professionals that can
assist in areas of
rehabilitation or

Resident Christmas Gifts

If you are giving clothing, blankets or other items that require labeling, please consider dropping them off earlier in December to be pre labelled for your loved one. You can leave them at the administrative office with the resident's name and indicate that it is a Christmas gift.

If you intend to deliver your loved one's gift personally, please leave your name and contact number so we can let you know when the gift items are ready to be picked up.

OR

If you would like us to deliver the gift for you please include your gift bag, tissue and name tag.



Upcoming Events!

**Musical Memories with
Kelly & Dave Barnes—
December 9 at 2:00 p.m. in
the Floor
Two
Lounge.**



**Musical Entertainment by
"Running on MT" -
December 16 at 2:00 p.m.
in the Floor
Two Lounge.**



**Musical Entertainment by
"Bluenose Fiddlers" -
December 17 at 2:00 p.m.
in the Floor Two Lounge.**

**Musical Entertainment by
"Sunny Side Up" -
December
22 at 2:00
p.m. in the
Floor Two
Lounge.**



Quality Report

Staff Education Updates

During October and November, our staff engaged in essential training aimed at enhancing the quality of services provided to our residents. Education this fall also included maintaining a safe and welcoming work environment. The educational sessions offered:

Responsive Behaviours: An annual refresher course that offers an overview of common behaviours associated with dementia, along with strategies for responding appropriately to ensure the safety and well-being of our residents throughout their dementia journey.

First Aid and CPR: Required training for all Licensed Practical Nurses and Registered Nurses.

Bullying and Harassment Education: Provided to all staff to ensure awareness of current legislation.

In addition, our residents were provided educational opportunities at Resident Council Meetings:

The Falls Management Program and The Importance of Proper Hand Hygiene Practices.

We extend our gratitude to our staff and residents for their participation in the educational initiatives at Harbour View Haven.

If you have ideas for education or training for staff, residents, or family members, please contact Carrie Frazier, Programs Manager, at cfrazier@hvh.ca or (902) 514-6000.

Low Scents Makes Good Christmas Sense

When purchasing Christmas presents for your family this year, please remember that Harbour View Haven has a low scent policy. Please avoid purchasing strong scented products or plants for your loved ones living at Harbour View Haven.

Thank you for your consideration for others who suffer with allergies.

ACCREDITATION UPDATE

Harbour View Haven has begun the process to regain our status as an accredited long-term care facility under Accreditation Canada. Our four-year accreditation cycle is underway now and will conclude in the fall of 2029. Over the span of these four years, Harbour View Haven will improve the quality of care we provide to our residents by meeting national standards that go above and beyond our provincial licensing requirements.

This continuous improvement will be aided by several key accreditation tools:

- Self-assessments: Comparing current HVH policy against assessment manual standards to determine where our internal policies need to be strengthened
- Surveys: All staff and board directors will be invited to complete online feedback surveys which will highlight areas these groups see needing improvement
- Attestation: We will assess our quality and safety performance against the attestable program criteria to create a quality improvement action plan
- On-site assessment: Third party surveyors will come on site at the end of year four to assess that we are meeting the required standards and award the accreditation certificate

While the accreditation process is intensive and detailed, it will help promote a positive environment that puts quality and safety at the forefront of everything we do. To keep you better informed as we progress through the evaluation cycle, we will update you on the quality improvements we are making.

If you have any questions about the process along the way, please feel free to reach out to Andre Brideau by email: abrideau@hvh.ca or phone: 902-634-8836 ext. 222.

VOLUNTEERS NEEDED

Would you enjoy sharing your time visiting with a senior?

If so, We Have A Volunteer Job For YOU!

These may include:

- One to one visits
- Mealtime assistance
- Playing board games and card games
- Garden visits
- Reading Short Stories
- Program Support
- And many other activities to choose from



For more information, please contact
Meghan Walsh, Director of Recreation &
Volunteer Services at 902-634-8836, ext. 244 or
Email: mwalsh@hvh.ca

First Day of Winter Celebration

When: December 19th afternoon

What: Winter and Christmas festivities with our Recreation Department and warm drinks and cookies from Food Services.



Resident Menu Committee

The Resident Menu Committee meets monthly, the most recent meeting residents discussed the winter menu and sampled gingerbread, ham & broccoli quiche, as well as a cabbage roll soup and discussed their feedback for future implementation on the menu.



Resident Meal Satisfaction

During the month of September, 88% of surveyed residents enjoyed their meals, with 12% of residents stating they felt neutral or disliked their meal. The Nutrition and Food Services Department continues to work with residents regarding their food preferences by completing daily surveys and working with the Resident Menu Committee, to create a menu that reflects the preferences of larger population at Harbour View Haven considering nutritional value and quality of life.