



ANNUAL REPORT 2023-2024



Kings
Regional
Rehabilitation
Centre

Meaningful Lives. Inclusive Communities.

MISSION

Facilitating opportunities for the individuals we serve to fulfill their aspirations and responsibilities as valued community members.

VISION

Meaningful Lives. Inclusive Communities.

VALUES

Respect | Collaboration | Growth | Active Participation | Integrity

RESPECT

We believe in the dignity and equality of all and are committed to a compassionate approach that recognizes everyone's strengths and potential.

COLLABORATION

We value diversity and believe in the capacity of individuals to work together to create partnerships and transform challenges into opportunities.

GROWTH

We encourage and support personal and professional development and believe that opportunities for learning are possible throughout life.

ACTIVE PARTICIPATION

We promote meaningful engagement of individuals in community life while recognizing personal choice.

INTEGRITY

We demonstrate humility and hold ourselves accountable to the continual pursuit of quality through life-affirming, ethical, evidence-based practice.



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About Kings Regional Rehabilitation Centre

Kings Regional Rehabilitation Centre is a supportive living and learning organization with facility and community-based options serving approximately 215 adults and youth.

Over 600 professional and support staff provide a high standard of quality care and service delivery to our participants. All participants take part in an individualized program plan (IPP) to identify individual needs and abilities so that programs and activities enhance care, independence, health, social and daily living skills, and learning.

Our objective is to assist these individuals to attain their dreams and independence as community members. Participants develop their potential through opportunities to participate in a choice of supportive living, learning, social and working environments both in-center and in the community.



*Phil Warren,
Chair*

Message from the Board Chair

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There was a great deal of positive activity at Kings Regional Rehabilitation Centre in 2023-2024.

In May of 2023, it was formally announced that the COVID pandemic was no longer a global health emergency. With this update, staff and participants were pleased to once again enjoy daily routines, social gatherings, and community outings.

KRRC completed Accreditation Canada reporting requirements and scored an impressive result of **Accredited with Commendation**. Accreditation Canada is an international organization that assesses health and social services organizations against standards of excellence. It is important as it allows organizations to understand how to make better use of their resources, increase efficiency, enhance quality and safety, and reduce risk. This is a milestone to be celebrated; congratulations to everyone in the organization for their commitment to providing safe, high quality health services.

The construction of two new Community Option homes began early this spring; construction is expected to be completed later this summer. Each location will become the home to four (4) participants; this is an exciting step towards having participants live in a supportive environment in the community.

We continue to work with the Department of Community Services and other partners as the Remedy Report is implemented. Throughout this process, we will seek opportunities with various government partners to bring new services into our building while also continuing to offer and expand community supports required by participants of the Disability Support Program.

The Apple Tree Foundation (ATF) hosted a very successful golf tournament in August. After being unable to hold the tournament for 3 years due to the COVID pandemic, 36 teams signed up, numerous sponsors joined, and we are pleased to share that over \$32,000 was raised! Funds raised at the tournament are used to support a variety of special initiatives which support the participants of Kings Regional Rehabilitation Centre.

The **27th Annual Apple Tree Golf Classic will be held on August 2nd at Berwick Heights Golf Course**. For more information, please contact Chassity Chute, Coordinator at cchute@krcc.ns.ca or 902-538-3103, ext. 822.

On behalf of the Board of Directors, I wish to acknowledge and thank the staff for their contributions to KRRC. We know that you work hard every day, providing support and care to the participants we serve. Your commitment is appreciated and truly inspiring!

Phil Warren, Board Chair

KRRC Board of Directors (as of March 31, 2024)

Provincial Appointees:

Phil Warren (Chair)
June MacNeil
Jennifer Collishaw
Paul Spicer

Citizen Appointees:

Adrian Doherty (Vice-Chair)
(Vacant at this time)

County Appointees:

Tim Harding (Treasurer)
Dick Killam
Joel Hirtle



Susan Hines-Kennedy,
CEO

Message from the CEO

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I am pleased to share our 2023 Annual Report and achievements over the last year. As the sector restructures and the "Remedy" is realized, we will continue to work closely with the Department of Community Services to explore new programs while maintaining a strong presence within the new initiatives. The expertise within our organization will continue to be recognized as leaders in supporting persons with different abilities.

We have completed the first year of operationalizing the Strategic Plan with many successes:

Theme 1 - Community Inclusion

We developed more opportunities for clients to gain experience in the community, including but not limited to:

- participated with Disability Support Program partners in the DSP Roadshow
- hosted client Supported Decision-Making sessions
- hosted People First information session
- started the construction of two small option homes in Middleton (expected completion Summer 2024)

Theme 2 - Human Resource Development

- positive revisions to Quality and Risk Management reporting system were completed
- the Diversity, Equity and Inclusion committee was strengthened
- there was a focus on Workplace Wellness, Work Home Life Balance, and a Safety Focused Workplace

Theme 3 - Client Satisfaction

- created a more appealing environment by creating more places for participants to socialize, decreasing capacity on units, and strengthening Family Council

Theme 4 - Finance and Operations

- building infrastructure challenges in our aging facility continue to be addressed
- technology and information systems were updated and improved

Our achievements would not be possible without the contributions of dedicated staff. I thank you all for your commitment to providing quality services for participants; it is very much appreciated!

I also wish to extend my sincere thanks to the Board of Directors for their dedication and support of the clients and staff at KRRC.

Susan Hines-Kennedy





*Jacquelyn Levy,
Director*

Client Care (In-Centre)

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The In-Centre Client Care Department includes eight care units in the main building, Lifestyles Department (recreation, leisure and vocational programs), House of Sprouts Greenhouse, and the Friendly Neighbours Convenience Store (social enterprises). KRRC's team of Nursing Supervisors, the Occupational Health and Safety Nurse, as well as the Scheduling Department for the In-Centre and Community Options care teams also fall under the In-Centre Client Care umbrella.

In April 2023, the Remedy Report was shared with the province. The In-Centre Care program recognizes this important opportunity to promote community inclusion and our efforts continue to focus on supporting participants (clients) and their families as they prepare for future phases of the Remedy initiative. Positive changes have already been made at the unit level, including a decrease in client census on several care units. Participants and support staff also attended Participant Choice and CLARI (Choice, Voice and Empowerment) sessions this year.

In addition to positively supporting participants to move to the community, we are committed to also improving their experience in their current home at KRRC, to working with participants and their families, as well as always finding ways to promote meaningful opportunities for engagement and person-directed choice.

This important work takes a high level of dedication, creativity, and support from the In-Centre Care teams. Our care teams include skilled RC4/RRWs, DWs, LPNs, RNs as well as Program Managers. This support is multi-faceted; providing opportunities for skill building and learning, emotional support, and establishing effective approaches that help to prevent behaviours of concern and creative de-escalation techniques. Sometimes you just want to have fun! There are also plenty of occasions where care teams focus on finding opportunities for meaningful engagement and person-directed leisure activities such as:

- Enjoying a meal out at a local restaurant or baking cookies in the unit kitchen
- Taking a splash in the pool or having a blast at the foam party on the front lawn
- Riding horses in the FSTRA program or swinging on the swing in the sunny outdoor space
- Attending a Halifax event with friends, or an individual/1:1 outing of their choosing



Client Care (In-Centre)



Client Care (In-Centre)



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Aligning with Low Arousal Training, care teams are working to reduce restrictive practices by finding new and effective ways to provide support. For example, Springdale unit successfully transitioned from use of a Crisis Control Seclusion Room (CCSR) to a more welcoming space, appropriately titled the 'Harmony Room'. This exciting work now continues with Gateways unit and outdoor spaces around the property.

Safety (for all) remains a focus, and we continue to strive to fully utilize the ProSAFE incident reporting system, offering debriefing sessions, staff/team meetings, as well as informal safety huddles amongst the care teams. A lot of work has also been done on our emergency response planning, including a successful mock full evacuation of the main building in July 2023, along with our monthly fire drills.

The In-Centre Care program continues to be committed to providing a high level of Nursing oversight and support, with a strong focus on reducing infection rates, outbreaks, falls, as well as prevention and careful monitoring of pressure injuries/wounds.

The Organizational Health Committee is an important initiative that is led by the Client Care Managers, Directors, and Occupational Health and Safety Nurse. In addition to several staff draws/prizes every month, the Committee offered family zoo days and other events to promote employee wellness. The Committee also promoted other important events, like the Summer Bash, which was for both participants and staff to enjoy.

On behalf of the Assistant Director of Client Care, Chassity Chute and me, I would like to extend a heartfelt thanks to all members of the In-Centre Client Care team(s)! Our successes are all thanks to each of you and your ongoing commitment to your supportive role.



Client Care (In-Centre)



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The **Lifestyles Team** had a very busy year supporting participants (clients) in various recreation, leisure, and vocational opportunities that support community involvement and inclusion, while promoting meaningful engagement for our participants.

Some highlights of the past year include:

- Partnering with Autism NS and Town of Kentville to support a low sensory weekly swim group which was attended by several participants with other community members.
- Several clients participated in Special Olympics bowling at CFB Greenwood, and another participant was part of the Special Olympics Kings County Soccer Team. Lifestyles Staff supported the soccer player at the Special Olympic games, and they brought home the gold medal as Nova Scotia Champions!
- Lifestyles supported several outings including dining out, community events such as fairs and festivals, parades, trips to the SPCA and salmon hatchery, movies at the cinema, hockey games, Oaklawn Farm, and much more!
- In the main building, we have coffee socials in the mornings (5 days/week), cooking groups, Church, bingo, games, movies, North Mountain coffee and homemade cookie sales, card games and crafts, sensory groups, and seasonal activities such as the popular, week-long Winter Carnival events and Snowflake Ball.
- At the end of the summer, Lifestyles and Care Teams worked in collaboration to hold an outdoor event day which included a Beavertails truck, and Nova Foam Parties, carnival games, and other treats. It was a huge success and enjoyed by many!



Client Care (In-Centre)



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The House of Sprouts Greenhouse (Social Enterprise)

Some highlights of the past year include:

- Originally funded by the Apple Tree Foundation and in its 10th year of operation this upcoming summer
- We had new shelves placed in the House of Sprouts to accommodate more plants, and changes were made in the greenhouse space to improve accessibility. Participants and staff are welcome to visit this space during open hours to enjoy the sensory experience of this green space
- Plants were also transferred to Friendly Neighbours Convenience Store to sell in the new outdoor garden centre
- Received nomination for Annapolis Valley Community Votes 2024



Friendly Neighbours Convenience Store (Social Enterprise)

Some highlights of the past year include:

- Custom made treat boxes continue to be a success on special occasions like Easter, Valentine's Day, Christmas, and Halloween
- The Friendly Neighbours' team greets familiar faces as well as new community members/customers every week
- Successful BBQ events for the community
- Featured many hot deals that can't be beat
- Received nomination for Annapolis Valley Community Votes 2024

*The House of Sprouts and Friendly Neighbours Convenience Store
thank everyone for their continued support!*



Client Care (In-Centre)



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Low Arousal

The Low Arousal approach originated in the 1990's in the United Kingdom. It was developed by 'Studio 3', an organization led by Clinical Psychologist, Professor Andrew McDonnell.

Low Arousal is a non-aversive approach to managing distress which encourages stress reduction and de-escalation of individuals with an intellectual disability, autism spectrum disorder, and other diagnoses that can be associated with behavioral challenges.



KRRC embarked on adopting the Low Arousal approach in the Spring of 2019 when Derek Dunham, Low Arousal Support Coordinator, and Karen Hunter, Education Coordinator, successfully completed the Low Arousal facilitator training to become KRRC's first Low Arousal instructors. Since that time, KRRC has been working to have all frontline employees trained in the Low Arousal approach. As of Summer 2024, this goal will be accomplished. Derek and Karen have also trained employees at multiple other organizations across southwest NS, and there is now interest from service providers in Halifax Regional Municipality.

With the Low Arousal approach, KRRC has been striving to reduce the use of restrictive practices, including the use of seclusion. We have successfully eliminated the seclusion room on Springdale Unit and continue to reduce the use of the two remaining seclusion rooms. We are, meanwhile, seeing a reduction in aggression on our Quality Assurance metrics, and this is largely attributed to Low Arousal.

With a strong focus on both the safety and wellbeing of the individual and those who support them, the Low Arousal approach enables professionals and caregivers to accept and support individuals when they are distressed and presenting with challenging behaviors.

Now that the majority of KRRC employees have completed the 3-day Low Arousal course, we expect to see even more positive results, including a further reduction in client aggression and restrictive practices. We hope to also expand our external teaching to more organizations across the province!





Tammy Ramsey,
Director

Client Care (Community)

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Our mission continues to focus on developing the potential and improving the lives of the clients we support through enhanced opportunities for community integration, relationships, life experiences, and supported decision making. Our efforts will be amplified through our newly acquired designation awarded through the Disability Support Program as an Independent Living Support Provider (ILS).

In the fall of 2023, both staff and clients were invited to attend sessions on "Participant Choice" funded by the Department of Community Services. These informative sessions provided a platform and opportunity for participants to provide valuable insights about their own experiences in care and their hopes for the future.

We are pleased to report that two modular homes are slated to open in the fall of 2024. Construction has begun and these homes will be designed with features that meet the needs of 4 adult clients at each location.

Across the entire Community Option programs, on-going employee training ensures we maintain the highest standard of care. Employee education continues to be a focus, including training in Medication Administration, Naloxone, Non-Violent Crisis Intervention, and Low Arousal. Successful review and completion of Workplace Violence plans for every Community location with support from AWARE-NS prioritized safety for all.

To better support the youth, a licensing change was approved to reduce numbers at Welsford House from 7 beds to 4; with a successful relocation of the Day Program that required physical changes to the home.

Great work continued within the youth program. Goals and accomplishments vary for each participant but some successes for individuals this year included:

- Successful transition to an approved adult placement
- Successful return to family home
- Graduation from the NSCC Achieve program
- Acceptance and completion of PeopleWorx program
- Graduation from High School, and acceptance into continuing education at NSCC
- Attendance at Shine Your Light 2023 event which included experiencing, "A conversation with Michelle Obama" in Halifax
- Participation in the Career Rising program, that offers skill development and work experience within the agricultural and resource sectors
- A youth received the "Outstanding Youth Achievement Award"



Client Care (Community)



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Newton House clients and staff had a great year out and about in the Bridgewater Community! Life skill development and choice was a focus this year at Newton, with participants gaining skills to be more independent, whether it be in completing chores, personal care, or doing activities. New picture boards enhanced the participants' ability to choose preferred food items with the goal to engage in meal planning and preparation.

Social aspects of community living have been highlighted and participants have taken advantage of making new connections and exploring their own communities. As we worked on individualized goals of independence, participants continued to seek out opportunities, and enjoyed many exciting activities including boat charters, lunch dates at restaurants, picnics exploring local festivals, nature walks, school trips, a trip to Cape Breton, camping on the South Shore, musical events, and beach adventures.

Employees of the Community Options team continue to display their commitment to the participants and youth they support. We look forward to the implementation of future changes by the Province to build personalized options and community connections!



Client Care (Community)



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Plank Industries Woodworking and Packaging

Plank Industries Woodworking and Packaging is an offsite, not-for-profit vocational service center of KRRC. We offer a variety of programs that focus on workplace and life skills training for our participants, as well as assistance with soft skills development.

We currently have 42 participants that attend our program on various days throughout the week and we have also had 3 students from the NSCC Achieve program attend as well.

We launched new packaging for our Dog Gone Goodies dog treats, and it has been a great success. More participants can now take part in the packaging process, and it has been streamlined to a point where we have been able to increase production, which has allowed us to reach new customers. Dog Gone Goodies can now be found at farm markets from Bear River to Moncton, NB!

Our sewing program is an excellent way to recycle fabric scraps that would otherwise wind up in landfills. All our fabric scraps are donated, and we turn what would be waste into heated therapy bags, aprons, bowl holders, keychains, and bags.

The partnership with MaidPro has been a great way for participants to practice various skills and flex their creative muscles coming up with new ideas for customer leave-behinds each month.

We are now able to offer more recreational opportunities to our participants. They have enjoyed traditional activities like painting, baking, playing games, and watching movies. We have also explored some other opportunities like various community outings, gardening, and trips to the SPCA.

Our survey stakes continue to be a huge part of our woodworking program, as well as our kindling. We have set up a delivery program for our slab wood which has helped with both production and with the physical health of our staff and participants.

Furniture Refinishing continues to be something our customers love. It is difficult to find a place that accepts wooden furniture to be repaired or refinished and our participants do a fantastic job!

In 2023, we sold:

- 5,994 Bags of Kindling
- 12,509 Dog Gone Goodies Dog Treats
- 80,350 Survey Stakes
- 67 Projects Finished in our Furniture Refinishing Program

Rob Jenkins,
Service Centre Coordinator





Tom Litsas,
Director

Financial Services

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Financial Services & IT supports the Centre by providing Finance, Information Technology, and Procurement/Stores services. The goal of the program is to ensure the financial integrity of the organization, maintain controls, and effectively administer financial management, payroll and benefits management, and materials management for the organization.

Information Technology provides support and enhances systems that improve information management, communication, and effectiveness of the Centre.

Financial Services & IT continues to meet the needs of the more than 600 employees, greater than 200 participants, and numerous programs and services.

Over the past year, the following transactions were processed by the department:

Client Trust	10,300 petty cash slips & visa transactions
Purchasing	3,100 stores orders / 1,000 purchase requisitions and orders
Accounts Payable	10,400 invoices & visa transactions \ 7,000 payments
Accounts Receivable	1,600 billings / 2,225 cash receipts
Payroll & Benefits	13,600 pay stubs / 152 new hires (on average, 550 employee pays are processed, each pay period)
IT	650 service tickets completed

Program Highlights 2023 - 2024

- Contracted a Cash Service Agency for an efficient way to handle all cash activities in a safe and secure manner with our bank
- Transitioned from Accpac to Xero for Client Trust Accounting, a more efficient system for maintain participant accounts and reporting
- Implemented Zello – a new safety communication system using the dedicated cell phones for all the units, Boiler Operator, and Nursing Supervisor
- Improved network infrastructure – standardized on a single data switch vendor that allows for easier switch maintenance and future improvements to our network security
- Updated all Community Options cell phones with iPhones, allowing for easier management and improved user friendliness
- Deployed Chromebooks to Dutton as a trial, in hopes of achieving a more cost-effective way for staff to check emails and complete training in Surge Learning
- Replaced the aging video surveillance system (DW Spectrum) with newer hardware and a modern operating system (Wisenet)
- The redesign of Stores – new shelving allows for more efficient use of space and better organization
- Transitioned several vendors to EFT payments for a more efficient and cost-effective way for vendor payments
- Joined Amazon Business and experienced savings of over \$4,000 in shipping and product costs
- Implemented a new inventory system (ERPlain) for a more efficient and effective way of maintaining inventory levels and costing



*Tracie Sarsfield-Turner,
Director*

Clinical Services

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The Clinical Services (CS) 'department' is comprised of three distinct but interconnected teams:

- **Food Services** provides tasty and nutritious meals and snacks for the participants, offers à la carte food purchases for KRRC employees at mealtimes, and caters special events, all under the supervision of a Clinical Dietitian;
- The **Learning and Technology Centre (LTC)** provides a range of technology supports and services for clients and staff and a classroom where participants can work towards their individual learning goals;
- An **interdisciplinary Clinical Team** with professionals from multiple different disciplines and specialties who provide essential services and supports that participants need to be safe, healthy, and happy.

Members of the Clinical Services team promote individualized, evidence-informed practices that are consistent with current research, relevant provincial and federal legislation, Accreditation Canada standards, and the United Nations Convention on the Rights of Persons with Disabilities (UNCPRD). They play an integral role in the Centre and in the Community Options program and provide a valuable clinical outreach service to Disability Support Program (DSP) participants across the Western Region.

International Day of Persons with Disabilities
Hosted by the Clinical Services Team in the
Learning and Technology Centre



Family Council: Connected through Communication

After a bit of a hiatus, we are happy to report that our Family Council, chaired by Social Worker Jennifer Vidito, is back in action. The timing could not have been better with the Disability Support Program (Human Rights) Remedy, which was announced in Spring 2023.

Jennifer Vidito has been a Registered Social Worker for 5 ½ years; including her previous experience in KRRC's youth program, she has been part of the Kings Regional Rehabilitation Team for approximately 9 years. Jennifer takes pride in adopting a family-centered practice, and actively engaging and empowering families where open lines of communication and relationship building are at the foundation.

Family Council continues to be a forum for families and other persons of importance in the participants' lives to share their experiences, learn, and exchange information. Active members are encouraged to leverage their knowledge, discuss concerns, make recommendations, and advocate on behalf of residents with one collective voice to improve the clients' community and quality of life.

Although much focus has been placed on the Remedy, conversations and topics range. Family Council deliberates on policies and procedures; an example is the policy on complaints, concerns, and suggestions. Information has also been provided regarding our Independent Living Support application, the two new community homes in Middleton being constructed, our Low Arousal approach to phase out Non-Violence Crisis Intervention, and the connections that are being fostered with other service providers across the Western region.

Family Council meets quarterly, with the option to meet In-person or virtually. Future Family Council meetings will include guest speakers who will provide short education sessions on topics such as: Dietary, Personal Directives, and Behavioral Intervention. With healthcare and the disability sector being so complex with many moving parts and emerging issues, engaging in education and learning is valuable for becoming agents of change, leading to improvements in the quality of life for loved ones.



L-R: Chris Wickens, Michelle Wickens, and Jennifer Vidito, Social Worker



Wade Goodman,
Operations Manager

Plant and Environmental Services

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Plant and Environmental Services form an integral group that is very busy and diverse. The department includes the Power Engineers, Health and Safety Coordinator, Maintenance, Laundry, and Cleaners. These employees work together to provide a safe, clean, and well-maintained environment for our staff and participants in our

main facility, as well as in our Community Option homes. This work cannot be understated considering the continual challenges in an environment of recruitment shortages and an ever-aging infrastructure.

With a world in flux, challenges include supply chain issues, as well as global manufacturing shortages which have forced KRRC to evolve and become more efficient in our processes, scheduling, and reliance on our own skills and abilities. The impact on workload within our department has been met by a dedicated and amazing staff with a strong work ethic; they continue to meet challenges and obstacles head-on.

Projects within our main facility 2023-2024:

- Friendly Neighbours Convenience Store water system was upgraded with a new well pump and the addition of a new Ultraviolet Water System.
- Roofing on two of our outbuildings 10'X12' were replaced due to age and condition of roof shingles. The roofs were strapped and replaced with new metal roofing while the fascia was also clad in aluminum metal.
- Emergency Propane Generators for the Community Option Homes were installed to effectively guard against power outages during emergency situations. The project consisted of three parts: 1) the installation of the generators, 2) the installation of all underground piping, and 3) the installation of all tanks and commissioning.
- Upgrades of the old fire alarm system to a new addressable fire system were completed at our main facility. The new addressable system immediately notifies staff exactly which device has either been tripped or failed, and allows responders to go immediately to the affected site to either isolate the area, mitigate damages, or repair defective equipment without delays.
- A new HVAC System was installed on the Springdale unit replacing a 30+ year old unit that had far surpassed its useful life span. The installation included the removal of the existing unit, repair to the existing roof membrane to prevent leakage, installation of the new system, and the wrapping and insulation of the existing duct work.
- In-Centre flooring replacements were an ongoing project over the last year. We replaced very large areas of flooring, including the common room areas on Rosedale, the staff lunch room on Rosedale, and flooring in both links on the main floor of the rear hallway.

Projects outside of our main facility:

- Removal of the carpet and installation of new PVC flooring in four bedrooms on the main floor at Rainforth House.
- We continued to move forward with the construction of two Community Option Home initiatives and expect a completion date in the summer of 2024.
- Heat Pumps were installed at Rainforth House in conjunction with Efficiency Nova Scotia.

Thank you to all staff in the Plant and Environmental Services department for your unwavering support and commitment to the participants and co-workers at KRRC.
You are valued and greatly appreciated members of our team!



*Jason Edwards,
Health and Safety
Coordinator*

Health and Safety

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Occupational Health and Safety at KRRC is evolving and improving in various ways.

Our Joint Work Initiative (JWI) project with the Department of Labour, Skills and Immigration and Workers Compensation Board has concluded after its start in January 2022; it was a huge team effort that has created positive organization wide changes including:

Safety Management System (SMS): Outlines our organization wide safety systems, detailing responsibilities of managers and employees in our Safety Management System covering the following topics:

- Commitment, Leadership; and Participation
- Hazard Management
- Incident Management
- Workplace and Equipment Inspection
- Emergency Preparedness
- Training
- Safe Work Practices
- Joint Occupational Health and Safety Committee
- Contractor Safety
- Stay at Work/Return to Work
- Communication
- Documentation
- Monitoring
- Workplace Violence Prevention
- Specific Safety Programs

The SMS is accessible electronically by our employees.

Safety Culture Inspections: An online inspection system that also allows employees to create work tickets in the same application replacing our current Environmental Audit paper-based system. Safety Culture is easy to use and accessible on pc, smartphone, or tablet, and will be launching soon.

Safety Rep Training: In-depth formalized training to empower Safety Representatives who perform inspections and receive OHS concerns from employees in their department, unit, or community home. We will also be increasing our Safety Representative team in the near future.

SafetyCulture



Evacuation Sled Exercise



*Nadina Smith,
Director of Human
Resources &
Organizational Effectiveness*

Human Resources

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Human Resources spent efforts this year in responding to a Covid 19 Pandemic Recovery Period. This time has led to government changes which have impacted KRRC both internally and externally.

Externally, our governments have adjusted to the Pandemic impacts on economies, the mental health of workers, the Human Rights Remedy, and several legislative changes, targeted at reducing the administrative burdens on health care.

Internally, HR focused predominantly on training, ensuring our teams were proactively trained to adjust to legislative changes. HR focused on softening change impacts internally while dealing with uncertainty from the Remedy. We completed several pro-active initiatives in preparing teams for all these changes, to ensure a seamless transition.

The Joint Work Safety Initiative with the Occupational Health and Safety Committee, Aware Nova Scotia, and Department of Labor Skills and Development has been completed. HR has continued to work with OHS to train and better align its ProSafe technologies, while ensuring cost effectiveness and efficiencies.

HR focused on a customer centric approach this year with employees, which promoted indirect compensation of benefits to staff. We held many training sessions on Pension/Benefits and the Employee Family and Assistance Programs, including the associated perks with these memberships that staff were not aware of. We reached out to available membership perks and ensured our staff would have available discounts; this was hugely successful and gave a boost to employee morale.

The movement to Low Arousal was a concentrated strategy this year for HR. I am happy to report that we have been successful in changing the KRRC culture with respect to how we deal with high-risk behaviors. Additionally, we see our efforts in indicator data with reductions in aggression by clients. We look forward to celebrating Low Arousal certification in 2024 with all staff.

We have a strong, dedicated, and enthusiastic HR Team at KRRC. The team was honored to be one of three nominated this year for the "The Best HR Team in Atlantic Canada Award" through the Chartered Professional Human Resources of Nova Scotia. The team attended the Awards Gala night in April 2024 and had a great time. Although we did not win the final award, it was still an honor to be one of three nominated.

Some of our high-level achievements are as follows:

- HR completed an engagement and retention strategy.
- We attended 9 job fairs which included: community colleges, university job fairs, local job fairs. Social media platforms continue to be updated and maximized.
- HR Recruitment continues to be leveraged on Facebook, LinkedIn, Career Beacon, and our own internet recruitment sites.
- HR supported recruitment efforts on diversity, equity, and inclusion and this has led to favorable responses with increased opportunities in recruitment. We continue to support diversity through ongoing learning and education.
- HR continues its focus on recruitment strategies by accessing available subsidy government programs and grants. We are now utilizing what is available through HANS Igility partnerships for cost recovery in relocation.
- HR had 9 new employee orientations this year.
- KRRC Low Arousal instructors hosted multiple 3-day training sessions for current and new employees. They

also held 6 Low Arousal recertifications for existing employees.

- There was a successful Accreditation this year with Auditors commenting on the HR documentation and data control process to be the best he has audited in Canada for both health care and long-term care.
- We continue to acknowledge staff who go above and beyond their jobs with the monthly CEO Awards. KRRC held the annual Murray Salsman Excellence in Continuous Improvement Award, resulting from these prior monthly CEO winners. We are proud to announce Dawn Leonard received this prestigious award for 2023 year, with both Murray Salsman, Past Chair, and the new Chairman of the Board, Phil Warren, in attendance.
- HR continues to support staff and management with the goals of the Remedy. The CEO continues to communicate developments and provide transparency.
- An attendance management program was initially developed informally within the KRRC organization. Legislation changes arising in July 2023, limited the employer's ability to verify absences via sick notes, and this has led to an attendance management program revamp. The new proposed program will meet legislation adjustments, as well as continue to support employees to have an early and safe return to work. This will be reviewed shortly and then implemented.
- Quality Assurance Metrics have led to leading & lagging indicator data being available and reported; our targeted efforts can now be monitored. Quality supported initiatives and best practices will continue to influence these numbers.





Rob Jenkins, Chair

Apple Tree Foundation

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The Apple Tree Foundation (ATF) was established in 1994 as the fundraising arm of Kings Regional Rehabilitation Centre (KRRRC) and is a registered Public Foundation under the Income Tax Act. The Foundation is led by a volunteer Board of

Directors made up of members from the Community, Centre staff, and designated KRRRC Board Members. Together they work to plan fundraising opportunities and profile client activities.

While KRRRC receives funding through the NS Department of Community Services, monies raised through the Foundation support special participant projects and programs that might not otherwise be possible.

Several items funded this year by the Apple Tree Foundation:

- Garden Centre Setup at the Friendly Neighbours Store
- "Harmony Room" on the Springdale Unit
- \$30,000 towards the purchase of a new wheelchair accessible van

The Foundation gratefully accepts general and memorial donations and issues tax receipts to donors.

To obtain a copy of the Foundation's Annual Report or for more information, contact the Foundation office at 902-375-3133 ext 1, visit krrc.ns.ca or email: foundation@krrc.ns.ca

Current Members:

Rob Jenkins (*Chair*)

Becky Tupper

Robert Graves

Jim Bell (*Vice-Chair*)

Erin Patterson

Susan Hines Kennedy

Tom Litsas (*Secretary-Treasurer*)

Kyle Walsh

Tracie Sarsfield-Turner

Chassity Chute (*Coordinator*)

Phil Warren

Cathy Walsh (Recorder)



Donation to The Apple Tree Foundation

I wish to support the programs and client activities of Kings Regional Rehabilitation Centre through a donation to The Apple Tree Foundation

\$ _____ (Please Print)

I have enclosed: Cheque ☐ Money Order ☐

Name: _____

Payable to:

Mailing Address: _____

The Apple Tree Foundation

1349 County Home Rd,
PO Box 128, Waterville, NS
B0P 1V0

The Foundation may publish names of donors in materials promoting the Foundation or KRRRC. Should you wish your name to remain anonymous, please mark the box provided here: ☐

Please return this form with your donation. Thank-you.



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