



96 Bayside Drive, Box 238 Barrington, NS B0W 1E0
(902)637-2098 ~ (902)637-3151
www.baysidehome.ca

December 13, 2016

Notice from Board and Administration of Bay Side Home re: Recent Communications

Dear residents, staff, and other interested members of the Bay Side Home community:

The board, employees, and other contributors to life in Bay Side Home are committed to our facility and most of all, its residents. We strive for and continue to believe that we provide an exceptional place to live and work in what is known as a major entity in our Municipality.

We are always open to have community members come to visit Bay Side Home or to volunteer to add to life at the home. There are many volunteer areas where we can always use more people to encourage our residents. Perhaps all you can do is to visit some residents; that would be a true gift given to them, a gift of your time. We are confident that if you come to Bay Side Home, you will see a team of dedicated, hard-working men and women with one goal only in mind – the excellent care of the residents.

Between November 28 and December 3, 2016, our board and employees received or were made aware of various written questions and comments concerning Bay Side Home from a member of our community. These comments and questions variously concerned vacancies on our Board of Directors (of which there have been none since early 2016), terms and termination of appointments to our board, and procedure for board meetings. On Friday, December 2, 2016, the same person sent us an email asking that we confirm information concerning what she described as a possible conflict of interest related to a member of our board and some of our local food purchases.

Regrettably, the person making these questions and comments did not allow a reasonable opportunity for our response before she began to make public statements, including in social media, suggesting (without providing facts or specifics) some reason for concern. Among others, a most regrettable result was considerable upset and confusion, including from our residents and their families (who were understandably worried that there was an issue with care or security in our home), and from staff who felt they were being unfairly criticized or accused.

In light of speculation and confusion generated by recent comments, we want to confirm that **we have not received information or questions related to the quality of our residents' home nor of the care and service our employees and others provide.**



The person who has been making frequent public comments about Bay Side Home declined to clarify this point when asked directly, by our organization or by others in social media. We have not received nor do we have reason to believe that any reasonable basis for concern presently exists.

Our board has carefully reviewed the questions and comments directed to us and about us, by email and in social media. We are unanimously satisfied that no facts or issues have been raised that require corrective action by our board or organization, specifically or in general (except perhaps in managing social media and situations like the one recently created).

We have provided a detailed response to the person who has directed questions and comments to us, and have provided a copy of her questions and our answers to her and to our provincial licensing authority, the Department of Health & Wellness and to the municipal units that established our municipal housing corporation in 1974 (the District of Barrington and the Town of Clark's Harbour). We are inviting those organizations to advise us if they feel these issues require further attention, from our organization or otherwise. To date, we have received no indication that further action is required. If that changes, we will do our best to be transparent in our response.

The specifics of recent questions and our responses are available to any interested person or stakeholder in our organization, by request. This includes but is not limited to staff, residents, and families of residents.

Again, the board and employees of Bay Side Home value and welcome open communication and feedback. In order to be constructive, instead of destructive, it is important that such feedback be directed to us (with a reasonable chance for attention and response), rather than about us via Facebook or other social media. As most people understand, social media is a powerful tool, but it's sometimes better at producing high quantities of communication more than high quality of it.

We urge those interested in our facility and residents to approach their communications to and about Bay Side Home responsibly and with care. Failing to do so can produce unnecessary suspicion and fear, as we have recently seen among our residents, their families, and our staff. Responsible and reasonable requests directed to us can help relieve stress and unwanted impact. We ask those who feel need or reason to make or share public statements about Bay Side Home to take time to become informed and to use the level of care you would want others to take if your home or work was the subject of public conversation. Our residents and employees deserve nothing less.

Our motto is, "Care at Its Best". That is our ultimate goal and together we can continually push the bar higher in this goal. You can be part of making that happen. Come visit us!

Yours truly,

Rev. Bradley S. Pass
Acting Chair and Chaplain – Bay Side Home