

Between Us... BRIEFLY

*Newsletter for Residents, their Family and Friends, Staff and
Volunteers of the Perley and Rideau Veterans' Health Centre*

Volume 16 #18 July 26, 2013

2012 Resident Feedback Survey Results

Every year, residents and family members are asked to evaluate their experience at the Perley Rideau through the Resident Feedback Survey. The survey looks at all areas that touch residents' lives, such as the activities offered through Recreation and Creative Arts (Rec/CAS), the different services that are available, the care that is provided, the food and dining experience on the units, the building and environment. In September and October 2012, the second annual survey was conducted. Thank you to all residents and family members who took the time to answer the questionnaire. Your feedback has helped us identify areas for improvement to better the quality of life for our residents.

Results

Overall, the results are very favorable.

- Residents and family members are highly satisfied with Perley Rideau. (overall level of satisfaction is 86%)
- The majority of respondents (96.6%) would recommend the Perley Rideau to a family member or friend.
- The Perley Rideau's atmosphere is home-like, friendly, comfortable and safe.

- Staff members are caring, attentive, accommodating, hardworking, respectful and dedicated. Residents and families are particularly appreciative of Nursing and Rec/CAS staff.
- Perley Rideau provides high quality care. (87%)
- Perley Rideau ensures residents have a high quality of life.
- The activities available through our Rec/CAS programming are extremely valued by residents and families.

Strengths by Section

Resident Activities

- Residents and families are very happy with the Rec/CAS staff and the programming offered.
- Activities and events are generally scheduled at appropriate times.
- Perley Rideau recognizes and celebrates important current and historical events.

Resident Services

- All care and non-related care services are meeting the needs of residents.

Resident Care

- Residents and their Power of Attorneys (POAs) feel informed about the residents' condition and care.
- Residents are treated with respect and courtesy.

- Staff respect residents' privacy

Food Services

- Staff strives to provide residents with a pleasurable dining experience.

Environment

- Perley Rideau buildings are comfortable to live in.
- Public areas are clean and well maintained.

Areas for Improvement

Following an evaluation of the survey results, eight areas were included in the development of an action plan, which was presented and endorsed by the Family and Friends Council Executive in June.

Projects that can be completed in the short term

1. Ensure Power of Attorney involvement in decisions about resident care and daily routine.
2. Improve consistency of staffing (including staff rotation).
3. Improve cleanliness of residents' rooms.
4. More timely response to customer service requests.

Projects that need to be implemented on a longer term basis

1. Increase efforts to prevent resident abuse.
2. Improve response to residents who have unrelieved pain.
3. Improve consistency of personal care (daily dental, toileting, nail care, grooming).

4. Better resolution of concerns/complaints.

Regular updates on all of these projects will be included in upcoming issues of the *Between Us Briefly*. Stay tuned!

Copies of the 2012 Resident Feedback Survey Reports are available at Main Reception in the Information for Residents and Families binder, in the Volunteers Lounge or by speaking to a Perley Rideau Manager or Director.

Thank you to

Myra Baetz, Jack Dickie, Paul Durand, Rejeanne Fairhead, Lori Greer, Doug Harding, Joan Harding, Rosemarie MacFarlane, Jim McGrath, Kit McKay, Leona Miller, Lacey Rathwell and Nick Ross

for administering the survey to residents and family members. This group of dedicated volunteers recognized the value of the survey and how important it is for our residents to have a voice.

The group was recognized for their hard work when they were presented with the Advocacy Award at this year's Volunteer Appreciation Event. Congratulations!

Accreditation Canada is coming!

Accreditation helps the Perley Rideau improve the services it provides. Every four years (previously three years), a team of Accreditation surveyors, representing various disciplines from other accredited healthcare organizations, come to the Perley Rideau to evaluate our performance against national standards of excellence. Based on the results of their evaluation, we will receive recommendations for action as well as a renewal of our accreditation.

WHEN is our on-site survey?

The three-member survey team will be on-site

Monday, Feb. 3 to Thursday, Feb. 6, 2014.

All staff should be prepared to interact with the surveyors during this time.

HOW are we preparing for the survey?

The Board, Senior Management and a number of committees have completed self-assessment questionnaires and are developing action plans to address the gaps identified. Starting in the fall, we will provide training to help prepare staff for the on-site survey. This will help staff answer questions that they might be asked by surveyors while they are on-site.

HOW can staff help prepare for the survey?

In the fall, staff will be asked to complete two surveys – *Worklife Pulse*, and *Patient Safety Culture* surveys. Please make sure that you complete both.

For questions or concerns about our upcoming Accreditation survey, or if you would like to be involved in preparations, please contact **Melissa Lorrain, Improvement Facilitator (and Accreditation Coordinator)** at ext. 2205.

Provincial By-Election

Ottawa South, formerly held by Dalton McGuinty, is one of five provincial electoral districts where by-elections will be held on August 1, 2013.



Below are the locations of the voting stations for the by-election in Ottawa South for our residents.

Voting Day –Thursday, August 1, 2013

9:00 a.m. to 11:00 a.m.
Gatineau 2 North

11:45 a.m. to 4:15 p.m.
Rideau 2 North

5:00 p.m. to 9:00 p.m.
Ottawa 2 East

9:00 a.m. to 9:00 p.m.
Senior Housing Building 1780 Russell Road

PRVHC Village Fair
Residents, Staff, Family, Volunteers & Friends

September 7, 2013 from 9:45am-3pm
BBQ at 12:15am (while supplies last)

Theme **Village Fair -Welcome Home**
Lupton Hall, Patio & Cafeteria
Entertainment, Games & Treats

Energy and Facility Renewal Program Update

The renewable energy stage of the Energy and Facility Renewal Program with Honeywell is progressing well. We are now ready for the installation of a solar photovoltaic (PV) system. Over the past few months we have been working to finalize the system design and secure approval from the Ontario Power Authority (OPA). We expect to begin installation later this month.

The Ontario Power Authority offers a Feed in Tariff (FIT) Program, North America's first comprehensive guaranteed pricing structure for renewable electricity production. Through this program Perley Rideau will receive \$239,000 on an annual basis for a period of 20 years, based on the amount of electricity we expect to generate from our new solar PV system.

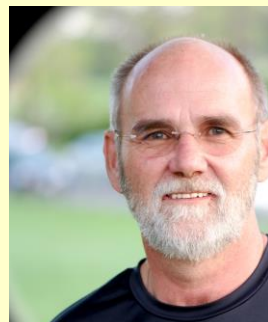
Covering the Gatineau, Ottawa and Perley Centre main roof tops, approximately 1,300 solar panels will make up the system. We are expected to generate 335,000 kWh of electricity per year, enough to power close to 30 homes.

So how does a solar PV system work? Under the sun, a photovoltaic cell acts as a photosensitive diode that instantaneously converts light, but not heat, into electricity. The word photovoltaic comes from the words photo, meaning light, and volt, meaning electricity – the term PV means electricity from light. As reliable as the sun itself, the technology is simple and clean. Cells are built on wafers of silicon made from ordinary sand and quartz. The cells are assembled into solar panels and when exposed to the sun, directly convert light

into electricity – without polluting emissions, resource depletion or moving parts. The sun provides ample clean energy every single day, even when it's cloudy. This makes solar power generation an environmentally friendly option. By implementing a solar PV system, we are reducing the amount of electricity coming from fossil fuels by supplying clean, renewable energy from the sun.

Overall, we expect the Energy and Facility Renewal Program combined with the solar PV systems to save approximately \$600,000 in utility and operational costs annually. Our carbon dioxide emissions will be lower by 320 metric tonnes annually – equivalent to removing 53 medium size cars from the road each year.

Our New Barber



Lester Clark welcomes appointments and drop ins from residents, family members, tenants and staff.

To make an appointment, please call (613) 526-7170 ext. 2873 or email lesterclark19@gmail.com.

Hairdressing appointments continue to be available with Parvin at ext. 2874 or email parvinrohani@hotmail.com

The Barbershop is located across from the Games Room on the 2nd floor of the Perley Center and is open Tuesday – Friday 9:30 – 3:30 p.m.

Caribbean Days at Perley Rideau



Perley Rideau took on a Caribbean feel on June 5, 6 and 7 as we held our first Perley Vibe event. Residents and staff decorated the halls, units, pub and cafeteria with bright colours and Caribbean scenes as we launched into the week. Our volunteers got into the feel during our Wednesday afternoon Caribbean themed ice cream parlour serving delicious mango ice cream.

Thursday afternoon was taken up by Support Services and Recreation Creative Arts Service busily setting up for our Caribbean Dinner and Entertainment. Many residents, along with their families, joined in an evening filled with the beautiful harmonies of some of our own Perley Rideau musicians and a delicious Caribbean themed meal prepared by our Food and Nutrition staff. The evening ended with a show by a Venezuelan Dance Team.

Friday June 7th was no different with the Perley Vibe momentum continuing! Residents heard some incredible live steel drum music from a local talent Eddie, and participated in a traditional Caribbean dress parade. The afternoon was filled with dancing and singing.

Events like Perley Vibe cannot take place without a facility-wide effort. Many thanks to the staff, volunteers, families and

residents who made this week such a success!

Family and Friends Council

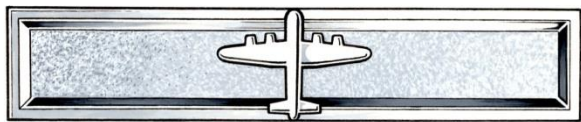
The mission of the Family and Friends Council (FFC) is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support among family members, friends, volunteers and staff. Participation is open to a family member of a resident or former resident of Perley Rideau or a person of importance to a resident who is committed to acting as an advocate. The Family and Friends Council do not meet in July or August. The next monthly meeting is scheduled for Thursday, September 12. The FFC's Annual General Meeting will be held on November 14 with guest speaker Ms. Chantale Leclerc of the Champlain LHIN. Dr. Wilbert Keon, Chair of the LHIN Board, will also attend.

The FFC was established in 2010 under the leadership of Chief Executive Officer, Mr. Greg Fougere. Mr. Fougere left the Perley Rideau in June 2013 and the FFC thanks him for his support and wishes him success in his future endeavours.

The FFC congratulates Mr. Akos Hoffer on his appointment to the position of Chief Executive Officer. The FFC has worked with Mr. Hoffer in his capacity as Chief Operating Officer over the past three years and it looks forward to continuing and strengthening this established relationship. Mr. Hoffer has the support and best wishes of the FFC.

Inquiries about the Family and Friends Council can be directed to Dave Doherty at 613-825-6548 or Ray Bailey at 613 741 0282; or by e-mail to familycouncil.prvhc@gmail.com

To our Canadian Air Force veterans who served in Bomber Command during WW II



In a news release dated April 15, 2013, the Government of Canada announced a New Bomber Command Honour. This honour is in the form of a bar worn on the ribbon of the Canadian Service Medal (CVSM).

We encourage all our Canadian WW II Air Force veterans who may have served in Bomber Command to find out if they qualify. A copy of the news release and the accompanying form to request this honour are available by the front door of the VAC office in the Perley building. You can also obtain a copy from your Recreation Therapist:

Cassy Hopkins (Rideau) ext. 2125
Robyn Oraziotti (Ottawa) ext. 7435
Dave Harris (Gatineau) ext. 7735

Perley Steak BBQ

Save the Date! You are invited to join us for the Perley Steak BBQ Supper on Wednesday, September 25th in the cafeteria. This is a joint venture between Recreation and Creative Arts Services and Support Services. Tickets for family and friends will be on sale starting Thursday, August 29th for \$19.95 each. No cost for residents. We hope to see you there! Stay tuned for more details in the coming weeks.

Join your loved one for a Unit BBQ

Check the unit activity calendar for the date and time of the BBQ or contact the Recreation Therapist (extension numbers shown on left)



You can also sign up at the nursing communication station and purchase your ticket from the cafeteria. Staff & Family/visitors must sign up in the unit & purchase a ticket for \$6.00 (includes HST) Guest Tickets must be purchased from the cafeteria prior to the B.B.Q

Payroll Winners - \$100

Next draw: August 1, 2013

July 4 Draw:

Jacqueline Connell – Support Services
Fanny Liaw – Gatineau North

July 18 Draw:

Milkana Boeva – Support Services
Phang Nino – Support Services

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Regular editions of BUBs are typically published monthly, subject to content availability. Articles primarily come from staff and are due mid-month, following which the BUB is issued in the third week of the month. Thank you for all your contributions.