

Between Us... *Briefly*



Newsletter For Residents, Tenants,
Family and Friends, Staff and Volunteers of Perley Rideau

Get the Flu Shot!

The life you save may not be yours.

As vaccination season approaches, Perley Rideau aims to increase rates by 15% this season. See page 6.



Also inside:

- Trudy's travels
- Education opportunities for staff
- Staff and volunteers news and more



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Welcome Jessica!!!



Perley Rideau is pleased to announce Recreation Therapist Jessica Lee will join our team on Fri. Oct. 2nd. Jessica is shadowing Dave, Robyn and Ross, and we encourage all staff to welcome her to our Recreation & Creative Arts team.

A graduate of Brock University with a Bachelor of Therapeutic Recreation and Leisure Studies, Jessica has been working in a variety of Mental Health facilities with focus on Recovery and Geriatric Dementia, and Long Term Care. With Jessica’s arrival Robyn will become the RT in the Rideau building, Jessica will take over from Robyn in the Ottawa building.

To Robyn and Dave, I do want to take this opportunity to say a huge “Thanks” for keeping everything running so smoothly, it has been a very busy couple of months for you both, the workload has been huge! You have done such a wonderful job our families and residents did not even notice the interruptions! Your hard work, efforts and time commitment are really appreciated! And thanks to the entire team, thanks for supporting each other through this transition. You are an awesome group!

*Carolyn Vollicks
Manager, Programming & Support*

**Meet Karen Wallace,
Nurse Practitioner**



Part of the Nurse Led Outreach Team (NLOT) Program throughout Ontario, Karen will collaborate with Family Physicians and our all staff to help in many ways, including:

- Provide acute, episodic outreach care with the goal of avoiding and preventing unscheduled transfers to the Emergency Departments, where possible;

- Supporting repatriation and transfers back from Emergency Departments.

If you see Karen, please introduce yourself and welcome her to the Perley Rideau Community.

Perley Rideau has an inside man!



Dr. Gary Victor, an Internist and Specialist in Infectious Disease, has set up an office in the Perley Rideau Centre and is available for in-patient consultations.

Currently, Dr. Victor serves as a Peer Assessor for the College of Physicians and Surgeons of Ontario

and is a member of the Examination Committee of Internal Medicine and the Committee on Specialities for the Royal College of Physicians and Surgeons of Canada.

A graduate of the Royal College of Surgeons in Ireland (Dublin), Dr. Victor completed his post-graduate training in Internal Medicine at Queen’s University (Kingston, ON) before moving on to Brown University (Providence, RI) to study Infectious Diseases.

In 2009, Dr. Victor moved from Ottawa to British Columbia where, as the Director of the Clinical Teaching Unit, he assumed an active role in medical education with the Southern Medical Program.

The former Director of the Internal Medicine Residency Training Program at the University of Ottawa, Dr. Victor is the past chair of the Canadian Association of Internal Medicine Program Directors.

- Dr. Victor is available for in-patient consultations and can be reached Monday to Friday from 08:00 – 17:00.
- Apartment tenants must have a referral from their physician prior to consult with Dr. Victor.

To contact Dr. Victor:

- Office: 613.526.7170, ext. 2336
- Pager: 613.787.7131

In the same way that folks anticipate the start of a new School year, your Family and Friends Council Executive looks forward to welcoming you to what we predict will be a term of interesting and timely, monthly *“Thursday at 7:00 pm”*, topics.

In this column, we describe the Fall topics we’ve lined up, our speakers and we introduce the backgrounds of speakers who have not previously presented at Council meetings.

Future meeting dates and topics are:

17th September: A subject of singular importance and interest to residents, family members and friends alike, The Role of Pharmacy in Long Term Care has been selected to launch our Fall series. Medical Pharmacies Clinical Consultant Pharmacist Dan Dalton, RPh, BSc, BScPhm. and Pharmacy Manager Lisa Reny, RPh, BScPhm, CDE, CGP, will describe their roles, various pharmacy staff responsibilities, how the pharmacy operates, the technology used to support their work and how they collaborate with staff and residents’ families in the care of residents. For over 50 years Medical Pharmacies has been a leader in providing pharmaceutical care to residents in long-term care, retirement homes and complex continuing care facilities. Please join us to learn how pharmacists at Perley Rideau are involved in the daily lives of residents as well as in the annual Care Conference when they are present to explain prescriptions and/or answer questions about prescribing.

15th October: When it comes to distinguishing one Long-Term Care home from another, Perley Rideau’s Recreation & Creative Arts Programme may be described as truly unique. Substantially supported by Veterans Affairs Canada and the Perley Rideau Foundation, it plays a particularly significant role in enhancing the lives of our residents. As a special treat this evening, our meeting will take place in the 2nd floor Creative Arts Studio when we’ll see first hand where the creations — many of which you’ve seen exhibited or for sale — of our talented residents originate in.

Our presenters will be two familiar folks: Studio Lead Ross Imrie, BA [Hons], BEd, and Manager of Programming and Support Carolyn Vollicks, BRLS, whose sunny smile warms the lives of residents, staff, families and friends alike. Thirteen years ago, chance brought Ross Imrie to Perley to fill a temporary position. Thankfully, he’s still happily working with, those he refers to as: “Perley Rideau’s

wonderful residents, families, staff and volunteers”. His background in theatre, teaching, farming and with the GCTC equips him well to be the leader of a very closely knit team where he’s responsible for the studios, overseeing organization, supplies, woodworking, clay, mosaics, silk screen painting, water colour painting and large object painting — and — teaching wood working and clay, playing music and telling bad jokes !! With the conclusion of this evening, participants should have gained an extensive understanding of the benefits for residents, and the wonderful exchange which occurs, when art is produced. Examples of art work will be available for participants to see and examine first hand. This promises to be a not to be missed evening.

19th November: features our Annual General Meeting and a panel to treat the theme of Stages of Palliative Care: Residents’ Rights and Family Involvement. Addressing this sensitive topic will be: Moderator Perley Rideau Chief Nursing Officer Linda Hunter, RN, MScN, PhD[C], accompanied by Joshua Landry, BHSc, MSc, CCE, PhD[C], Regional Ethicist, Champlain Centre for Health Care Ethics whose career has taken him to the UK, USA and Canada; along with Perley Rideau colleagues Ben Robert, MD, Medical Director, also Co-Medical Director, Dementia Program at the Glebe Centre, recently arrived Spiritual Care Worker Jessie Stephenson, BA [Hons], MDiv, who has completed 800 hours of supervised Clinical Pastoral Education in Palliative and Acute Care settings and has experience doing individual and family counselling during palliative care and end-of-life decision making, Carolyn Young-Steinberg, BA, one of Perley Rideau’s and Council’s two Resident Care Liaisons, who provides ongoing support, counselling, education and information resources to over 450 residents and their family members. Carolyn advocates on behalf of residents and clients while working to resolve challenges related to transitioning to, and living in, long-term care. Her ultimate goal is to measurably



enhance the quality of life of our residents. Before coming to Perley Rideau, for over 10 years, she worked with seniors in hospital, retirement home and community resource centre settings, thus gaining considerable experience in the health care sector.

In addition to covering medical matters, issues such as legal and ethical considerations, spiritual and pastoral care and staff support will be raised. As always, there will be ample time to pose questions to presenters.

While arrangements for the Fall programme are well in hand, topics and presenters for the 2016 Programme have yet to be finalized. We'll keep you posted as details are confirmed.

We really look forward to welcoming you to our Fall programme.



***The Family and Friends Council mission is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff.**

FFC Members (L to R): Jim LaPlante; Doreen Rocque (Vice-chair); Ray Bailey (Chair); Fran Cordukes; Brent Mersey; Heather Moxley; Brenda Tobin; Mark Bowman; Diana Hennessy (inset).

Family members are invited to the monthly FFC meetings.
 The Council is always looking for family members who would like to join the executive group.
 To find out more, please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: familycouncil.prvhc@gmail.com

The Mission of the 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 amongst family members, friends, volunteers and staff. Participation is open to family members of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates.

Council meets the third Thursday of each month at 7:00 pm, except in July and August. Meetings provide opportunities to learn more about life at Perley Rideau, to share experiences and to support one another.

For questions about the Council please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: familycouncil.prvhc@gmail.com



To Dan Clapin
(Executive Director, Perley Rideau Foundation),

Thank you again for all the work you do at the Perley Rideau. The care is exactly as needed and the atmosphere, private rooms, activities and wonderful caring, friendly staff are all that anyone could hope for. I love the smiles, laughter and camaraderie among the residents, the visitors and the staff, from the medical staff to the cleaning staff. The Perley Rideau, from my perspective, is what care homes at this level of care, should aim for.

And thank you for the respect you give Dad, as well as the interesting folks you introduce him to. He revels in it.

Thanks again,
Kerry Tremblay



The painting of Perley Rideau (above) was commissioned by Glenn Hand and his brother in memory of their mother, Leona Carter, a resident of Gatineau 1 South who recently passed away. The painter, Mary Ann Varley, is a member of the Carter family and her works can be found in many locations throughout Ottawa including the Ottawa Little Theatre. At the family's request, the painting is located near the entrance of the Gatineau building for all to enjoy.

I am writing to inform you of a good situation which exists on this unit: a situation dealing with the output of one of your staff, a lady of outstanding energy and dedication.

Tinonla Agboh stands out as a worker who carries out the duties as they are prescribed. She is a proactive person who comes forward and enquires as to patients' basic needs. Currently, Tinonla is the only worker who ever came to ask if I would like a back rub, a medically recommended procedure to treat a long-existing condition of pruritus. Tinonla carries out the treatment on a daily basis as is required for comfort in treating the problem.

Besides the dedication to her duties, she shows much energy and in effect, encourages other workers to attend in an assiduous and energetic way. She is obviously very dedicated to the comfort of residents in her care and she seems to enjoy her work.

It gives me much pleasure to mention in this special dispatch as is made possible by your management regulations.

Please accept my best regards and those of my wife.

Gaston B.

Flu Season Is Almost Upon Us!

Why You Should Take Note



Seasonal influenza (the flu) is a serious illness that infects millions of Canadians every year. It is a common infectious respiratory disease that begins in the nose and throat. It is highly contagious and can spread rapidly from person to person. Influenza typically starts with a headache, chills and cough, followed rapidly by fever, loss of appetite, muscle aches and fatigue, running nose, sneezing, watery eyes and throat irritation.

Influenza also lowers the body's ability to fight off other infections which can lead to pneumonia, bronchitis or other complications. In addition, influenza can worsen a current medical condition such as diabetes, lung disease, heart disease, kidney disease or cancer.

Flu cases result in approximately 12,200 hospitalizations and, on average, 3,500 deaths in Canada each year.

How to Avoid Getting the Flu

The flu shot remains the best defense against the flu. You should get yours, because it:

1. Prevents Death

An Ontario study shows that every year, the flu vaccine prevents approximately 300 deaths.

2. Prevents Severe Illness

The same study showed that every year, the flu vaccine eliminates 30,000 visits to hospital emergency departments and prevents approximately 1,000 hospitalizations.

3. Protects Other People

Studies have attributed influenza outbreaks in long-term care facilities and hospitals to low influenza vaccination

coverage among Health Care Personnel HCP in those facilities. During a confirmed flu outbreak in a Long-Term Care Facility, up to one in three residents and one in four staff develop flu-like illness. Preventing flu among HCP by immunization can help reduce the spread of flu in vulnerable LTC resident populations.

Flu vaccination clinics will start soon for residents, staff, volunteers and tenants. Watch for the schedule. As vaccination season approaches, Perley Rideau aims to increase rates by 15% this season.

- Click on this link to test your Flu IQ: <http://www.cdc.gov/flu/fluqi.htm>

Get the flu shot!
The life you save may not be yours.

"Finding yourself through singing"

"Chanter, une rencontre avec soi"

A singing workshop with Marie-Claire Séguin

By Gertrude Létourneau, "Trudy"



Camp en chanson de Petite-Vallée, Gaspésie, Québec.

After a 15 hour overnight bus ride, I arrived in magnificent Gaspésie, Québec. As a musician at the Perley where I use songs to engage the residents, I embarked with 10 other participants in a week long singing workshop. Marie-Claire Séguin has been an important influential artist and singing teacher in Quebec by the strength and sensibility of her performances. Her training in Integrative Body Psychotherapy, combined with her wide experience as a singer and musician, makes this workshop a unique opportunity to explore one's relationship with songs and to discover the therapeutic effect of singing.

Each participant brought 2 songs to perform in front of the group. With Marie-Claire's guidance, we unfolded the meaning of each song. We had to answer: who sings it, in what context, to whom and what is the intent of the song. The exploration of the songs also brought out what made us choose that song and what made that song special to us. Then, the sentimental journey or shall I say the emotional journey started and the healing began.

Returning to Quebec, speaking only French for a week and being immersed in songs from my youth took me back to my source, my roots. At the Perley Rideau, when we sing with our residents we mainly use songs from their youth, we go back to their source. Beyond their physical or mental limitations, we shed light to who they are. We give them a voice. As Marie-Claire articulated, "Chanter, c'est prendre parole" - singing is speaking up.

This workshop gave me tremendous tools to go beyond the sing along and to know the residents better through the

songs they love. Looking deeper into the meaning of the songs brings out conversations, exchanges, laughter and fond memories.

I will be giving a presentation about the workshop Friday, **September 25 at 3:30pm** in the Games Room. If you would like to attend please send me an email at: gletourneau@prvhc.com.

I would like to thank the Programming & Support Department and Recreation and Creative Arts Service for their support.



Follow Up

A total of 315 people attended the elder abuse awareness booth and completed the Elder Abuse Quiz in June 2015. 305 were Perley Rideau staff of diverse disciplines and 10 were contracted services (Physio, Pharmacy, etc.). Thank you to all staff for your participation and support for Elder Abuse prevention.

The intent of the elder abuse awareness quiz was to generate discussion, which can be beneficial in helping us all understand what elder abuse may look like and what we can do to assist in the prevention of elder abuse. Some good questions/comments/concerns were brought forward by staff to management and we also discussed these concerns at the recent Ethics Committee.

The majority of comments and questions were regarding question #5 from the quiz (see question from Elder Abuse Awareness Quiz - below):



Elder Abuse Quiz Question 5: Circle all the answers that could be considered abuse:

- A. Borrowing money from a resident for a coffee
- B. Medication to keep a resident quiet
- C. Withholding apple pie from a diabetic resident
- D. Isolating a resident in their room because they are verbally responsive

Some background on the intent behind the Elder Abuse Awareness Quiz answers:

- A. Borrowing money from a resident for a coffee:
 - This was to reinforce that it is not ever appropriate for staff to take/borrow money from a resident under any circumstance
- B. Medication to keep a resident quiet:
 - This response was to ensure that it is understood that medication is administered to address resident's need, **NOT based on staff need**
- C. The withholding of apple pie from a diabetic resident:
 - The intent for this response was to provoke discussion surrounding resident wants and potential risky behaviour. The intent was not to change practice; in fact, **our practice has not changed**. If a diabetic resident is requesting dessert or **something that is not currently on the Care Plan, for example the resident** wants regular texture but is on a minced diet, **staff are to discuss and obtain consent from the Registered Staff**.

The committee's plan was to generate plenty of discussion, and that certainly was done. Thank you very much for contributing to the conversation. The above communication was to provide clarity to the intent of the questions and responses and to let staff know what expectations surrounding care are.

Thank you all for your support and participation. Please do not hesitate to get in touch with anyone in management if you have further questions on this.

Walking across Russell Road to get to the bus stop can be a challenge. In response to concerns from residents, tenants, staff and volunteers, the City of Ottawa will be changing the “no parking” sign in front of the Perley Rideau fence that is located just down from the fire hydrant.

To improve visibility, the “no parking sign” will be changed to a “no stopping” sign and custom-designed Perley Rideau signs will be posted in the “no parking” area to alert drivers to the individuals crossing the road.



Akos Hoffer, CEO, meets with concerned residents, tenants along with City of Ottawa staff and Councillor Jean Cloutier to address concerns over Russell Road.



Parking Reminder

Between 7am and 3pm, Monday to Friday the parking area running alongside 1720, and the Main Entrance at 1750, has signage regarding usage. There is signage in this area indicating the spaces that are designated solely for visitors of long-term care residents and tenants in the apartments; and, for tenants themselves as part of their leasing arrangements. Staff are not to park in areas designated as Tenant or Visitor parking.

The signage in the Building B Parking lot which states ‘1780 Staff and Visitor Parking’ is never to be used by staff who do not work in the apartments.

To assist those visitors, who are mostly seniors, in caring for their loved ones, we provide them with designated parking, in the most accessible areas. Please respect the signage in the Parking Lot.



Take Our Kids to Work™

THE LEARNING PARTNERSHIP

Volunteers

Wednesday, November 4, 2015

Would your Grade 9 child like to participate in “Take Our Kids to Work Day” at the Perley Rideau on November 4th? Please submit their school permission form and the Perley Rideau registration form, with your manager’s approval, to Rachel Stoparczyk in Volunteer Services, by Friday, October 30. Forms can be picked up in Volunteer Services (1st floor, corridor 1300) or the HR Information Centre (1st Floor).

All students will meet in the Boardroom (#2100) at 8:30 AM on Nov. 4. Students may choose to participate in an **Organized Morning Program** (8:30 AM to 12:00 PM) then job shadow their parent in the afternoon OR participate in an **Organized Full-Day Program** from 08:30 AM to 3:00 PM.

For more information, contact:

Rachel Stoparczyk

Coordinator, Volunteer Services

(613) 526-7170 ext. 2356 or rstoparczyk@prvhc.com

Summer Youth Program Wrap-up

- Through funding provided by the Perley Rideau Foundation and the Ontario Summer Experience Program, we employed a post-secondary student and former volunteer, Sean Muncaster, to coordinate this program
- 24 teen volunteers contributed 1,188 hours during July and August (a 20% increase over last year’s program)
- The youth volunteers fulfilled three new activity requests from tenants in the apartments by supporting them with mini-putt, Wii games and music performances
- Ryan Robinson, age 13, was given the 2015 Summer Youth Volunteer Award in recognition of his patience, respect and willingness to help wherever was needed. Ryan contributed 102.5 volunteer hours supporting residents in Physiotherapy, Recreation and Creative Arts.
- Heartfelt thanks to all the volunteers for infusing the Perley Rideau with their youthful energy this summer and to all the staff who supported them in developing their skills through this experience.



Help Needed - Family Transition Volunteers

The move to long-term care is a stressful transition for residents and families alike. We are fortunate to have a team of Perley Rideau volunteers who assist by providing personal support on admission day, from the moment a resident first walks into their new home. We are currently seeking more volunteers to join this team so that every new resident can benefit from this service. Ideal candidates will be familiar with the Health Centre and available for weekday volunteering on short notice. Please contact Rachel Stoparczyk, Coordinator, Volunteer Services at 613-526-7170 ext. 2356 or rstoparczyk@prvhc.com for more information.



Thanks to the generous supporters of the ***Building Choices, Enriching Lives*** Capital Campaign, over \$3M has been pledged and raised towards the Health Centre's Senior Village Independent and Assisted Living Housing initiative. (Cheque presentation \$108,000)

L to R Akos Hoffer, CEO Health Centre, Ron Buck, Health Centre Chair, Ken Dye, Co-Chair Campaign Cabinet, Charles Lemieux, Foundation Board Chair, Daniel Clapin, Foundation Executive Director



On August 19th, The Canadian Forces Morale and Welfare Services (Support our Troops) made a special presentation of \$75K to The Perley Rideau Foundation to purchase 30 Hi-Lo beds. As a beneficiary of the Canadian PGA Tour Tournament, two professional players participating in the National Capital Open to Support our Troops visited to showcase their skills on our mini-putt and help promote the tournament. Residents and Board Members joined in the event to thank Support our Troops for their generosity. We look forward to continuing our relationship with Support our Troops and the Tour.

Launch of New Resident Quality of Life Survey on August 24th and ends on September 30, 2015

- How do our residents perceive their quality of life at Perley Rideau?
- How can we help improve quality of life?

To better understand Perley Rideau residents' experiences within our Home, we have released a survey to measure resident quality of life.

- The survey is being administered as part of a larger research study that will enable the Home to not only identify opportunities for improvement, but also to compare our results to other Long Term Care Homes.
- Members of the Recreation and Creative Arts team are now gathering consent forms from our residents with a CPS score of 0-3.
- There are 47 questions covering 10 topics ranging from food to activities to personal relationships.
- The survey will take about 30 minutes to complete.
- A group of Perley Rideau volunteers are available to assist residents in completing the survey.

If you have any questions or concerns about the Resident Quality of Life survey, please contact Melissa Norman, Performance Improvement Consultant, at 613-526-7170 x 2205 or by email at mlorrain@prvhc.com.

Thanks for helping to improve the well-being of the people we serve.



Family Experience Survey – Coming Soon!

Please help us improve the care and services we provide to our residents by completing the 2015 Family Experience Survey!

If you are a family member or close friend of one of our long-stay residents, we would like to hear from you! However, we ask that only one survey be completed per resident.

The survey period is scheduled for early October through mid-November (exact dates to be confirmed). Surveys will be available electronically (sent by email) as well as in hard copy.

Stay tuned for more information as we approach the survey launch!

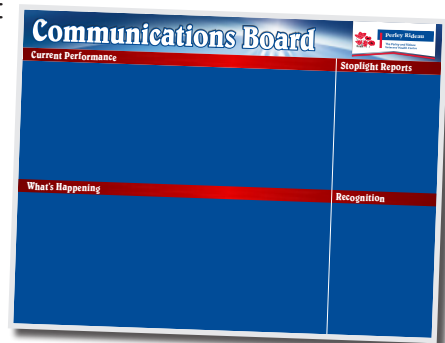
If you have any questions or concerns about the Family Experience Survey, please contact Melissa Norman, Performance Improvement Consultant, at 613-526-7170 x 2205 or by email at mlorrain@prvhc.com.

Quality Board Refresh!

The Quality Boards located behind the Main Communication Stations are getting a facelift! There will also be new boards going up in key locations throughout the Perley Centre.

Stay tuned over the coming weeks for fresh content related to the following headings:

- **Current Performance:** facility and unit specific data related to key clinical indicators that are tracked by the organization
- **What's Happening:** updates on quality improvement projects, educational opportunities and other exciting things you might be interested in!
- **Stoplight Reports:** quarterly updates from your leader based on feedback you provided during Rounding
- **Recognition:** positive feedback from families, residents, or members of the Perley Rideau team.





NEW RESIDENT QUALITY OF LIFE SURVEY

To better understand Perley Rideau residents' experiences within our Home, we will be releasing a survey to measure resident quality of life.

There are 47 questions covering 10 topics ranging from food to activities and perceptions.

A group of Perley Rideau volunteers are available to assist residents in completing the survey.

- The survey will take about 30 minutes to complete.
- The survey launched on August 24th and concludes at the end of September.



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

How do our residents perceive their quality of life at the Perley Rideau?

How can we help improve quality of life?

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If you have any questions or concerns about the Resident Quality of Life survey, please contact Melissa Norman, Performance Improvement Consultant, at 613-526-7170 x 2205 or by email at mlorrain@prvhc.com.

Note that the survey is not designed for family members.

The Perley and Rideau Veterans' Health Centre: A Great Place to Work For People Dedicated To Enriching the Lives of Seniors

Serving our residents, tenants and clients is not just a job – *it's a calling!*

A great workplace helps our staff to do what they do best, every day. A great workplace is more than just competitive pay and benefits – it is an environment where people care about what they do, they look for ways to make things work, they work as a team, and they are role models for others. When employees feel and act this way, we describe them as being “engaged”.

How do we know whether the Perley Rideau staff are “engaged”? Well, we can ask them to participate in a short (20 questions) voluntary survey! The results of this survey will be used to measure Employee Engagement, one of several Human Resources indicators on the Performance Monitoring system.

Just as health care professionals get important information by taking the pulse of a resident (one of many possible health indicators), we can get important information with a “pulse” survey that takes about 5 minutes to complete. We want to know employees’ opinions on things like:

- How “solution oriented” Perley Rideau employees are, and how they show initiative on the job;
- How much Perley Rideau employees see themselves as part of a team, and feel an attachment to that team
- How Perley Rideau employees act as role models in the way they do their jobs

The survey was launched on Monday, September 14 and runs until late October.

The survey will be repeated annually, and the results will be tracked over time. Time will be provided for employees to complete it during work hours. The results will help management prioritize its efforts to provide a workplace where employees are able and willing to be at their very best. We will share the results of this survey with you, and will also tell you how the results are being used.

We thank you in advance for your participation, as this information will help ensure the Perley Rideau truly is a great place to work for people dedicated to enriching the lives of seniors.

**KEEP CALM
IT'S ONLY A
SURVEY**

PERLEY RIDEAU EMPLOYEE PULSE SURVEY
5 MINUTES TO EXPRESS YOUR VIEWS
BE ANONYMOUS SEPT 14 - OCT 16, 2015

EASY TO COMPLETE AT **WORK OR HOME**
WATCH FOR A **SURVEYMONKEY LINK**
IN A SEPT 14TH EMAIL



New Perley Rideau Emergency Preparedness Plan

Accreditation Canada has reviewed and approved our Emergency Preparedness Plan.

Staff can locate the plan online or by accessing memory sticks included in the evacuation supply kit that is stored in every Emergency Command Post.

If you have any questions regarding the plan please contact Kerry Tubman at ext. 2110.



Village Fair: September 12

A big THANK YOU to everyone who contributed to our 2015 Village Fair. In spite of the weather, young and old alike had a day full of activities, smiles and fun. Residents, tenants, staff, volunteers, families and friends all contributed to a great day.



Thanks also for the many contributions to the Gift Shop and the Staff Association. And thanks to the Perley Rideau Foundation for supporting the ice cream parlour for our celebration.



It goes without saying the contribution made by our Nursing, Food & Nutrition, Housekeeping, OT department, Plant Services, Management, Volunteer Services, Rec. & CAS and others make all the difference.

We look forward to your feedback, suggestions, ideas and commentary about this event and mark your calendars for September 10, 2016.

Dave Harris, Recreation Therapist



Permanent long-term care residents and tenants will be able to vote on site on Election Day, October 19th at one of the following three mobile polling booths.

Ottawa 2 East
5:30 pm to 9:30 pm

Gatineau 2 North
9:30 am to 11:30 am

Rideau 2 North
12:30 pm to 4:30 pm

If you have any questions, Please contact Volunteer Services – Bernadette Lee-Wo Ext. 2305

Staff News

Canadian Savings Bonds

Payroll Savings Program

Hoping to get away for a vacation or take photography lessons next summer? Maybe replace your tires or upgrade your bathroom? Whatever you are saving for, the CSB Payroll Savings Program can help you make it happen.

How it works

You decide how much you would like to save each pay. That amount will automatically be deducted from your pay and transferred to your Payroll Savings Plan. Without having to do a thing, the savings in your Payroll Savings Plan will continue to grow, and be accessible any time.

Why Canadians like the Program

Over 900,000 Canadians from coast to coast use the CSB Payroll Savings Program to save for the things they want, and here's why:

- It's free: there are no hidden charges or fees.
- With automatic payroll deductions, you never miss your money.
- Small contributions can equal big savings.

- It's complementary to other savings and investment products.
- Access to your funds online anytime.

Interested?

You can enroll in the Program by logging on to CSB Online Services during the campaign period, which runs from 1 October to 1 November (closing at 8 p.m. ET). Follow the simple steps outlined in the Employee How-To Guide, or view the How-To Videos and make sure to use our **Organization ID: 16075**

Already on the Program?

During the October campaign, you can change your existing contribution amount if you wish, using CSB Online Services. If you want to continue with your current amount, no action required. It will continue to be deducted as usual.

For more information on the CSB Payroll Savings Program, contact your Campaign Director (Angela LeBlanc ext 2211) or visit the Program web site at www.csb.gc.ca/employees.

Annual Employee Recognition Awards, October 1

The Annual Employee Recognition Awards will be held on Thursday, October 1st/15 at 1330 hrs in Lupton Hall. Invitation letters have already been issued. If you have not already RSVP'd please do so with Kim Soucie no later than September 25th.

A list of this year's recipients is posted on both HR Information Bulletin Boards as well as in the communication binders on each unit.



Canada needs a National Seniors Strategy — **MAKE YOUR VOICE HEARD**



Today, **14%** of Canada's population is over age 65. And seniors account for almost half of health costs. **By 2036, those over 65 will make up a quarter of the population — while accounting for 62% of our health costs.**

YOU ARE INVITED

Join the Canadian Medical Association and the Perley and Rideau Veterans' Health Centre for a Roundtable Discussion on Seniors Care. Open to residents, family, friends, tenants, volunteers and staff of Perley Rideau. Refreshments will be served.

When: Thursday, September 24, 2015
6:30 pm – 8:00 pm

Where: Lupton Hall

Host: Akos Hoffer, CEO, Perley Rideau

Speaker: Dr. Frank Molnar

DemandAPlan.ca

Authorized by the Canadian Medical Association

 #seniorsplan

Text SENIORSPLAN
to +16474901862



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

ASSOCIATION
MÉDICALE
CANADIENNE



CANADIAN
MEDICAL
ASSOCIATION

Elimination of part-time eligibility requirements

Here is what it means for you:

- Effective October 1, HOOPP is removing its part-time requirements making all part-time and non-full-time employees eligible to join the Plan immediately
- Enrolment, for all employees not considered full-time, is still optional

Watch for the “all users” email with details from Benefits Coordinator, Christine Blanchette. If you have any questions regarding this information, please contact Christine at ext. 2103.

Annual Staff X-mas Party News

**This year will bring a change in dates for the annual staff xmas party and the introduction of an “ugly sweater” contest.*

Save November 28, 2015 as the annual staff party at the R.A. Center. Dance tickets go on sale on October 1.

Watch for more information on the sale of tickets for the money draws. Tickets will be 3 for \$5 and available to purchase at a sales table located in the cafeteria. For more information or to purchase tickets please contact a member of the staff association.

Staff Association Members

- Janice Roe, O1E
- Chris Blanchette, HR
- Steve Roy, HSK
- TJ Murdock, R2S/R2N



**Reminder to be nice, the man in red is checking his list!
Santa arrives at Perley Rideau on
Dec 5th from 0900-1200.**

Education and Training

Comfort Care Rounds (Rounding on Residents)

“Don’t I already do that?”

The literature indicates that rounding on residents or checking on residents makes a significant difference in residents’ perception of care as well as addresses care and safety concerns. It is not surprising that many organizations across the healthcare continuum have implemented hourly rounding on residents. The Perley and Rideau Veterans’ Health Centre has also implemented hourly rounding of residents, so, yes, you do round on residents.

What we have learned as a healthcare system and at the Perley Rideau is there is an opportunity to improve the structure of the rounds to improve resident outcomes.

Organizations that have strengthened the structure of hourly rounds observe:

- Decreased falls
- Decreased skin breakdown
- Decreased call bell use
- Improved resident satisfaction

Most importantly, residents receive better care.

Over the coming weeks, the enhanced structure for Comfort Care Rounds will be piloted on three units (O2W, G2N, and R1S). During this time we will provide additional training to the staff, supportive tools, and an opportunity to provide feedback. Changes will be made to the process based on YOUR feedback.

At a later date, Comfort Care Rounds will be spread throughout the home with appropriate training, tools, and again mechanisms to provide feedback. Stay tuned for more information about this exciting project!

Thank you for your dedication to doing great work!

Opportunity Knocks!

Do you know what education and professional development opportunities are available at the Perley and beyond?

There are numerous opportunities offered by the Perley or hosted by the Perley Rideau!

We are also notified of opportunities available to staff in the community or the province (conferences, workshops, lunch and learns, courses etc.). Many of these opportunities are FREE!

Where to find educational opportunities?

We will do our best to keep you informed of education and professional development opportunities.

Communications strategies:

- The newsletter and other postings
- The company drive: click on the 'Education Folder' and then click on 'Current Opportunities Folder'
- New (coming soon)..... An Education Board in the Human Resources room (first floor Perley Centre)

What is the process if I want to attend?

If you wish to attend an education session on your day off, follow the instructions on the poster to register and inform your manager or supervisor of your intent to participate and that you are registered!

If you wish to attend an education session and you are scheduled to work. Discuss the opportunity with your manager or supervisor.

Is there funding support for education?

1. The Perley and Rideau Veterans Health Centre has a Professional Development Fund which is composed of:
 - Funds from the Health Centre budget dedicated to continuing education and training

and

 - Donations from the Perley and Rideau Veterans' Health Centre Foundation (formerly referred to as the Bursary Fund)

The objective of the Professional Development Fund is:

- To enhance resident care through the provision of financial support of education to **all** staff
- To support the Perley and Rideau Veterans' Health Centre mission, vision and strategic direction
- To promote continuous lifelong learning in dementia care and care of our residents
- To promote evidence based best practice care of the elderly

Staff members from across the will be equally considered for professional development fund support for learning activities such as:

- o Conferences and workshops
- o Courses
- o Learning activities
- o University or college courses which are part of a program

To learn more about the Professional Development Fund, please see the Professional Development Fund Guideline and Application found on the company drive:

- o Education Folder
- o PD Fund Folder

2. Funding is sometimes offered through professional associations or other organizations such as:

- The Allied Health Professions Development Fund (Health Force Ontario)
- The Registered Nurses Association of Ontario

3. Algonquin College Preceptor Credits

- Preceptorship Credits are allocated to the Perley and Rideau as a thank you for assisting students to learn in the organization
- Credits can be used only for participation in classroom/theory courses offered by The School of Health and Community Studies
- If you are interested in a course at Algonquin College, see Jen Plant

For additional information contact Jen Plant at ext. 2408 or jjplant@prvhc.com

Raffle News:

- Congratulations to Crystal Belanger, winner of the Mont Tremblant golf foursome, and Bernadette Lee-Wo, the winner of the \$100 gift certificate for THS The Hair Salon.
- Thank you to all who entered and watch for an upcoming raffle.

Paypool Winners - \$100

August 13th

- Shirley Filiatrault, Rideau 2 North
- Douglas G. Kyomya, Nursing Float Pool

August 27th

- Rosie Doyle, Food Nutrition
- Christine Kayisanabo, Gatineau 2 South

September 10th

- Justine Evraire, Gatineau 1 North
- Gina Nuez, Gatineau 2 South

Next draw will be September 24th, 2015.

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Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public. Excerpts from the newsletter will be treated with the utmost respect and shared through our various social media channels.

Please email me at jinnes@prvhc.com.

Coming in the October edition of the Perley Rideau newsletter:

- “In 1966 Thomas Hinton learned that an elite aerobatic flying team was being created to commemorate the Canadian Centennial. The Royal Canadian Air Force Team called the Golden Centennaires would open and close EXPO in Montreal and perform all over Canada. Thomas applied, and after one of the hardest weeks of flying of his life, was accepted.”



Watch for the full feature in the October newsletter

- The Key to Parking Bliss: Read Commissionaire Dan's advice column to navigate Perley Rideau's parking lot.



CMA Seniors Roundtable

On September 24th plan on attending the CMA Seniors Roundtable from 18:30 to 20:00 in Lupton Hall. Featuring guest speaker, Dr. Frank Molnar, the event will be hosted by Akos Hoffer, CEO, Perley Rideau. This non-partisan event is intended to engage residents, tenants, volunteers, family and staff on issues important to Canada's seniors.



Perley Rideau



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Veterans' Health Centre
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