

September 2016 Edition

The Perley Rideau News

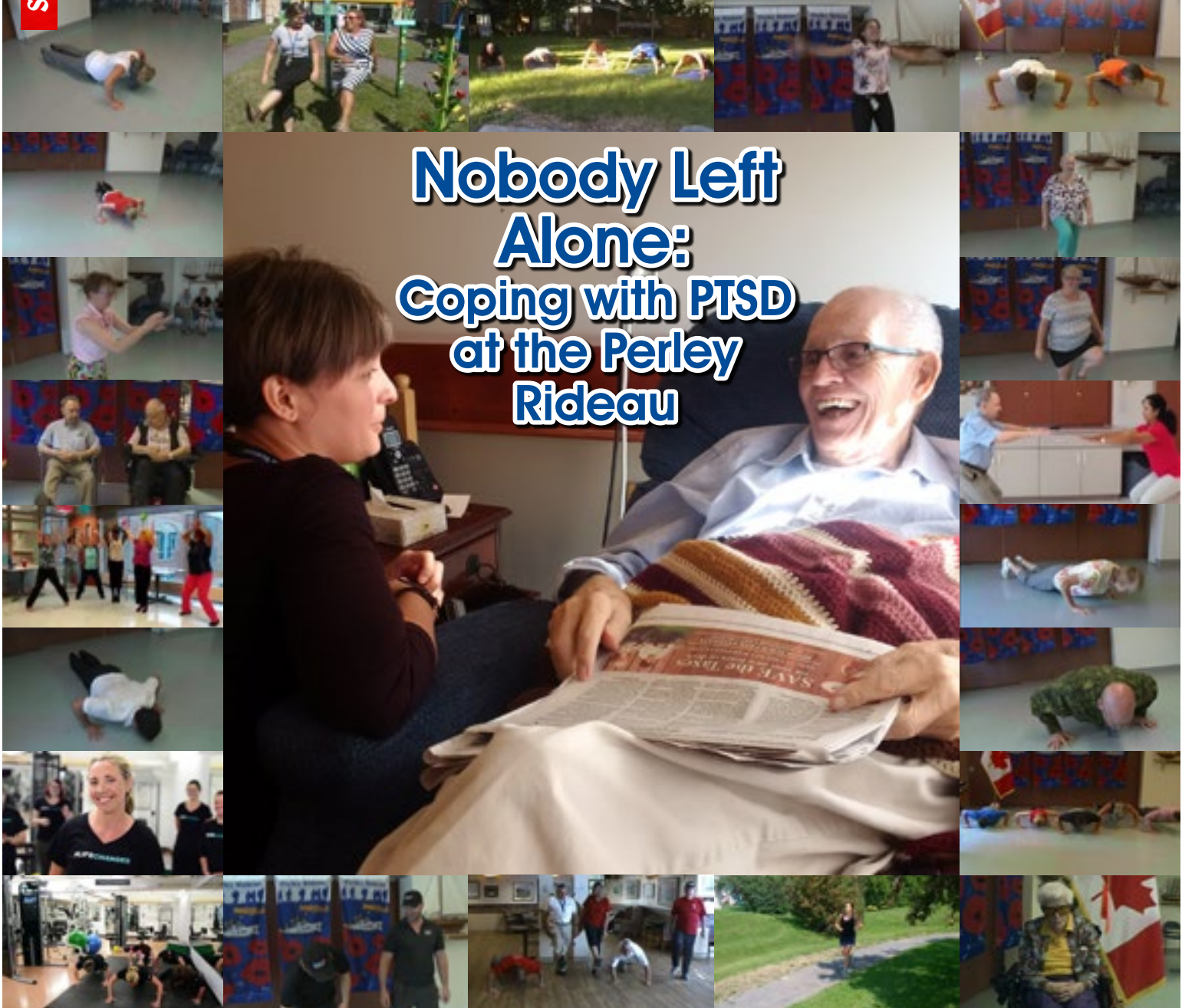


Perley Rideau

The Perley and Rideau Veterans' Health Centre

Vol. 19-08

Between Us... Briefly:
Newsletter For Residents,
Tenants, Family and
Friends, Staff and
Volunteers of Perley Rideau



**Thank you to our friends and partners
for supporting the 22 Push Up Challenge.**

"Together we improve the well-being of the people we serve."





Kim Major

I am delighted to announce that Kim Major will be the new PSW Supervisor, replacing Colleen Barbier who is now with Assisted Living Services.

Kim has worked as a PSW at several Ottawa-area long-term care homes including Perley Rideau. As the Health Care Provider in charge at one residence, she welcomed the additional responsibilities. Currently, she is a member of the Perley Rideau Pain Management Team, working to reduce pain and discomfort of our residents. Kim's work as an Orderly at the Royal Ottawa Mental Health Centre provided her with additional experience supporting individuals with dementia.

Prior to completing her PSW training, Kim served in the Cadet Core of the Canadian Military as a Warrant Officer and in 2003 she was the Regimental Sargent Major of her company.

Welcome, Kim!

Doris Jenkins, RN
Director Nursing Operations



The Perley Rideau Board of Directors recently gathered in the Games Room for a photo. Thank you for your service.

Wall of Creativity Celebrates Perley Rideau's 20 years

A unique feature of Life at the Perley Rideau is that we engage and honour the creative spirit of our residents along with our staff, volunteers, families and apartment tenants. Perley Rideau programs are forward looking; we support new experiences and self-discovery for our seniors and provide opportunities for ongoing learning and experimentation.

The Perley-Rideau Village "Wall of Creativity" is now taking shape along the curved wall in the Atrium leading to the Perley Rideau Centre. Installation will continue throughout the year. We hope that our community will contribute toward this art installation and visit often to celebrate more than two decades at the Russell Road location.

The Wall of Creativity is intended to be a popular destination for our Community and a spot to snap selfies and photos that can be shared through social media while always upholding our commitment to protect the dignity and privacy of Perley Rideau's residents and community.



Champions say “YES” to Practice Change to Improve Resident Care

By Daniela Acosta, RN, BPSO Liaison

If changing your practice meant better care for your residents, would you do it?

Meet a team of passionate individuals who say “Yes!”



Since May, twenty four staff have been officially trained by the RNAO to be leaders in integrating best practice across the Perley Rideau. Committed to ensuring residents receive the best care possible, this motivated, multidisciplinary team has already taken action to ensure that policies, protocols and practices better reflect the research.

Champions play a critical role in the Perley Rideau’s journey to achieve the Best Practice Spotlight Organization (BPSO) designation from the Registered Nurses Association of Ontario (RNAO): a three year plan to implement recommendations from the Best Practice Guidelines (BPG). Whether they are actively part of a BPG implementation group or simply spreading the word, Champions provide a source of energy for the practice changes that the facility will see over the next year. The final goal: Better health outcomes for our residents.

“A BPSO champion is the spark that can help start a prairie fire,” says Lacey Sheng, Perley Rideau’s Performance Improvement Consultant and enthusiastic Champion. Lacey currently co-leads the pain management BPG team. “[We are] advocating for best practices and continuously improving the quality of care for our residents.” She attended the RNAO Best Practice Champion Training workshop in May and reports feeling that it gave a great overview on the implementation process and directed her to the appropriate resources.

When asked about their motivations behind their enthusiasm and commitment to improving resident care, many of our Champions spoke to the reasons that they

entered the healthcare field in the first place: to help provide dignity and quality care to those who depend on them. “We are here for them,” says Ricardo Vega, PSW from G2N. In addition to enhanced resident care, Ricardo also noted some benefits to the care team as well. “Quality care is also standardized care, helping to ensure everyone is on the same team, doing the same thing. This project allows colleagues to work together in an effective way to reach collective care goals. [BPSO] empowers the team as well.”

To be a Champion is to be a leader, but what exactly does a Champion do?

- 1) Being a role model for improving resident care through evidence based practice.
- 2) Being enthusiastic and inspirational about the positive changes that occur and look at the big picture of enhancing our residents’ quality of life through the implementation of BPGs.
- 3) Participating in Best Practice Champion training.
- 4) Being solution oriented and part of the problem-solving team to overcome challenges.
- 5) Sharing knowledge learned from the training and BPG teams with colleagues and clients.



- 6) Communicating staff, resident and family member concerns and comments to the BPSO steering committee.
- 7) Staying informed, participate in BPG implementation on the unit, be a mentor and a resource during the BPG implementation phase on our unit.
- 8) Engaging in post-implementation activities.

Are you up for the challenge?



The BPSO momentum is growing! Improved resident care is in reach, but there is still a lot of work left to do. We need more Champions, in all disciplines, to help achieve the BPSO vision. Whether you would like to support, implement or lead, there are many exciting opportunities awaiting you in this project.

Personal benefits of being a Champion:

- Professional development opportunities
- Leadership skill development
- Upgrade your resume credentials
- Team building and networking
- Pride in being part of an important project that improves the lives of your residents.

If you say “YES” to practice change then we want you to be a Champion too!

To learn more about BPSO and what it is like to be a Champion please connect with any of our Champion leaders.

For application forms please contact: Daniela Acosta, BPSO Liaison, RN G2N Days.

We are the Champions!



Tinonla Agboh
PSW O2W

Terri Carter
RPN G1S

Samantha Hallgren
Psychogeriatric RN

Tanya Holmes
PSW O2W

Doris Jenkins
Director of Nursing Operations

Robyn Oraziatti
Coordinator, Recreation and Creative Arts Service

Lacey Sheng
Performance Improvement Consultant

Colleen Somerton
ALS Assistant Coordinator

Ricardo Vega
PSW G2N

Darlene Yue
Special Approach PSW

Philip Asiddao
HKP G1S

Samantha Diceman
Program Manager Rideau

Michelle Hansford
RN R2S

Ursula Lamoureux
Program Manager Ottawa

Marie McCarthy
PSW R2N

Jen Plant
Manager of Education & Projects

Sylvie Pridmore
F&N Supervisor Gatineau

Teresa Roy
RN G2N

Danielle Sinden
Manager of SAFE Unit

Miranda Tabi
RPN RAI G2S

Barb Wilson
PSW Supervisor Gatineau

Deborah St Hill
PSW G2N

Daniela Acosta
RN G2N



Improving Resident Care, Together!

Best Practice Spotlight Organization Launch Event

Let's all say "YES" to practice change!

All staff, residents and families are invited to join us in celebrating the Perley Rideau's Best Practice Spotlight Organization pre-designation!

Come and see what the project is all about, meet Champions, and learn how you can get involved!

Prizes, Refreshments, and Cake!

Where: Lupton Hall

When: Thursday, October 20, 2016.

Time: 2pm to 4pm



RNAO
BEST PRACTICE
SPOTLIGHT
ORGANIZATION



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

More information for Evening and Night shift to come

Speak Up for Safety
SAFETY WEEK
October 24-28, 2016

To Make Safety a Habit

We are hosting the Safety Week in the last week of October, and the theme for this year is “Speak Up for Safety”. For the first time, we are combining resident safety and employee safety together. Through taking a look at 5 important topics of safety together, we hope to keep residents, families, employees, volunteers, and everybody safe! Please join us on the week of October 24th to 28th, and look out for more information to come. See you there!

Prevention of Musculoskeletal Injuries (MSD's)

E.g. Strains/sprains

MSD's are injuries and disorders the musculoskeletal system (muscles, tendons, nerves, bursa, blood vessels, joints and ligaments). They may be caused or aggravated by various risk factors in the workplace. They do not include musculoskeletal injuries which are a direct result of a sudden single event involving an external source (e.g. Fall) The primary MSD hazards are related to force, repetition or fixed or awkward postures.

Awkward Posture: Any fixed or constrained body position that overloads muscles, tendons or joints. Generally, the more a joint deviates from the 'neutral' position, the more the posture is considered to be awkward and the greater the risk of injury.

The Perley Rideau may have some processes in place that you are not aware of to prevent these injuries.

Have you heard of:

a Job Task Analysis, or Discomfort Survey or Physical Demands Analysis

Job Task Analysis: Assessing the risk associated with each job, practice, work method with the goal of eliminating all hazards but focusing on higher risk tasks first. Once assessed developing and/or implementing controls to prevent the hazards identified.

E.g. The Employee Health Coordinator is asked to review Repositioning the back support of the Broda Chair



From the side this is an example of the weight too far away and using weak muscles of arms



From the back the weight is close and using the strong muscles of the legs.

Recommendation: Ensure all staff are aware of the proper body mechanics of adjusting the Broda chair

Discomfort Surveys ask workers to identify areas of their body where they feel discomfort. The results allows for focused risk reduction efforts. They can be very valuable to implement to identify folks who would benefit from job coaching and/or a workstation review, or as a regular investigation to ensure overall discomfort is improving over time and workers are benefiting from the safety interventions.

Employee Discomfort Survey

This survey is included in this newsletter for your information. The surveys are available on the Safety Board outside the cafeteria and online.

For more information contact Cheryl Kemp, Employee Health Coordinator, at extension 2231.

Employees Name: _____ Position: _____

Number of Years on this job: <1 1-2 2-5 5-10 15 + yrs

1. Have you had pain or discomfort during the last year that you feel is job related? Yes No (if NO, Stop here)

2. If YES, please rate the level of discomfort over the last MONTH by checking off the appropriate box using the scale of 0 to 10, with 0 being no discomfort and 10 being the worst discomfort you have felt.
(on next page diagram)

3. When did you first notice your discomfort?

- Within the last few weeks
- Within the last few months
- Within the last few years
- Other _____

4. What do you think caused the discomfort?

- Twisting
- Lifting
- Pushing
- Pulling
- Working too fast
- Prolonged sitting
- Other _____

5. Please comment on what you think would help to reduce your level of discomfort

- Change job task technique
- Take my rest breaks
- Report the discomfort to my supervisor
- Increase my fitness level
- Other _____

6. Do you consider your discomfort to be a 'problem'?

- Yes No

7. Have you received medical treatment (doctor, chiropractor, physiotherapist, massage therapist, etc.) for your discomfort?

- Yes No



8. Have you taken time off work as a result of your discomfort (*vacation, sick days, lost time claim, medical aid, etc.*)?

Yes No

The form consists of 14 callout boxes surrounding a central human silhouette. Each box is for a specific body part and contains two columns: 'How often?' and 'How much?'. The 'How often?' column has four checkboxes: Never, Occasionally, Often, and Always. The 'How much?' column has a blank line for a numerical or percentage response. The boxes are as follows:

- NECK** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- SHOULDERS** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- ELBOWS** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- UPPER BACK** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- FOREARMS** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- LOWER BACK** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- WRIST/HANDS** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- HIPS** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- THIGHS** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- KNEES** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- ANKLES/FEET** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- OTHER:** How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____
- LOWER LEGS** (right/left): How often? [] Never, [] Occasionally, [] Often, [] Always. How much? _____

Physical Demands Analysis (PDA's): A process to document the overall physical requirements of a job. It will identify weight, force, posture, repetition and duration of tasks.

The Perley Rideau has PDA's for most positions available upon request. These are most frequently used to ensure physicians/physiotherapists are aware of the demands of the positions before recommending a return to work.

These tools are available online under the Prevention of Musculoskeletal Disorders Policy or by contacting Cheryl Kemp, Employee Health Coordinator at extension 2231. They will also be available during our Safety Week festivities, October 24-28, 2016. More information on this to follow soon!

The Man In Red Visits Once Each Year!



And the Employee Engagement Survey comes only once a year!

Coincidence?

Before **Oct. 9**, complete the 5-minute survey online

Make sure you stay off the naughty list.....

www.surveymonkey.com/r/PRVHCEngagement2016

MET Gallery Exhibition

Meet Jennifer Ryder-Jones: Creative Arts Instructor

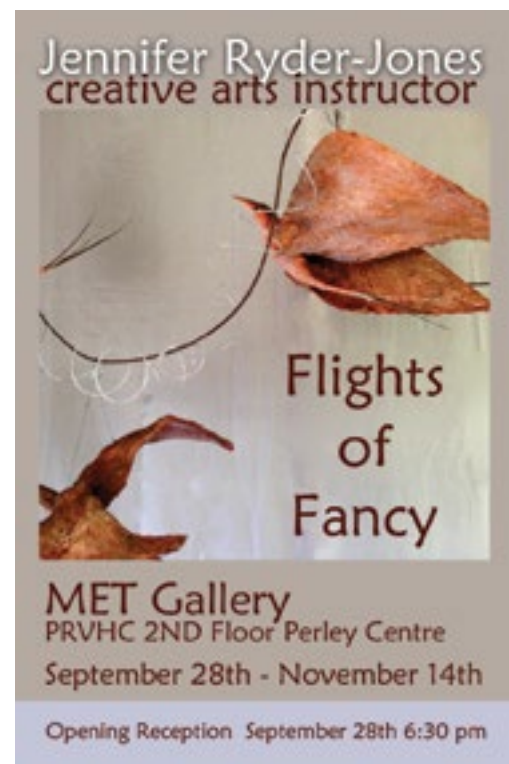
Formal training: 5 years National Diploma in Design from the Newton Abbot School of Art, U.K.

I have taught and exhibited in Canada, U.S.A., and Europe for the last 40 years.

At present, I have been teaching multimedia and pottery to Veterans in the Creative Arts programme at the Perley Rideau in Ottawa for 17 years.

Diverse and indigenous cultures on both sides of the Atlantic have contributed to a rich background for my work. These influences provide me direction in creating innovative sculptural techniques.

My present work focuses on environmental concerns in a sometimes whimsical, mythical and irreverent manner.



Comfort Care Rounding at the Perley Rideau

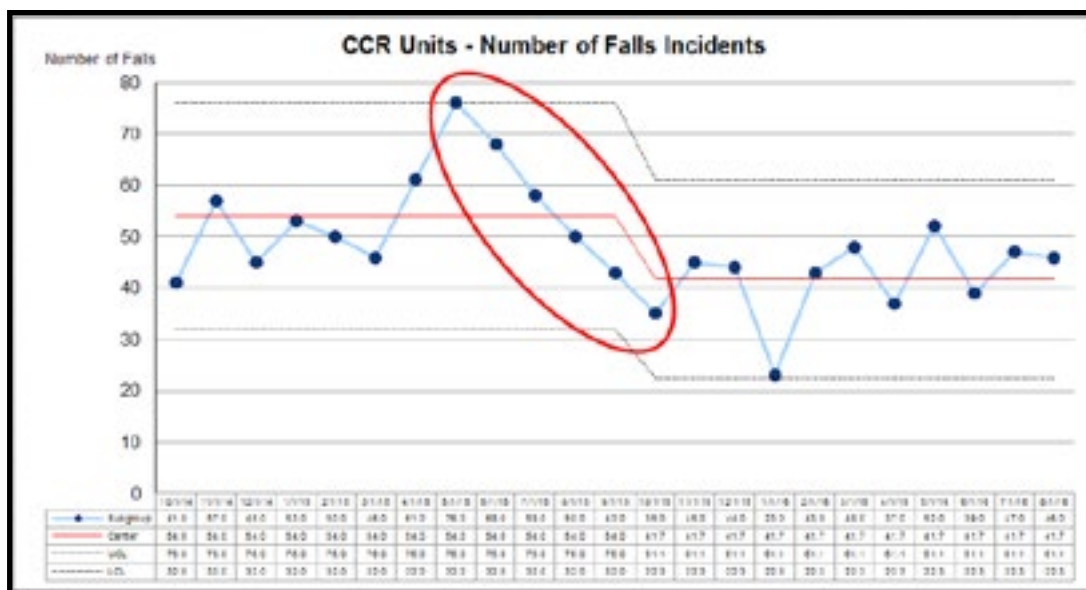
If you are unfamiliar with the term of Comfort Care Rounding, ask one of your colleagues on either O2W, G2N or R1S. They will tell you that they have been doing it for the past year, and here is what they have to say about comfort care rounding:

Positive

- “Since we have started rounding, the residents are happier. When I round, some of them will say I am so happy when I see you.”
- “One of my residents was very grumpy every day and now he is happy as a lark”
- “Our call bells have decreased”
- “I think I have decreased falls in my resident who always falls. When I come into the room to round, he is already trying to get up”
- “The residents know us better”
- “There are definite benefits to our residents”

Challenges

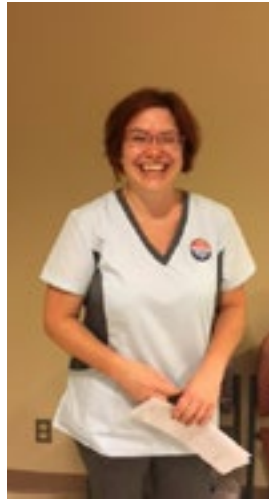
- Sometimes we forget to fill out the log
 - **Strategy:** Once it becomes a habit, you won't forget! Try to make signing the log the step before cleaning your hands since the log is near the hand sanitizer
- Sometimes during busy times we can't get to all of our residents
 - **Strategy:** Some staff have found success in working together as a team to better meet resident needs..... it is about working the eight behaviours into the work that you are already doing with the resident
- We check on our residents more than every hour anyway
 - **Strategy:** Although there are a few residents that require more frequent check-ins, most of the residents needs can be met with a structured hourly round. This is a great opportunity to try to plan your workflow accordingly....Need help? We can assist with that.



There are many benefits about doing comfort care rounding, for example preventing falls, skin breakdown, decrease call bell use, and improve resident satisfaction. We've observed this in our falls incidents. The graph above shows the aggregated number of incidents of falls in those 3 pilot units, and we are happy to see a decrease in the median (red line in the centre) since the implementation of this initiative.



Please join us in congratulating these 3 pilot units on their wonderful work and great results. Many of them have completed training as comfort care rounding champions, and were given buttons to identify themselves.



Custom Perley Rideau Training Videos Available Soon

Watch for Perley Rideau's upcoming comfort care rounding series videos on Surge, proudly produced and starring Perley Rideau Staff!

PREP
Perley Rideau
Educational Programs



Sandra Forget



Tinonla Agbob



Terry Carter

Staff Appreciation BBQ

By Carolyn Vollicks, Director, Community Outreach & Programming

Thank you to everyone who participated in our staff appreciation event on Thurs. Sept. 15th. We really enjoy taking the time to say thank you to all of you for all of your hard work and dedication!

Thank you to our very generous sponsors:

- Family & Friends Council
- Ontario Medical Supply
- Medical Pharmacies
- Perley Rideau Gift Shop
- Parvin Rohani
- Lester Clark
- Perley Rideau Physio & Massage Therapy Clinic
- Emond Harnden
- Coughlin & Associates
- Perley Rideau Management Team

The following people/groups won prizes for the best costumes: CONGRATULATIONS!



1st place – \$100.00 cash
The Rec/Cas Swim Team



2nd place – \$75.00 cash
The Perley Tennis Team
(Occupational Therapy Team)



3rd place – \$50 cash
Baseball Girl (Patsy St. Denis)

(Thank you to the Staff Association for these gifts!)

Thank you to everyone who dressed up, **DECADES OF SPORTS** was a lot of fun and your generous donations of gently used sporting goods helped the Boys and Girls Club of Ottawa.

The following people have won the door prizes:

Please see the Commissionaire with your name tag to claim your prize.

A Day off with Pay: Shelley Grant

Perley Rideau Physio & Massage Clinic

1. 30 minute massage: Dominic Iyere
2. 30 minute massage: Yuliya Kadochnikova

Free Hair Cut w/ Hairdresser (Parvin Rohani): Gisele Brousseau

Free Hair Cut w/Barber (Lester Clark): Elvis Beaudoin

American Express Gift Card (Emond Harnden)

1. Jessica Avalos
2. Cynthia Bernardo

Ontario Medical Supplies (OMS)

1. Foot Massage gift package: Elizabeth Ngorima

Coughlin & Associates

1. 2 tickets to Ottawa Senators Game Dec. 3, 2016 7:30 pm: Rizalina Mendez
2. 2 tickets to Ottawa Senators Game Dec. 3, 2016 7:30 pm: Bobby Samson

Family & Friends Council – Gifts Packs: 1. Meca Vidal 2. Leanne Taylor 3. Cinthia Davis Payne

Medical Pharmacies

Gift certificate to Perley Rideau Gift Shop:

- | | | | |
|--------------------|---------------------------|--------------------|---------------------|
| 1. Monica Pereira | 2. Juliet Salcedo Talosig | 3. Jemmie Narcisse | 4. Darlene Yue |
| 5. Melodie Rattray | 6. Steve Roy | 7. Emily Forget | 8. Kathleen Johnson |

PRVHC Golf shirt & Ball Cap & Water Bottle: 1: Rene Escobar 2: Rozina Hussain

PRVHC Golf Shirt & Water Bottle: Donald Humphries

PRVHC Water Bottle: 1: Stephanie Farnham 2: Vic Thompson

Keurig 2.0 coffee Maker: Sarah Pacey

Kitchen Aid Pots & Pans: Aston Westcarth

Magellan GPS: Jenny Miller

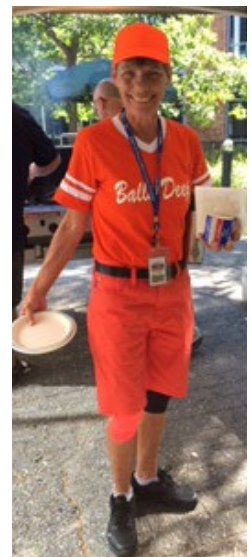
Sony Bluetooth Personal Audio System: Cheryl Kemp

Gift Bag: 1: Sara McIlveen 2: Avonelle Lewis 3: Ragina Dool 4: Jose Cruz

Cutting Board: Danielle Cole

Cook Books: Beatrice Uwera

Please see the Commissionaire with your name tag to claim your prize.



For those of you we missed....

For everyone on days and evening who were not able to participate in the staff appreciation BBQ, you are entitled to a \$5.00 voucher in the cafeteria. Please present yourself to the cash (cafeteria) with your nametag and you will get \$5.00 off your purchase between Monday October 3rd and Sunday Oct 16th, 2016.

For everyone on nights who were not able to participate, please see the commissionaire (Main Reception) with your nametag for \$5.00 cash to be able to use in the vending machines between Monday October 3rd and Sunday Oct 16th, 2016.

Special “thank you” to the Support Services staff that help us make this BBQ possible!

And thanks to all of you for what you do **EVERYDAY!**



Perley Rideau

The Perley and Rideau
Veterans' Health Centre



Take Our Kids to Work
THE LEARNING PARTNERSHIP

NOV 2, 2016 | TAKE OUR KIDS TO WORK DAY

Step into your future for a day!
I want to be...

a welder

a game designer

a judge

a chemist



Special thanks to our National Program Partner:

#KidsToWork



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™ Take Our Kids to Work is a trademark of The Learning Partnership Canada.

To learn more about Take Our Kids to Work resources, visit our website, thelearningpartnership.ca/TOKW.

Pick up a form in Volunteer Services to register your Grade 9 child
Deadline: Friday, October 28, 2016

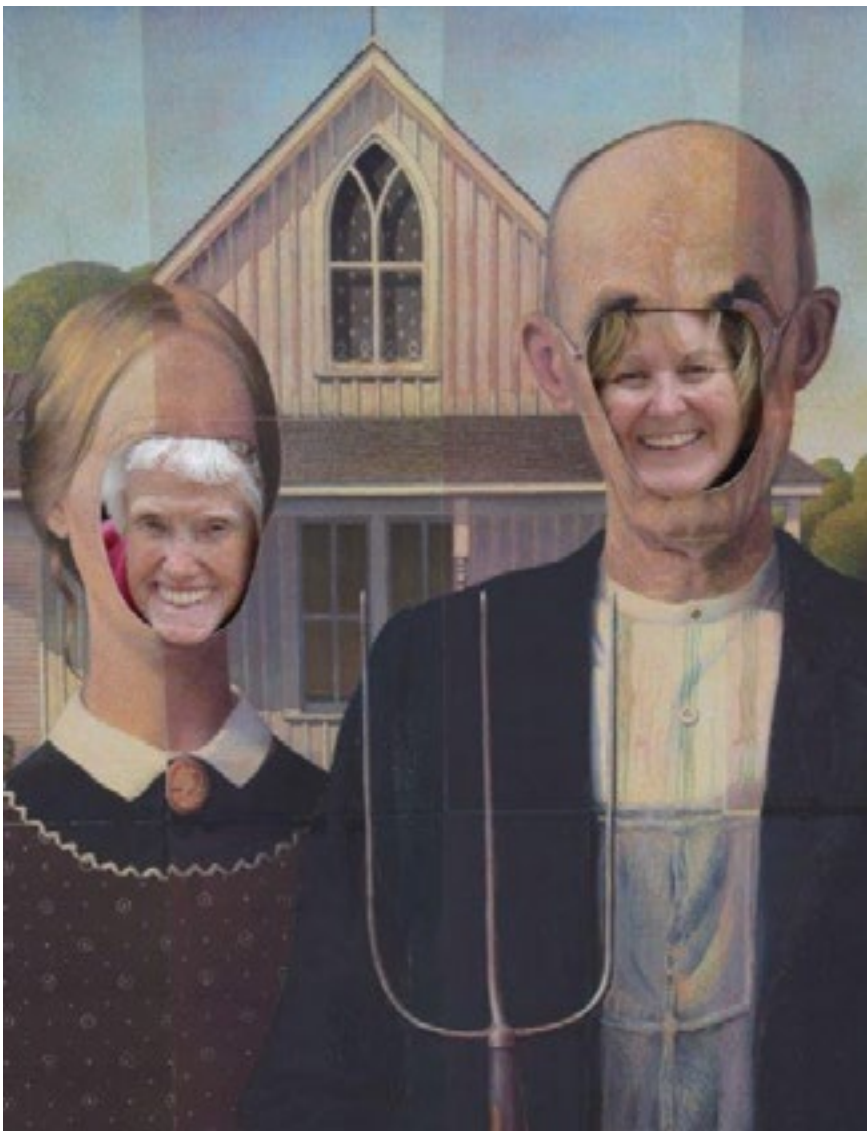
Village Fair

We would like to acknowledge and thank all those who contributed to the Perley Rideau Village Fair on September 10th. Residents, tenants, staff, families, volunteers, friends and neighbours made up the more than 150 who attended and Mother Nature held off long enough for us to enjoy our day both inside and outdoors.

We could not hope to host such an event without the generous support/help of so many members of our Perley Rideau Village. You are all vital members of our community.

Our villagers are kind and generous. Hosting such an event is made easier by all the contributions made by everyone. Again, thank you to all of you who contributed to our great day.

Dave Harris,
Recreation Therapist



Nobody Left Alone: Coping with PTSD at the Perley Rideau

By Anna Rumin, Special to Perley Rideau

“They’ve all suffered.” The words George Roper leans on to describe how the men he lives with at the Perley Rideau have been affected by war. George, a Second World War Veteran and renowned Canadian psychologist was featured in the August edition of the Perley Rideau newsletter for challenging the community to join him in the popular online campaign to raise awareness of PTSD by performing 22 push ups daily for 22 days. And they have. A quick glance at the Facebook page shows the variety of staff and family members who have taken on the 22-day challenge. When asked what he remembers about D-Day, George laughs and says, “We had eggs for breakfast”. However, in the next breath he remembers the man seated next to him at the barber who for no apparent reason suddenly thought he was in a fox-hole being shot. For those who suffer from PTSD, the physical and emotional details of past traumatic experiences are haunting; they linger and can surface at the most unexpected times.

While PTSD only became recognized as a psychological term in the 1980’s, the documented stories and research on stress experienced by soldiers goes back to the American Civil War. “Battle shock” was used to describe a medical condition in the Russian Army in 1905, “shell-shock” was the term used in First World War to describe distressed soldiers, “combat exhaustion” was used during the Second World War and “post-Vietnam syndrome” chronicled the psychological trauma American soldiers experienced during that war. George speaks highly of the TVO documentary “War in the Mind” which begins with the statistic that one in five soldiers comes home

“They need people around them who say, ‘Listen Joe I was there too I know what you are going through.’”

George Roper



George Roper discusses his work as a psychologist with Jessie Stephenson

with PTSD. Family members hug goodbyes to their sons and daughters and, when they come home, often they are strangers. The documentary features Canadian military general Romeo Dallaire who publicly declared that he suffered from PTSD after having witnessed the genocide in Rwanda. Like many, Dallaire left full of hope and courage and returned suicidal. In the documentary Dallaire speaks about a physical injury which is honourable because “we can see it” and contrasts that with an injury “between the ears” which “is the most vicious of injuries”. He suggests that in the metaphorical sense, medicine can act as a “prosthetic” as can counselling, but sometimes a sound or a light triggers a memory and the prosthetic doesn’t work. When asked how we can help our current soldiers George returns to his training as a psychologist “you have to understand what you are doing to them (soldiers) you are going to turn them into very stressed out people, they are going to turn up as casualties, they will have lost parts of their body, and generally, people don’t like killing people. They need people around them who say, ‘Listen Joe I was there too I know what

you are going through.’”

While many residents at the Perley Rideau arrive without a formal diagnosis of PTSD, the staff are sensitive to the fact that at the very least, the Veterans who are residents have experienced some form of psychological trauma while serving their country. Furthermore, Perley Rideau is committed to addressing and supporting not only those who suffer from PTSD, but also their families and internal staff.



Carolyn Young-Steinberg

Perley Rideau Supports

Carolyn Young-Steinberg, one of two Resident Care Liaisons (RCLs) at the Perley Rideau plans, coordinates, and manages issues, involving the 250 Veterans who call Perley Rideau home along with the 200 seniors from the community. Together, the RCLs collaborate and consult with health care and support disciplines as well as external resources to promote the overall quality of life for new and existing long-term care residents and convalescent care clients. Carolyn explains that “RCLs provide short term supportive counselling and education/resources to both residents and family members to help them cope with difficult experiences, life transitions and/or responsive behaviours that may (or may not be) related to a previous traumatic event resulting in PTSD.” RCLs help advocate for funding/resources and benefits that our Veterans may be entitled to through Veterans Affairs Canada. She sees herself as an advocate working on behalf of residents, and their families by providing ongoing support, counselling, education, and information so as to resolve complex legal, financial, and basic care challenges.

Resident Care Liaisons (RCLs) complete a Psycho-social Assessment with new residents and their families soon after moving into long-term care. Carolyn says that “this assessment helps to identify any significant or traumatic life events that may impact the resident to this day”, she says, mentioning prisoner of war experience and abuse histories. This also helps identify any gaps or the need for further education/referrals to support the resident and family. While the Perley Rideau does not have a formal PTSD program, each Resident Care Plan is

individualized to meet the unique needs of each resident which includes providing internal and external resources. The Care Plan is updated every 3 months, or as individual needs change.

Carolyn adds that the Perley strives to be a centre of excellence for the elderly and promotes lifelong learning through internal training, awareness campaigns and a generous bursary fund for staff education and development. “Our capacity for internal training resources are always being developed,” she adds citing the formal Gentle Persuasive Approach (GPA) training that is offered to Perley Rideau staff. This training provides staff with special skills and the confidence to respond respectfully to responsive behaviours, often associated with dementia and other trauma.”



Jessie Stephenson

Spiritual care support is also available for anyone at the Perley Rideau regardless of their religious background. Both Spiritual Care workers, Father Paul Tennyson and Jessie Stephenson, have completed formational education in their respective traditions, including instruction and practice in pastoral and spiritual counseling. They have also taken part in Clinical Pastoral Education courses—small group experiential training in various clinical settings that prepare participants to be in spiritual and emotional support of people who are experiencing change, transition, illness and loss in their lives. Jessie says “the approach is to be a compassionate, non-judgemental, non-anxious presence that seeks to ‘come alongside’ others during moments of challenge, hardship, loss, frustration, as well as joy and celebration”.

When a Resident chooses to and self-identifies as someone who experiences PTSD, the spiritual care relationship has the ability to be a space where the resident can discover individualized strategies to help manage distressing feelings triggered by intrusive thoughts or flashbacks. Jessie adds that “the relationship could also become one where the resident may feel safe enough to mourn and express grief over the experience of PTSD”. When the resident is ready, the spiritual care relationship can become an environment of

Feature

meaning-making, reconciliation, and a space for new connection or reconnection to sources of comfort and support.

The challenges of bringing comfort to those who suffer from any kind of mental illness are often overwhelming. Carolyn says that her greatest personal challenge is to bring comfort and relief to anyone suffering from mental illness. However, “even with our greatest efforts, and all the tools and resources at our disposal, residents and clients diagnosed with PTSD will continue to suffer. We can only try and provide the best level of care possible to try and mitigate their struggles as much as possible and ensure they never feel alone”. She echoes the words of George, that nobody should feel they are alone. The community at the Perley Rideau seeks to ensure residents, families and staff that indeed, nobody ever should feel alone.

“PTSD is not only experienced by our Veterans but by anyone who has experienced something deeply traumatic that threatened their safety, endangered their life, or elicited an experience of intense fear, as within the experiences of survivors of Sexual Assault and Abuse, and domestic violence.”

Jessie Stephenson

Perley Rideau’s campaign to spread the word about PTSD Awareness and support the 22 Push Up Challenge was warmly received by our social media followers and our videos helped to attract new friends who know more about Perley Rideau’s mission and the passion of our staff and friends to support our residents.

By The Numbers:

- 24 days
- 30 posts on Facebook
- 195 shares
- 18,156 video views



Members of the Royal Canadian Legion gathered to join the 22 Push Up Challenge. Ken was able to stand after videotaping ended.



Thank you!

The 22 Push-Ups | 22 Days Challenge is proud to partner with Wounded Warriors Canada as part of their national campaign to bring awareness and attention to the rate of suicide amongst our Canadian Armed Forces members, Veterans and First Responders.

www.WoundedWarriors.ca/home



Family and Friends Council

Please plan to join us October 19th - WEDNESDAY at 2:00 pm in the Rideau 1 South Activity Room. Starting this month we're excited about piloting a new meeting format which will be at a different time from our Thursday evening meetings. This informal one-hour gathering, to be led by Sandy Woods, is designed to build on the earlier Care for the Caregiver series. Circles of Care — Your Voice Matters will consist of one-hour gatherings providing opportunities to join other family and friends to discuss care giving matters. The goal of this first circle is to identify needs and concerns in two areas: [1] Caring for You, the Caregiver; and [2] Caring for Your Loved One. We will close this circle by asking participants to complete a brief feedback questionnaire which will assist in planning future gatherings. The success of these circles is dependent on family and friends participation. Sandy Woods is an adult educator, mediator and facilitator who has cared for family and friends in long term care including one friend who was a resident at Perley Rideau. **November 24th** - Thursday at 7:00 pm., in the [2nd Floor] Games Room is our Annual General Meeting. On this occasion, we're looking forward to giving a very warm welcome to Guest Speaker Dr Ruth Ellen who will describe the birth and evolution of PATH or Palliative and Therapeutic Harmonization: Expanding the Orientation of Geriatric Medicine. Recognizing that few care models exist which honour the significance of frailty when making treatment decisions, PATH was developed. PATH purposefully focuses attention on the final chapter of life by using a structured methodology of assessment, communication and empowerment in decision-making, thus changing the way patients and families can understand their health status and make informed medical decisions. This is a not-to-be-missed opportunity to hear Dr Ellen who is a PATH expert.

For **September's Management Update**, we welcomed Chief Nursing Officer Linda Hunter who addressed the topic of Perley Rideau's client centered care and Clinical Consultant Pharmacist Dan Dalton who described BOOMR - a Medical Reconciliation [MedRec] practice designed to prevent medication discrepancies/errors at patient transition points and which starts 48 hours before the admission of a new resident to a long term care home.

A Required Organizational Practice by Accreditation Canada, it entails compiling a complete and accurate list of medications — the Ministry of Health and Long Term Care requires at least two sources — a resident is currently taking. The Clinical Pharmacists' Role entails a "Head to toe" assessment of a resident's medical conditions to ensure each medication is: indicated, effective, safe and cost effective. This information is communicated to the health care team on admission or readmission. The impact of BOOMR in long term care includes: no hospital visits due to medication incidents, reduction in resident falls by reducing polypharmacy, cost savings to LTC homes and Drug Benefit Programmes, increased resident and family satisfaction from being engaged in the MedRec process and more efficient nursing, physician and pharmacist work flow.

The September featured meeting topic was presented by Resident Care Liaison Carolyn Young-Steinberg, accompanied by Kathryn Ryer, who will be with us while Sarah Tellier is on Maternity Leave. Carolyn described the very wide ranging responsibilities of our two Resident Care Liaisons. These 2 individuals are involved in the lives of Perley Rideau's 450 residents and provide ongoing support, counselling, education and advocacy for residents, family members and 850 staff. They work with residents and families to help them understand their role in care planning, resolve problems related to institutional living and often assist residents, families, Powers of Attorneys, Substitute Decision Makers and Guardians in working through legal, financial and basic care issues. They collaborate with, and coordinate, an interdisciplinary care team, consult with external resources and agencies and when not doing that — participate in numerous meetings and formal committees. They have a key role in the lives of new admissions as well as in helping residents and families with Advanced Care Planning. One could almost compare their roles to that of the heart's blood which touches every part of our bodies.

Due to the numerous pre-Christmas events which take place at Perley Rideau, the Council does not meet in December. Stay tuned for our Winter Programme which will be announced during the Fall.



Family and Friends Council set to pilot new meeting format and time

Starting Wednesday afternoon, October 19th at 2:00 pm, in the Rideau 1 South Activity Room, the Family and Friends Council [FFC] will pilot a new meeting format. Entitled Circle of Care — Your Voice Matters, these one hour gatherings are designed to complement the long standing monthly evening meetings with the intent of accommodating those unable to attend evening sessions. During the trial period, we'll continue to hold our hour and a half Thursday evening meetings, where there will be an agenda, report by Perley Rideau's Senior management, educational presentation and update on matters being pursued by your Executive. The goals of the Circles of Care are to address: Caring for You: the Caregiver, and Caring for your Loved One. Furthermore, they will provide opportunities to explore strategies to help us engage in the practice of being mindful of our

approaches to care giving thereby preserving our energy and enhancing our well-being.

Our guest facilitator for October's meeting is Sandy Woods. An experienced adult educator, mediator and facilitator, she had cared for family and friends in long term care including a friend who was a resident at Perley Rideau. We're looking forward to giving Sandy a warm welcome back.

Based on feedback, the Executive believes the proposed format will provide informal opportunities to augment our engagement with caregivers and build on our Spring theme of Caring for the Caregiver. After evaluations from these gatherings, we'll make adjustments to the 2017 Family and Friends Council meeting schedule. Please stay tuned for further news.

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 of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. Current members of the Executive Committee have accumulated over 66 person years' combined experience in the Long Term Care Health system. As well as their involvement with Perley Rideau, some members have knowledge of other Ontario long term care homes. It is our hope this experience and broad range of perspectives may be viewed as a source of information and assistance to all members of our long-term care home community.

Council meets monthly except in July, August and December. Formal meetings, which will alternate with informal gatherings, will include updates by Senior Management, presentations on topics of relevance to residents and family members, budget reports, and opportunities to learn more about life at Perley Rideau; moderated informal gatherings will provide opportunities for participants to explore their roles in collaborating with health care providers in long term care settings for the benefit of their loved ones. In both cases, sharing experiences and supporting one another are the objectives. We look forward to welcoming family and friends of our residents, to their participation in the activities of the Council and to them volunteering to stand for election to the Executive.

Please help us remain in touch with you by email or phone by advising us of any changes to your contact information.

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





Thank you to Quilts of Valour – Canada for their generous donation of quilts for resident veterans! Quilts of Valour – Canada ensures that Canadian Forces members are recognized for their service and commitment to our country through the presentation of comforting quilts. L to R: Kathleen Willekes, Quilts of Valour – Canada Ottawa Rep, Réjeanne Fairhead, Perley Rideau volunteer who helps distribute the quilts, and Delphine Haslé, Development Officer.



Thanks to the generous donors and supporters of the Foundation, a disbursement was presented to the Health Centre at the beginning of September. L to R: Ron Buck, Health Centre Chair, Charles Lemieux, Foundation Board Chair, Akos Hoffer, Health Centre CEO.



Some of the Foundation's youngest supporters show their efforts! Lauren and Olivia Plant, along with their friend Olivia Hall, raised money for the Foundation through the sale of baked goods and bracelets at their local park this summer. Way to go, girls – you rock! (1) L to R: Lauren Plant, Delphine Haslé, Development Officer, Olivia Plant. (2) L to R; Olivia Plant, resident "Gib" McElroy, Lauren Plant.



Site Map Update

Perley Rideau
The Perley and Rideau Veterans' Health Centre

Entrances

- #1 1750 Main Entrance*
- #2 Staff Entrance*
- #3 1720 Commissionaires Ottawa Place
- #4 1780 Building B Apartments
- #5 Rideau
- #6 Perley Rideau Entrance
- #7 Ottawa
- #8 Gatineau
- #9 Guest House

Parking

- Apartment Tenants
- Apartment Staff & Visitors
- Staff
- Visitors
- Guest House Visitors
- Emergency Vehicles Only

*Also to be used by volunteers, students, and employees of other service providers.

Enter the Health Centre between 6:00 a.m. and 10:00 p.m. by signing in at the Main Entrance or use the building access card at all other entrances.
From 10:00 p.m. to 6:00 a.m., access is restricted to the Main Entrance (1750 Russell Road – Door #2).

Entrance & Parking Site Plan
August 2016

We have updated Perley Rideau's Site Map to provide directions to staff and visitors to access to the appropriate parking and entrances throughout the Village. Look for the maps at the Main Entrance and the Communications' Stations on each Unit.

20th Anniversary Trivia

Can you name the three staffers pictured in this photo?

See page 33 for their names



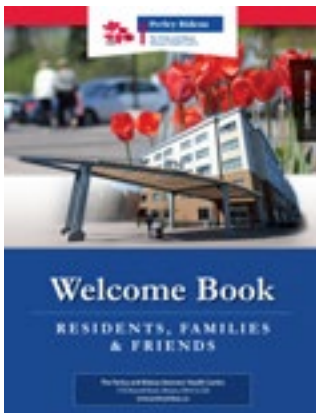
Alzheimer Society of Ottawa and Renfrew County CEO Announcement

The Search Committee of the Board of Directors of the Alzheimer Society of Ottawa and Renfrew County has recently completed an extensive executive search process for the role of CEO, given the recent well-deserved retirement of Ms. Kathy Wright, our Executive Director. We are pleased to announce that Ms. Paddy Bowen is the new Chief Executive Officer.

A native of Ottawa, Paddy brings considerable experience in leadership, collaboration, strategy and communication to her role as CEO. She was most recently the CEO of Mission Services of Hamilton, Ontario, a thriving social service agency providing a range of services for low income, homeless, addicted adults and children. She formerly served as the Executive Director at St. Felix Centre in downtown Toronto (a non-profit community centre providing compassionate services to marginalized people of all ages, was the Chair of the Toronto Homelessness and Palliative Care Committee, and President of Volunteer Canada. She has consulted for agencies and non-profits across Canada including Imagine Canada, RCMP and the Canadian Diabetes Association. Paddy is a sought after speaker and author of a number of key Canadian resources on volunteerism, the voluntary sector and citizen engagement.

Paddy was educated at Carleton University, University of Toronto and Queen's University (Belfast). Paddy has two children, age 25 and 22, both in university, a wonderful Old English Sheepdog (Bella), and a new kitten (Seamus) rescued from her Hamilton front porch. She has also purchased a home in the Ottawa area.

Please join us in welcoming Paddy to the Alzheimer Society of Ottawa and Renfrew County, and be sure to introduce yourself to her when you are next at the Alzheimer Society.



The Perley Rideau Welcome Book

The Perley Rideau Welcome Book for long-term care is now being provided to all new residents. Thank you to the Family and Friends Council and Jim LaPlante for initiating this work and to all the staff members and volunteers who contributed great ideas and helped to update this vital information. Copies of the Welcome Book will soon be available online.

In the coming weeks, watch for a new and improved Tour Guide and Short-Stay Welcome Book.

ReTHINK DEMENTIA CONFERENCE

Tuesday, November 1, 2016 | 10 a.m. to 4 p.m.
St. Elias Centre, 750 Ridgewood Ave, Ottawa



Join the Alzheimer Society of Ottawa and Renfrew County and the Champlain Dementia Network at our annual one-day conference – ReTHINK Dementia. Sessions include:

- **FTD - A mid-life crisis by any other name**
Matthew Dineen – Educator, husband, father, Dementia Champion
- **Improv Your Outlook**
Mary Harvey – Creative Director of Improv Yourself, Communications specialist, Trainer Ottawa Senior Pride Network
- **Creative expression and dementia**
Artswell team
- **Finding Wellness as you Journey**
Dr. Anne Hennessy – Consultant with the Geriatric Psychiatry Community Outreach Program and The Royal Ottawa Geriatric Psychiatry Services

Registration includes snacks and lunch.

Person with dementia: \$50 | Regular admission: \$75

For more information: 613-523-4004

www.alzheimer.ca/ottawa and click on “Register now”

Soci t  Alzheimer Society
OTTAWA AND RENFREW COUNTY



Champlain Dementia Network
R seau de la d mence de la r gion Champlain

Program Guide

September 2016 - March 2017

Guide des programmes

septembre 2016 à mars 2017

Ottawa &
Renfrew County

Ottawa et du comté
de Renfrew



Programs
for people with
dementia and their
families

Programmes pour les
personnes avec un
diagnostic d'Alzheimer
ou maladies
apparentées et
leurs familles

Société Alzheimer Society
OTTAWA AND RENFREW COUNTY

Tel: 613-523-4004 or 1-888-411-2067

www.alzheimer.ca/ottawa



**Improving The Well-Being
Of The People We Serve
Since 1996**

To mark Perley Rideau's 20 years, we have released a commemorative decal. Pick up yours at the Human Resources' information boards of the first and second floors of the Perley Rideau Centre

20th Anniversary Trivia:

Pictured in the kitchen are current staffers Lisa Mallin and Joanne Letang. In the back is Barb Bossio, retired.

**Paypool Winners:
\$100 each**

September 8

- Elva Ford: Ottawa 2 East
- Gloria Torres: Rideau 2 South

September 22

- Almaz H Mariam: Ottawa 1 East
- Sukhwinder Kaur Sekhon: Food & Nutrition

Next Draw Will Be October 06, 2016

Vol. 19-08

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.

For questions, concerns or to share story ideas, please contact Jay Innes at jinnes@prvhc.com.

Please note that the newsletter is available online at www.PerleyRideau.ca. All submissions are welcome. The deadline to submit to the October newsletter is October 19, 2016.

Want to stay in touch with Perley Rideau?

Follow us on these social media sites and watch for frequent updates:



Perley Rideau



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation

For the sake of our residents and fellow staff, please do not come to work when you are sick!

Respiratory Symptoms may include:

Fever • Cough • Head and body aches

Public Health recommends you stay off work for 5 days from the start of symptoms

Enteric Symptoms may include:

Vomiting • Diarrhea • Nausea

Public Health recommends you stay off work for 48 hours after your last symptom

Help Keep Perley Rideau Residents and Staff Safe:

Get the flu shot • Clean your hands
Cough and sneeze into your sleeve

Watch for up to date information and news during outbreak season at www.PerleyRideau.ca

