



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Volume 17-2 February 20, 2014

BETWEEN Us... Briefly

Newsletter for residents, tenants, family and friends, staff and volunteers of Perley Rideau

Open Forums with CEO

Akos Hoffer held open forums with over 300 employees, volunteers, residents and tenants on January 29 and 30, 2014.



In the first half hour, Akos outlined the status of our 15-year strategic plan. He also gave more information on a variety of topics including highlights of the 2014 operating plan, veteran transition planning, updates on the Seniors Village, and recruitment of the Chief Operating Officer.



Akos went on to talk in more detail about plans and actions taken so far to improve

internal communication within Perley Rideau in response to input from focus groups and surveys conducted as part of the Internal Communication Audit last fall.

In the second half hour, the “mike” was turned over to the audience who asked a variety of questions ranging from details about the Seniors Village, impact of the Primary Care clinic on finances, workforce, parking, traffic flow concerns, human resource training and retention, Point of Care technology, Policies and Procedures and many more.

Akos, supported by Carolyn Andrews and Kerry Kelly, gave answers to all the questions that you asked.

“I was very pleased with the great turnout, and to have had the opportunity to share some information about Perley Rideau with you as well as responding to your excellent questions”, stated Akos.

Akos went on to say, “I reviewed the session feedback forms that many of you completed, and it looks like the majority of you agreed that it was worthwhile. I very much look forward to our next forum in April. We have taken note of your suggestions for topics and will make some adjustments to session times to fit your work schedules better.”

Carolyn Andrews added: “I attended all the sessions except for one, and was happy to see the great participation from my team. I am actively following up on the various issues that you have raised.”

“Together we improve the well-being of the people we serve.”

Forum Presentation Highlights

2014 Operating Plan

- Balanced budget at \$52 million up from \$47 million last year
- Capital budget includes implementation of Point of Care system

Strategy Development

- Last year of Phase 1 – expanding the spectrum of care
- Planning for Phase 2 – natural transition of veterans' population
 - Occupancy projections is at 97% + for 2014
 - Working with Veteran Affairs Canada, Provincial Ministry of Health and Local Health Integration Network

Update on Seniors Village

- Apartment occupancy 80%
- Financially independent of long-term care operations
- Finalizing services and amenities such as Family Physio and Gym
- Advocating for Primary Health Care

Recruitment of Chief Operating Officer

- Developing short list of candidates
- Key role in organizational development

Internal Communication

- Some areas are working well
- But lots of work is still needed in other areas
- Discussed the importance of listening and acting on feedback and “keeping everyone informed all the time”
- Taking action already, but some will take time
- Keep you informed along the way

Accreditation Canada Update

Accreditation Canada conducted their survey February 3 - 6, 2014.

Thank you to all of you who were involved in the preparatory work so that we would be ready for the survey.

Preliminary results presented by Accreditation Canada at the February 6 Debrief:

Criteria	2011 Survey Results	2014 Survey Results
Standards Met	91%	94%
Unmet Standards	39 of 455	31 of 495
Unmet Required Organizational Practices (ROPs)	9	1

Based on these figures, we clearly have lots to be proud of! As always, Accreditation Canada will be providing us with suggestions for improvement.

We are expecting the final report and confirmation of our accreditation status by the end of the month. The findings and actions required will be reviewed with you in more details at the April Information Forum.

“Once again, thank you to all who were involved!”

Melissa Lorrain

Fire Safety at Perley Rideau

In the wake of the terrible fire at the L'Isle Verte retirement residence, we have been receiving many inquiries about the fire safety systems at Perley Rideau.

Perley Rideau is equipped with a modern and robust fire safety system. Our system is inspected by the City of Ottawa Fire Department on a regular basis. Drills are now being held regularly, with detailed analysis and feedback provided to participants.

Perley Rideau is located near to Fire Station #36 around the corner on Industrial Avenue.

Our fire safety system features:

Physical layout:

- All four buildings that are adjacent to the Perley Centre building are connected by long corridors which are equipped with fire doors at either end.
- In addition, each unit is equipped with two sets of fire doors, separating one side of the unit from the other.
- Thus, the physical layout of the facility, including the new apartment buildings, reduces the risk of a fire spreading from one unit to another and one building to another.
- All of our buildings are low rise, including the apartments, and are accessible by fire truck ladders.

Safety equipment:

- Smoke detectors, located throughout the facility, are linked to the fire alarm system. If a smoke detector is triggered,

the alarm is activated and all fire doors within that building automatically close. Additionally, all magnetic locks in the building are released to enable occupants to quickly exit the area if required.

- Also linked to the fire alarm system are automatic heat activated sprinklers which are located throughout the facility including individual apartments and residences.
- The fire alarm system is monitored remotely 24/7 by Tyco Integrated Security. Tyco notifies the Fire Department if required.
- Manual alarms are located throughout the facility and can be pulled in the event that smoke or a fire is detected. Hand held fire extinguishers are also available; these are checked monthly.

Fire Response Plan:

- The fire response plan clearly outlines responsibilities for all staff in the event of a fire.
- The plan is updated at least once a year, promoting a consistent 24/7 approach to our fire response.
- The fire response plan is tested frequently throughout the year. Following a test, observers provide verbal feedback to the staff and answer any questions they may have. The observers also meet to develop global feedback to provide to management, and to identify any systemic issues with the response.
- All staff is required to complete annual education related to emergency preparedness.

New dining room for the R1N residents



The dining room on the unit was not conducive to a pleasurable dining experience; it was too small for the number of wheelchairs and other adaptive devices needed for our residents. The dining room was moved from the front of the unit to the back of the unit. The residents and staff on the unit are happy with their larger, brighter and more comfortable dining room. Feel free to drop by and visit our new surroundings.

A big thank you to Support Services who so aptly managed the renovation project.

Changes to funding for physiotherapy care in Long-term Care

On August 22, 2013, the Ministry of Health and Long-term Care (MOHLTC) announced some significant funding changes to physiotherapy; these measures are now in effect.

'One-on-one' therapy will be impacted. MOHLTC will continue to fund physiotherapy services for specific short-term goals aimed at improving residents' functional abilities. Because of this, residents who are receiving therapy for passive range of motion will no longer be eligible for one-on-one treatment.

However, the good news is an increase in funding for exercise classes, which will occur daily in each area of the Long-term Care.

An option for residents is to consider private treatment or to enroll in the group exercise classes. **For more information, contact Family Physio 613-731-7917.** Veterans will continue to receive the additional services through Blue Cross.

Community Volunteer Income Tax Program

This is a free service provided by the Canada Revenue Agency for residents who qualify. This program is intended for individuals who do not have an annual income over \$30,000, and who **do not** have more than \$1000 of interest income, capital gains, rental income, business income, and who are not completing a return for a deceased person.

If you qualify and would like to take advantage of this service, please let the Volunteer Office know that you are interested by calling extension 2356 or emailing at etouesnard@prvhc.com

Make sure to gather all your receipts and paperwork so that the income tax volunteer can process your return as quickly as possible. One hour appointments will be booked on Saturday, March 8th from 10:00 a.m. to 2:00 p.m. and Saturday March 15th from 2:00 p.m. to 5:00 p.m.

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

Family and Friends Council

Wow !! was our **December** meeting an eye opener !! Lorie Stuckless, Manager of Support Services, provided a graphic look ***Behind the Scenes at Perley Rideau*** as she described the virtual under-pinning of all day-to-day operations. Support Services covers a wide range of services from Food Services, Property Services, Information Technology, Security, Housekeeping and Linen.

Continuing our educational theme, **January 16** Council meeting attendees enthusiastically participated in a Focus Group Exercise as Melissa Norman, Performance Improvement Consultant led us in identifying “***What Does Good Care Look Like to a Family Member ?***” On concluding the exercise, she had accumulated a wealth of recommendations and feedback. Post meeting reactions were: “the format was excellent and encouraged participation”, “the forum was invaluable”, and “attending was time well spent”.

The topic for **February’s** Guest Speaker Sylvie Moncion, Director of communications at Perley Rideau is “***Communication: the life blood of any organization. How Perley Rideau stacks up.***” After presenting highlights of the recent Internal Communications Audit, she will seek feedback from Council members. We predict another lively, enthusiastic session.

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 and Rideau

Veterans’ Health Centre, or persons of importance to residents who are committed to acting as advocates.

Council meets the 3rd Thursday of each month at 7:00 pm, except for July and August. Meetings provide opportunities for participants to learn more about life at Perley Rideau, to share experiences and to support one another.

Upcoming 2014 Council meetings

February 20th
March 20th
April 17th
May 15th
June 19th

The purpose of the January 24th Executive was to concentrate on identifying topics and speakers for future monthly meetings and to explore ideas to promote attendance. With this schedule in place, we look forward to increased meeting attendance. Please watch the notice boards for announcements of topics and speakers.

We look forward to welcoming you to our February meeting. In the meantime, questions about the Council may be directed to:

Ray Bailey, Chair
(613) 741-0282

e-mail:
familycouncil.prvhc@gmail.com

More on Dental Clinic!

Our dental clinic is making sure that residents are being well taken care of when it comes to dental hygiene.

Amy Pitre, Muriel Laughton and Rozina Hassain help schedule appointments. If you need to see a dental hygienist for something urgent, or for a complete assessment, please call Rozina 613-526-7171 at extension 2365 or Amy ext. 7178. Most of our veterans should be on a three month interval for their cleaning appointments. If it is longer than that, please contact us.

Our hours are Monday to Thursday 9:00 am to 4:30 pm.

Muriel can book an appointment for staff, residents and family members on Tuesdays and Thursdays. Amy works with veterans on Mondays and Wednesdays.

The services we provide include complete oral assessments, cancer screening, removal of tartar and plaque, stain removal, anti-cavity treatments, personalized oral hygiene instruction and desensitization. All residents are referred to a dental office if there is a need for restorative work.

John Vranjes, DD, our attending denturist, is available on site each Wednesday afternoon to deal with all denture related issues. He can be reached at 613-722-4111 or 613-238-2216 at his two denture clinics to book an appointment. John travels from room to room with his cart, making it very convenient for our residents.

In the one and one half years Muriel has worked with staff and residents, she has noticed a marked improvement in the level of oral hygiene in most residents. This is so encouraging! Kudos to the staff for helping making a marked difference in the overall health of each person.

Welcome to new Staff

As a result of your recent suggestions, we have started to introduce new staff as a regular feature in this newsletter.

Heidi McClintock



Welcome to Heidi McClintock who is taking on the role of Performance Improvement Consultant during Melissa Norman's one-year maternity leave.

Originally from Ottawa, Heidi is a Registered Physiotherapist with 18 years of clinical experience in orthopedics, emergency and sports medicine. Heidi has a graduate degree Health Epidemiology and has seven years' experience in Leadership and Management roles directly related to Quality Management, Health Service Accreditation and Patient Safety.

Engaged in academic pursuits in Health Service Delivery, Health Economics and Quality Improvement, Heidi has provided counsel and direction in the areas of best practices, quality improvement and performance metrics to a variety of health care and service organizations across Canada and the United States.

Over the course of her one-year assignment, Heidi will provide leadership and coordination support to:

- Follow up on the results of the Home's Accreditation Canada survey;
- *Long Term Care Homes Act* compliance;
- The annual resident and family survey;
- Identify relevant indicators to measure the quality of care and service provided at the Home

- Implement an organization-wide safety framework; and
- Develop a Quality Improvement Plan and education to support Quality Improvement at the Home.

An avid runner and proud mother, Heidi is excited about her opportunity to share and learn with the team of dedicated professionals at The Perley and Rideau Veterans' Health Centre.

Angela Leblanc



We are pleased to introduce Angela Leblanc as our new part-time Human Resources Support Clerk, effective February 3, 2014.

Reporting to the Director, Human Resources, and in collaboration with Human Resources Department staff, she is responsible for providing clerical and administrative support to the Human Resources Department and will be assisting Perley Rideau staff with Human resources matters.

Angela has over 20 years of experience in general office procedures and accounting processes. During her career, she also worked in a variety of other positions in diverse organizations, most recently as Accounts Payable Administrator and Contract Administration / AP.

Angela has a secretarial certificate from Algonquin College of Applied Arts in 1989.

Deadline for submission of articles for next issue:

Friday, March 14, 2014

Payroll Winners - \$100

January 30, 2014 Draw:

Rachel Dobson - Recreation- Rideau
Meca Vidal - Food and Nutrition

February 13, 2014 draw:

Caroline Watson - Gatineau 1 North
Almaz H. Mariam - Ottawa 1 East

Next draw: February 27, 2014

Between Us Briefly, Vol. 17-2

Editor: Sylvie Moncion

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<http://www.eepurl.com/JdKQX>

Contributors to this issue:

Carolyn Andrews, Chantale Cameron, Daniel G. Clapin (*Foundation*), Diana Hennessy (*FFC*), Muriel Laughton (Dental Clinic), Melissa Lorrain and Elia Touesnard.

Regular editions of BUBs are typically published monthly, subject to content availability. Articles primarily come from staff and are due mid-month, following which the BUB is issued in the third week of the month or soon thereafter.

Articles can be emailed to Smoncion@prvhc.com



Support the Perley Rideau and have your chance to

Win



...a red convertible roadster 1988 Mercedes

Benz 560 SL previously owned

by 1948 Olympic Champion Barbara Ann Scott-King (value \$40,000). To celebrate her gold medal, only 1,948 tickets will be printed.

The Perley and Rideau Veterans' Health Centre Foundation received Barbara Ann Scott's Bennie



Mayor Watson shows his support for Barbara's Bennie Lottery. Left to right: Foundation Executive Director Daniel G. Clapin, Capital Campaign Co-chair Merv Beckstead, Foundation Development Officer Delphine Hasle and Mayor Jim Watson

Barbara's husband, Tom King has given the roadster to the Foundation to help in our fundraising initiatives.

The late Barbara Ann Scott-King was an honorary co-chair of the exciting \$5 million Building Choices, Enriching Lives Capital Campaign. The initiative is addressing the need for independent and assisted living for seniors including veterans.

Daniel G. Clapin, ACFRE
Executive Director

- Tickets \$100 each
- Draw to take place May 9, 2014 at 10 a.m. at The Perley and Rideau Veterans' Health Centre

To order your ticket today, visit: www.perleyrideau.ca/mercedes or call (613) 526-7173

Ottawa Licence Number M669430

Ticket holder must be at least 18 years of age.

All proceeds are dedicated to the **Building Choices, Enriching Lives Capital Campaign**



Perley Rideau

The Perley and Rideau Veterans' Health Centre Foundation