



BETWEEN Us... Briefly

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

Accreditation Canada – We got it!

Accreditation Canada has awarded the Long-term Care Centre “*Accreditation with Commendation*” which is one level up from last time. We met 94% of an increasing number of standards.

There are three levels of accreditation:

Accredited 80 – 84%

Accredited with Commendation 85-94%

Accredited with Exemplary Standing 95% and above

In order to maintain our accreditation at that level, we have to deal with some standards that were not met, the first by July 6 of this year, and the other four standards a year later. Many staff members are already involved in addressing these areas to maintain our accreditation status.

Akos Hoffer will review the results in more details at our next Open Forum in April. In the meantime, here is a link to the [Executive Summary - Accreditation Canada](#). If you have any questions, suggestions or comments, please contact a supervisor.

We strive for continuous improvement. We would like to thank all staff, managers and Board members for their continued support and dedication to improving the quality of care and services we provide to our residents.

Congratulations!

Seniors Village Expands with Family Physio

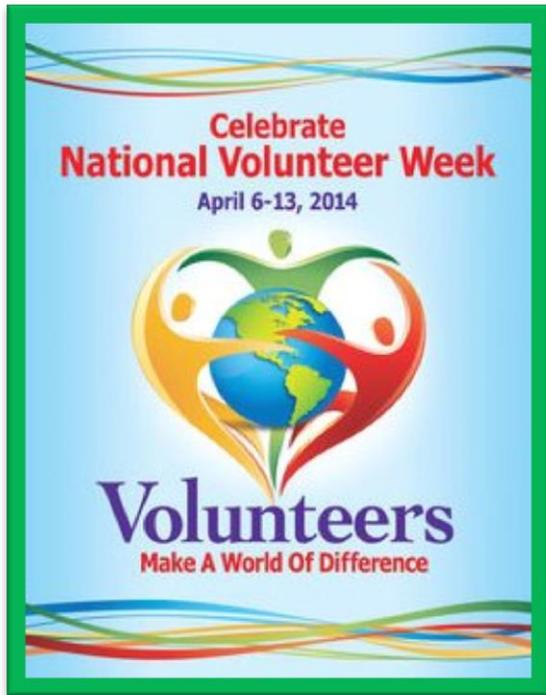
Ross Quane, Perley Rideau CFO, is pleased to announce that we have recently signed a contract with Family Physiotherapy Centres allowing it to significantly expand its health-oriented services in the Perley Rideau Seniors Village Commons area.

Steve Brown, Family Physio’s President, stated that he is hopeful that everything will be up and running by June of this year. He went on to say that more details of the expanded services, which include a fitness centre, will be forthcoming shortly.

Family Physio has a long relationship with Perley Rideau and they are excited at being part of the growing Seniors Village.

Upcoming events

- **Open House of Building B for prospective tenants – April 5, 9 a.m. - noon**
- **Volunteer Recognition – April 10 (see article below)**
- **Annual Night at the Races – May 8 ([click here for ad](#))**
- **Barbara Ann Scott Car lottery draw – May 9 (tickets available at Foundation Office)**
- **Perley Rideau Annual Golf Day – June 9**



It's time to celebrate the tremendous contribution our volunteers make throughout the year at Perley Rideau. Our official Volunteer Recognition Celebration will be on **Thursday, April 10 from 3:30 p.m. to 5:30 p.m. in Lupton Hall.**

How Can You Nominate A Volunteer For Special Recognition?

If any resident, family member, staff or volunteer would like to nominate a volunteer for special recognition (Volunteer of the Year, Advocacy Award or Volunteer Team Award), please complete the Nomination Form (on the last page) and return it to the Volunteer Office (1st Floor at #1300) or email [Elia Touesnard](mailto:etouesnard@prvhc.com), Coordinator of Volunteers at etouesnard@prvhc.com or telephone 613-526-7171 ext. 2356.

Nominations will be accepted until **Monday, March 24**, at which time the Volunteer Selection Committee will review all nominations.

Volunteers at Work!

Many of our residents have been lifelong church goers and wish to maintain that connection with their faith once they arrive here. As a new volunteer, I (*John Orban*) help residents to attend religious services. I have come to see just how much coming together as a religious community means to them and how it strengthens their spirit to know that the church hasn't forgotten them. Others are assisted by family members and I know that it brings them great joy to have loved ones near them as they celebrate their time honored devotions together.

When I arrive at their door, they are often ready to go and are always very grateful for the assistance and the opportunity to be able to worship in their own "home." Most of the residents have been attending church all of their lives and often speak of their many fond and reassuring memories of sharing their faith with family and friends.

Spiritual and religious care is now recognized as one of the most important elements of long-term residential care because it supports the person in their present circumstances and in their hope for the future. I would encourage all family members to support their loved ones by attending these services with residents as it brings them comfort as they celebrate love and life with their faith community.



Left to Right –

Philippe Lepage, Terry Reeve, Rejeanne Fairhead,

John Orban and Father Paul Tennyson

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

Changes in Physiotherapy funding

Last month, we reported that the Ministry of Health had made changes to the funding for physiotherapy services for long-term care residents. We have received quite a few questions from residents asking us to provide more details about these changes. Hopefully the following information will help clarify the situation for you.

- For residents needing passive range of motion exercises [who cannot use their hands and feet and need them exercised]. This care will now be provided in other ways [by staff and others] and with the option of private physiotherapy, if desired.
- For residents who are physically independent for walking and transfers, we will be providing more exercise classes but there may be less one-on-one treatment. We are pleased to report that an exercise class has been added to the many classes already provided in the Gatineau 2 North. For more information, please contact Family Physio at 613 731-7917 or your Perley Rideau manager.

Seniors Housing/Assisted Living

Here are answers to recent questions received by Cheryl Homuth. The apartment buildings onsite are almost finished. These buildings contain regular apartments as you might currently live in – bachelor, one bedroom, two bedrooms, and two bedrooms with den. The buildings operate under the *Residential Tenancies Act*, and not Long-Term Care standards. However because one of the buildings is connected to the Long-Term Care centre, **the access points to this apartment building from the Long-Term Care centre must meet Long-Term**

Care standards. That is why doors are being installed on the 1st and 2nd floor of the Long-Term Care Centre at the junction where the LTC meets Building A.

A popular misconception is that the apartment building next to Russell Road, Building B, is only for independent tenants. Both buildings contain tenants who utilize Assisted Living services, and tenants who do not require these services.

Carolyn Young-Steinberg joins long-term care



Carolyn will be joining the Programming and Support Team as Resident Care Liaison reporting to Carolyn Vollicks.

Resident Care Liaisons provide ongoing support, counselling, education, and advocacy for our residents, family members and staff. They work to resolve problems related to institutional living and often assist residents, families, Powers of Attorneys, SDMs and Guardians in working through legal, financial, and basic care issues.

Carolyn comes to us from our Assisted Living Program with nine years of planning, coordinating, and managing issues, programs, and activities involving seniors and the elderly in the Ottawa area. Her past roles have encompassed case management, recreational programming, community support and outreach, assisted living services and tenant relations.

Carolyn's office is located on O2W at the main communication station, her extension is 2353. Carolyn will be focusing her work on O2E, O2W, O1W, G1N, G2N and 1/2 of O1E.

Employee Education - New Laptops

A purchase of 16 new laptops on wheeled carts has been made with special monies made available from the MOHLTC dedicated for education purposes for staff working in long-term care. Lack of access to computer equipment was identified as a key roadblock for staff. Each home unit, support services, and all three REC/CAS offices will receive a laptop on wheels.

Students – A Welcome Addition to Perley Rideau

Perley Rideau offers opportunities for growth and education to young people interested in working with seniors who come to learn and gain practical experience. The student program is coordinated by Ursula Lamoureux and Carolyn Vollicks.

We accept students from seven schools in the region, encompassing fields of study and occupations such as dance therapy, dental hygiene, gerontology, massage therapy, medical students, music therapy, occupational therapy and aids, recreation therapy for RN and RPN, personal support worker, and social work student.

In 2013, we had 253 students completing 16,521.5 hours of placement time. All are supervised by Perley Rideau staff who take the time to pass on their experience and knowledge and who support this wonderful learning opportunity. Numerous students who have completed their placement here *return to us as valued employees.*

***A thank you to the students
who contribute to the
lives of our residents.***

Family and Friends Council

February's Guest Speaker, Sylvie Moncion, Director of Communication, made a comprehensive presentation on "*Communication: the life blood of any organization – How Perley Rideau stacks up.*" After describing highlights of the recent Internal Communications Audit, she sought input from attendees to complete the project. This resulted in another lively exchange between attendees and presenter.

March 20th guest speaker Carolyn Andrews, Chief, Resident Care, will address *Perspectives on Continuity of Care and Staffing.* She looks forward to attending another Council meeting to update attendees and respond to questions.

During Family Council Week 2014, the FFC and Perley Rideau Management are jointly sponsoring a special education session on Dementia Care, Wednesday, June 11th. It will be open to FFC members and all PRVHC staff. Keep posted for further information.

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 Perley Rideau, 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 FFC meetings:
March 20, April 17, May 15, June 19***

We look forward to welcoming you at our next meeting. Questions about the Council may be directed to Ray Bailey, Chair at 613 741 0282 or by e-mail to: familycouncil.prvhc@gmail.com

Children's "Panomurals" Coming to the MET Gallery

Wyatt Boyd, an instructor at Perley Rideau and at The Ottawa School of Art's Outreach Program, is pleased to bring an exhibition of children's artwork –from his outreach program – to the MET Gallery this April.

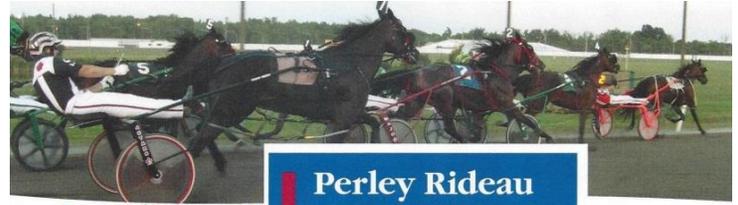
"Panomural" is an exhibition of collaborative mural artworks produced by young artists of the Ottawa School of Art's Outreach Program. The program offers barrier free community-based visual art classes to at-risk children and youth throughout the city. The murals are vibrantly painted and positively abloom, sure to transform the walls of our gallery into a veritable garden of vernal equinox hues. These feature the work by the children at Minwaashin Lodge, Ottawa Inuit Children's Centre, Operation Come Home, Winthrop Court, Christie Lake Kids, Rochester Heights, and Michele Heights.

We invite you to meet some of the young artists for the **opening on Saturday April 12th, 1:30 - 3:30 pm**: a chance for radiant spirits – both young and senior alike – to enjoy some company and refreshments. The Met Gallery is located on the 2nd floor of the Perley Center across from the Creative Arts Clay Studio. The show continues until May 1, 2014.

Annual Golf Day - June 9th

Meadows Golf and Country Club
4335 Hawthorne Road

Sign up a foursome and enjoy a great day on the green. We are canvassing for prizes and your assistance would be very much appreciated. If you can help with a donation or prize, please contact Christine Blanchette or Steve Roy.



Lucky 13th Annual

Perley Rideau

Night at the Races

Thursday, May 8, 2014

Buffet dinner 6:00 p.m. Post time 6:30 p.m.

Rideau Carleton Raceway and Slots
4837 Albion Road

\$60 includes \$25 income tax receipt, live race program, \$2 betting voucher, \$10 slot token

\$30 Staff Association Members and 1 guest only

Silent auction and great raffle prizes to win!

Purchase your TICKET today at the Foundation Office or phone 613-526-7173. Deadline is Friday April 25 for tickets.

Payroll Winners - \$100

February 27, 2014 Draw:

Miranda Burgess – Ottawa 1 West
Cheryl Kemp – Human Resources

March 13, 2014 Draw:

Mary Fraser – Creative Arts
Olga Netchaeva – Gatineau 2 North

Next draw: March 27, 2014

Between Us Briefly, Vol. 17-3

Editor: Sylvie Moncion

If you are viewing this electronically, bookmarks have been set up to locate specific articles. To view, click on the second icon on the left hand side below the print icon. If friends and family members would like to subscribe for the electronic distribution of the BUB, please send them the following link.

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

Contributors to this issue:

Carolyn Andrews, Christine Blanchette, Daniel G. Clapin (FD), Diana Hennessy (FFC), Ursula Lamoureux, Carol Leach (Family Physio), John Orban, Elia Touesnard and Carolyn Vollicks

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

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

2014 VOLUNTEER RECOGNITION AWARDS Nomination Form

(Can be submitted by any employee, resident, family member, or volunteer)

Please **INDICATE** the award for which this nomination will be considered:

_____ **Volunteer of the Year**

Criteria includes: volunteer must exemplify Perley Rideau's Core Values; be a model for the spirit of volunteerism at Perley Rideau; have been actively volunteering during the preceding 6 months; and continue to be an active and exceptional registered Perley Rideau volunteer.

_____ **Advocacy Award**

Criteria involves recognizing a volunteer (or a group of volunteers) who goes above and beyond the regular volunteer program to advocate for, or serve on behalf of, or speak on behalf of, our residents.

_____ **Team Award**

Awarded to a team of volunteers who, as a group, provide service and assistance in an exceptional way that integrates volunteers with residents, staff and families.

Name of Volunteer/Team _____

Area of Volunteer Service _____

Every volunteer/team is worthy of recognition. Why are you nominating this volunteer/team for special recognition?

Thank you for submitting your nomination.

All nominations will go before the Nomination Committee for consideration and final decision. Please drop off your form by **Monday, March 24, 2014**, to the Volunteer Office (mail slot in door).

The recipients will be honoured at our annual Volunteer Recognition Reception on Thursday, April 10, 2014 from 3:30 to 5:30 p.m. in Lupton Hall.