

Between Us... BRIEFLY

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

Volume 16 #19 August 23, 2013

The Passing of my Friend Jack

The following testimonial has been submitted by Roma Antonello-- a family member who is in the process of becoming a volunteer at Perley Rideau.

Many feel-good stories are often written from a celebratory perspective. In the context of the passing of a loved one, such a story might concern how they chose to live their life, their person, their hopes and dreams, fulfilled or otherwise, their passions and hobbies, and their way of bringing people together. However, this story about the passing of a friend has its own twist. There is an African proverb that says, "It takes a community to raise a child", and after witnessing the work and kindnesses shown to Jack from the staff at the Perley Rideau and his friends, I now think it also takes a community to send a life back to God. This is what I saw during the final days of Jack's life.

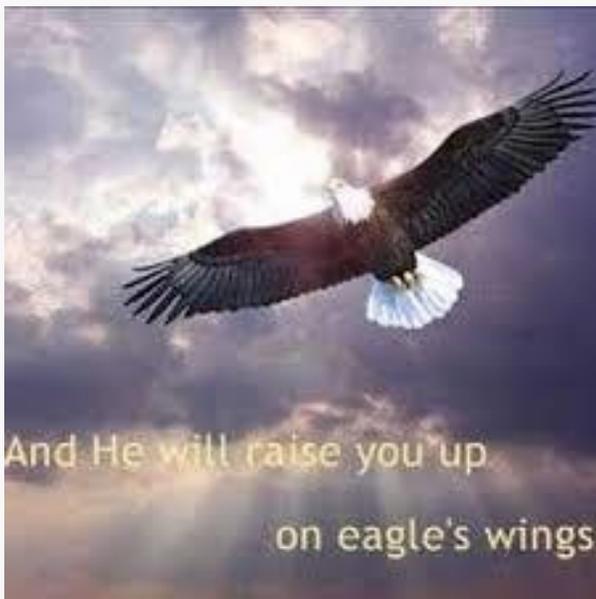
I met Jack three years ago at a retirement facility where my mom and dad resided. Having recently lost his beloved wife Barbara, Jack was sad and lonesome. His daughter Pat came faithfully from Ancaster to see him every month and he had many friends who visited, but Jack was often

found sitting alone, unable to get around on his own and suffering from macular degeneration. Jack's room was beside my father's and I made it a point to visit him every day. Before too long, we became friends. I would get my dad and Jack together for a sing-along. Our trio of voices being quite loud, we would often be joined by others who were keen to be a part of our fun-filled group. As we seemed to entertain many who came by to listen, we would often joke about taking our show on the road.

In March 2012, my dad moved to the Perley Rideau, which was a tough decision for me to make. I knew my dad needed more care, but, it would be difficult to say goodbye to Jack. There was another option, however. Jack, being a veteran himself, could also live at the Perley Rideau, so his daughter Pat and I began planting the seed that he should move. By December 2012, Jack found residence at the Perley Rideau and he, my father, and I were a trio again.

By early last June, it became clear that Jack's health was failing. By August, he had become palliative. It is here that I would wish for one to know the kindness that was shown to Jack by so many people from the Perley Rideau during this period. The staff of Rideau 1 South was outstanding in aiding Jack's family. The doctors, nurses, RPNs, and PSWs were all so kind, caring, and compassionate ensuring that Jack's needs

were always met in a timely manner. They were very considerate of the family and friends who sat vigil with Jack right until the end, offering water, coffee, tea, a bed, or whatever was needed. On Jack's final day, two angels came in the form of music therapists who sang him all his favourite hymns, their beautiful voices opening unto him the gates of heaven. Pat made a request for the hymn "On Eagles' Wings." They didn't know the hymn, but true to a music therapist's heart, one of them found the music and words, and blessed us all later that evening with an utterly moving rendition. Three hours later, Jack left this world for a better place on a beautiful note, just as he would have wanted.



On behalf of the family of Jack Knechtel, I would like to thank everyone at Perley Rideau who added joy and compassion to Jack's life and who helped raise him up in the end.

Nice to get positive feedback from those we serve!

Family and Friends Council

The mission of the Family and Friends Council (FFC) is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support among family members, friends, volunteers and staff. Participation is open to a family member of a resident or former resident of PRVHC or a person of importance to a resident who is committed to acting as an advocate. The FFC does not meet in August. In June, the FFC purchased "Boom Boxes" for the Recreation and Creative Arts Department in order to help improve the musical program for residents. Also, a "Comfort Fund" for the acquisition of small personal items for residents in need is now established following a year of planning. In addition, the FFC recently acquired rest benches for placement in the hallways. The benches are now being "finished" prior to being deposited at strategic locations in the building. In all these activities to assist residents, the FFC would like to thank the Foundation Board for its financial support, and staff and management for their very helpful cooperation.

The next meeting is scheduled for Thursday, September 12.

The FFC's Annual General Meeting will be held on November 14 with guest speaker Ms. Chantale Leclerc of the Champlain LHIN. Dr. Wilbert Keon, Chair of the LHIN Board, will also attend.

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

PRVHC's "3rd Annual Resident and Family Feedback Survey"

Please help us improve the quality of the care and services we provide to our residents by answering the 2013 survey!

Long Term Care Homes in Ontario are required by law to administer a satisfaction survey to residents and families once a year. This year, we will be offering both a long form and short form of the survey with respondents pre-selected.

The survey period is scheduled for October and November. Once again, volunteers will be available to assist residents in answering the questions and to encourage residents to provide comments at any time during the survey.

For residents that are unable to answer the survey, a representative (generally the Power of Attorney) will be given the opportunity to answer the survey questions on behalf of the resident. Representatives will have the option of receiving the survey in the following ways:

1. By phone or in person (with a volunteer)
2. By email
3. By mail or drop-off in resident's room

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

Important Information

The *Long Term Care Homes Act* has identified information that LTC homes must make available to residents and families.

Information about the Residents' Bill of Rights, our complaints process, our abuse policy, and Ministry inspection reports, etc. is posted on bulletin boards and panels throughout the Home. The following resources are also available in a binder at Main Reception:

- Welcome Booklet
- Perley Rideau policies:
 - Abuse of Residents
 - Complaints policy
 - Least restraint
 - Mandatory Reporting to the Ministry and Whistle-blowing Protection
- Service Accountability Agreement with the Ministry
- Audited financial statements

Residents and family members are asked to peruse the "Information for Residents and Families" Binder in the Main Reception area.

New Dental Clinic Employees

I am pleased to introduce to you two new employees to our dental team: Rozina Hussain (left in picture) and Amy Pitre (right in picture). Centre: Muriel Laughton.



Both new employees are working two days a week providing services to our veterans. Rozina provides services as a dental receptionist/assistant to Amy and Muriel. She has a Bachelor of Science in Biology from U of O, and a diploma in Dental Hygiene from Algonquin College. Rozina works with Muriel in her private clinic and has provided oral health care since 2012.

Amy works as a second dental hygienist alongside Muriel. She is native to Ottawa has lived in Nova Scotia for some time and has worked for more than 13 years as an hygienist and assistant.

Wanda Hazelwood [missing from photo] and Muriel will continue their work in the department. Muriel will provide half a day a week of services [by fee for service] to community residents. Amy will work Monday and Thursday. Rozina and Muriel will be in the

dental office Tuesday and Thursday. Wanda assists each Tuesday. The dental office extensions are 7178 and 2365. They provide hygiene services such as cleaning and assessment to veterans and education about oral hygiene to residents, family and staff.

Payroll Winners - \$100

August 1 Draw:

Amran Ahmed - Gatineau 2 North
Patricia Scollard from Rideau 1 South

August 15 Draw:

Jean-Paul Dufour – Rideau 1 North
Kerry Tubman – Manager resident Care, Ottawa Building

Next draw: August 29, 2013

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