

Between Us... BRIEFLY

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

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Message from the Chair



Earlier this year, Greg Fougère announced that he was stepping down as the Chief Executive Officer (CEO) of the Perley Rideau Veterans'

Health Centre effective June 30. As the Chair of the Board of Directors, I wanted to advise you of our plans to replace Greg.

I am taking this opportunity to recognize the leadership that Greg has provided to us and, in particular, his inspired vision of aging in dignity and health. Greg leaves behind a strong organization. You already know about his attention and concern with all employees who provide service to our residents. Working together, you have set the "gold standard" at the Perley Rideau.

These are exciting times for our evolving Seniors Village as we expand our core programs and services to support a greater number of seniors in the community. We are committed to maintaining our tradition of excellence in serving the 450 residents in our long-term care centre, which will

remain an integral and very important part of the Seniors Village.

So what are we doing? We have hired the executive search firm of Renaud Foster to conduct a comprehensive search for a new Chief Executive Officer. This search will be made both externally and internally to ensure that the best candidate is chosen. Also, as part of the process, Renaud Foster is seeking input from key staff and union leadership to understand the needs of the organization. We anticipate that the recruitment for a new CEO will take about four months.

Should you have any concerns or questions about the recruitment process, please feel free to contact Russ Tattersall, Director of Human Resources, at extension 2209.



Peter Strum,
Health Centre Chair of the Board

Presenting Three More Areas in the New Organization

Below we highlight three additional areas of the new organization announced last summer. If you, and/or your colleagues, wish that other areas are covered in future editions, please contact me @ smoncion@prvhc.com

Community Outreach - Broadening the Spectrum of Care

To address the health care needs of a growing number of seniors, the province has developed its *Aging at Home* strategy, which calls for innovative health care measures to allow seniors to live independently for as long as possible. Perley Rideau has responded by introducing new and expanding existing programs, to increasingly support seniors who choose to remain in their homes, while adding to the availability of seniors' housing choices in the community.

Cheryl Homuth holds the position of Director Community Outreach, reporting to the CEO. Cheryl is responsible for short-stay respite and convalescent care located in the Ottawa Residence, Assisted Living Services, available for seniors requiring assistance in their homes, which includes apartments, the Adult Day and Guest House respite programs in collaboration with Carefor, and the new Apartments. To ensure good coordination within the long-term residences, short-stay respite and convalescent care programs fall under the responsibility of the COO.

In addition to overseeing these programs, Cheryl is building relationships with health and social service providers who will link the community and seniors to the Perley

Rideau. She has been involved with promoting the development of new services, for example, the proposed Primary Care and Wellness Centre.

Cheryl has worked in Health Care for over 30 years, with the majority of these years in supervisory and leadership positions. She joined The Perley and Rideau Veterans' Health Centre in 2003 as a Program Manager in long-term care, in addition to overseeing the Allied Health staff and took over her present responsibilities in 2012.

Prior to joining Perley Rideau, she gained diversified experience, working at the Canadian Society of Respiratory Therapists, the Rehabilitation Centre, and the Ottawa Hospital, in addition to teaching part time in respiratory therapy and nursing refresher programs.

Cheryl holds a BA in Biology, and is a Registered Respiratory Therapist.

Communications

In broad terms, the goals for external communications as expressed in the 2012/2013 Joint Communications Plan between the Health Centre and the Foundation are to:

- Become better known, and that its program to broaden its spectrum of care will be understood and supported by the target audiences
- Show how Perley Rideau is satisfying seniors' and veterans' needs today, and will be there for them in the future
- Provide meaningful information that will support its goal of becoming a centre of excellence in dementia care
- Motivate the community to provide support (volunteers, fundraising).

Sylvie Moncion, as Director of Communications, plans and executes communication activities, jointly reporting

to the CEO of the Health Centre and the Managing Director of the Foundation. The Director supports the Stakeholder Liaison Committee of the Health Centre Board and the Communication Committee of the Foundation Board in fulfilling their mandates.

Sylvie leads the planning and development of strategic communications, media and public relations, web development, multimedia projects and public affairs across a spectrum of activities. She is responsible for proposing communications strategies that help advance the Health Centre's programs and services and the Foundation's efforts in fundraising to catalyze broad impact in the Ottawa area.

Before joining Perley Rideau, she held various senior positions in both the private and public sectors in organizations such as The St. Lawrence Seaway Management Corporation, The Royal Canadian Mint and the Cement Association of Canada. Over the course of her career, Sylvie has won several awards for outstanding marketing programs and communications activities in Canada, the United States and Europe.

Sylvie graduated from the University of Ottawa with an Honours degree in Communications.

Medical

The roles and responsibilities of the Medical Director include i) the provision of physician services – recruiting, developing guidelines, and monitoring performance of a team of 13 physicians, ii) development of clinical practices – ensuring that clinical practices are in place based on current standards and regulations, and iii) a system to monitor the quality of care to continually assess the quality and appropriateness of clinical practices.

Dr Benoit Robert joined Perley Rideau in 1999, and assumed his current position as Perley Rideau's Medical Director in January 2011, reporting to the CEO. He also holds the position of Co-Medical Director, Dementia Program at the Glebe Centre. He obtained his MD from the University of Ottawa in 1986, and achieved specialization in family medicine with a CCFP in 1988 at the same university. He also received his MBA in 1995.

Dr. Robert is quick to give credit to his team, which is comprised of fellow physicians, nurses and other health care professionals. In particular, he has been quoted to say that "The Perley Rideau nursing staff does the vast majority of work that adds to the residents' quality of life here. The staff is such an important part of our team."

Dr. Robert is active in the community working with Scouts Canada, and sits on the Board of the Ottawa Valley Autistic Homes organization.



LOVE IS ALIVE at Perley!

Wednesday, February 13, 2013, residents in the Rideau Building enjoyed the Musical talents of Vee Shin, our Music Therapy Intern. Winsome Hayle and Mary Ann Smith proudly provided an early Valentine's Luncheon for the Veterans and their spouses that reside at PRVHC. RA's on the unit were commenting on "how romantic" it was. Love is like a good wine.....the older the better!

Meet and Greet for New Family Members

Every second Wednesday of each month (except July, August and December), family members of the new residents from the last six to eight weeks are invited to join

Mary Mueller, RN and Chair of the meetings,
Bonnie Baird, Social Worker,
Nicole Lecomte from the Alzheimer's Society and
Chantale Cameron, Director of Resident Care

to share their feelings and experiences about their loved ones move to the Perley Rideau.

We realize that some residents have a hard time adjusting to living in long-term care and that a lot of support is offered to them; we also realize that family members have a hard time adjusting to this move, some experiencing feelings of guilt and loss associated with placement to Long-Term Care.

The Meet and Greet gives families a chance to share and to realize that they are not alone in feeling the way they do. We hear many favourable comments about the care and services that are provided by the Perley Rideau staff at these monthly meetings, these comments are shared with the staff in a monthly staff update (newsletter).

Here are a few of the many comments we would like to share with you.

“He wanted to come here because he was feeling terrible, he’s perked right up”

“He has adjusted better than I have”

“Staff has been terrific”

“Can’t say enough about this place”

“Great experience, he is flourishing.”

One son explained that his dad was somewhere else before and he “couldn’t relax about his care, this is a cake walk, so relieved.”

“Very impressed with the facility and the staff”

“His spirits have really improved since he’s been here”

“Amazed at the wonderful care he gets”

“Dad is always in a good mood when we come to visit”

“Very impressed with the place and the staff”

“She brags about what she’s done” when we come to visit.

“We love it here”

“Impressed from the first day”

“Amazed that the staff can shave Dad, I was the only one that could do it before!”

“Excellent place “

“The team is incredibly supporting and friendly”

One daughter was so thankful because, “she used to have to manage the dementia, now the Perley does instead.”

First Tenants Have Moved In!

The first building, the one next to Russell Road which has 45 apartments, received its first tenant on February 23, 2013. It is a busy time for those involved as more and more tenants are arriving in their new homes!

Staying in Touch with



They say “a picture is worth a thousand words”, imagine that of a video!

In January 2013 the Recreation & Creative Arts Service Department launched a new recreation program using Skype. The Skype program at the Perley is facilitated once a week by one of our Recreation Programmers in the computer room beside the Perley Library and the Video Room on the second floor.

Skype is a computer program that offers free “face-to-face” video conversations with anyone worldwide. Staff has created a Perley Rideau account on Skype and spend 1-1 time bringing residents to the computer room and setting up their call with the residents family member(s). This program allows residents and their loved ones who live outside of Ottawa in locations such as: England, British Columbia, Newfoundland, Calgary, and even vacationing in Mexico to stay in touch with one another. By opening the doors to this form of communication, residents have also been able to reconnect with family members they haven’t seen in years!

For more information regarding this program or for interest in participating, please contact the Recreation Therapist in the appropriate building:

Rideau – Cassy Hopkins ext. 2125 or chopkins@prvhc.com

Gatineau – Dave Harris ext. 7735 or dharris@prvhc.com

Ottawa – Sharon Tremaine ext. 7435 or stremaine@prvhc.com.

Introducing the Wanderguard System to G2N



Gatineau 2 North recently became an open unit, which involved leaving the doors that exit from the unit unlocked (but remaining closed). There are still a couple of residents on the unit that require a secure environment. Therefore, in order to ensure the safety of these residents without compromising the other residents’ abilities to come and go on the unit, we have installed the Wanderguard system.

Residents who are wandering or exit seeking related to their dementia are given a bracelet with a built-in transmitter. When the resident with a bracelet walks up to a door that is protected by the Wanderguard system, the door to the unit will lock to prevent this resident from leaving.

If the wandering resident goes beyond the locked door, an alarm will alert staff that a wandering resident has left the unit. The alarm will sound until the system is reset by staff using a customizable code.

For more information on the Wanderguard System or for a demonstration on how to use this system, please see Doris Jenkins, the Unit RN or Kerry Phillips.

Sick of all this snow?

Here's something to get your mind to a warmer place!



Mark your calendars because Caribbean “Perley Vibe” is coming the week of June 17th! Get ready for exciting events including an evening of Caribbean food in the cafeteria, a steel drum band, and much more! For those interested in being a part of the planning committee or have connections with Caribbean entertainment, please contact Cassy Hopkins at ext. 2125 or at chopkins@prvhc.com.

Important Newsletter Survey We want to hear from you!

We are conducting a survey to evaluate our newsletter. Your feedback is important to us as we strive to improve communication with our employees.

The purpose of the survey is to assess the content, format and style of *Between Us Briefly*.

Please follow the link to the survey which will take less than 4 minutes to fill out.
www.surveymonkey.com/s/W3DBZYQ

Deadline for responses is mid-April. The results of the survey will be communicated in a future issue.

Payroll Winners - \$100

Feb. 14 Draw: Christine Boisclair -Rideau 1 North and Lisa Moylan - Gatineau 2 North

Feb. 28 Draw: Shaun Deschamps - Food & Nutrition and Kimberly Major - Gatineau 1 North

March 14 Draw: Anthony Clark - Creative Arts and Diana Sutherland – Housekeeping

Next draw: March 28th, 2013

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