

The Perley and Rideau Veterans' Health Center

Introduction to the Manager of Resident Care Role

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



Perley Rideau

The Perley and Rideau
Veterans' Health Centre



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WHO WE ARE

Samantha Diceman – Rideau Building

- Veterans - 130 beds

Kerry Tubman – Gatineau Building

- Veterans/Community/Secure/SBSU – 160 beds

Doris Jenkins – Ottawa Building (interim)

- Veteran/Community/Sub-Acute Care – 160 beds



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OUR CORE VALUES

Compassion

- Providing a safe, comfortable, caring and friendly environment, and ensuring a good quality of life

Respect

- Respecting Residents' Bill of Rights

Integrity

- Honesty and trustworthiness in all that we do

Excellence

- Excellent quality of care
- Employing caring, engaged staff committed to excellence, innovation and continuing improvement



REPORTING STRUCTURE

Who reports to us?

- PSW Supervisors
- RN/RPN's
- Clinical Admin Assistant
- PSWs report to the Supervisor and indirectly report through to the Manager. First line of contact would be PSW Supervisor.



Responsibilities of Manager

- Resident care provided in home area.
- Manages day to day operations of home area
- Leader of the home area. Providing mentorship, coaching and support to staff
- Support the delivery of high quality person centered care
- Lead and implement Quality Improvement initiatives



WHEN TO CONTACT MANAGER?

- Questions or concerns related to resident care that are not addressed at the unit level with the Registered Staff.
- Staff Compliments/Concerns
- Special requests
- Available Monday to Friday during the day
- If you need us to meet at other times let us know.



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Manager Contact Information

Samantha Diceman

Manager of Resident Care, Rideau

Office location R1S

Office 613-526-7170 Ext 2113

Cell 613-884-8483

sdiceman@prvhc.com



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Manager Contact Information

Kerry Tubman

Manager of Resident Care, Gatineau

Office location G1S

Office 613-526-7170 Ext 2110

Cell 613-218-5115

ktubman@prvhc.com



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Manager Contact Information

Doris Jenkins- Director of Nursing

Interim Manager of Resident Care, Ottawa

Office location Perley Center 2nd floor

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QUESTIONS

