

Between Us... Briefly



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Vol. 18-6

Newsletter For Residents, Tenants,
Family and Friends, Staff and Volunteers of Perley Rideau

Skin in the Game

*When it comes
to skin, Perley
Rideau is all in*

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the Perley Rideau Village *page 5*

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Sean Muncaster: Summer Youth Student Assistant



Volunteer Services is pleased to welcome Sean Muncaster on a full-time, 11-week contract supporting the Summer Youth Program. He is a second-year history and philosophy student at Queen's University. Sean says that volunteering at the Perley Rideau the past two summers was one of his "best experiences" and he hopes to facilitate an equally rewarding experience for others. Sean

Announcements

is a competitive ultimate Frisbee player, an avid writer and gamer. He is looking forward to his role as a liaison between staff and summer youth volunteers, with a goal of increasing quality of life for residents and tenants in our Seniors' Village.

We gratefully acknowledge the Ontario Ministry of Citizenship, Immigration and International Trade, the Ministry of Government and Consumer Services and The Perley and Rideau Veterans' Health Centre Foundation as co-sponsors for this position.

NEW: Easy online access to submit your work availability

Are you available to work? Are you ready to submit your availability online through QHRnet?

It's true – you can now submit your availability online through QHRnet. It is easy to do and the instructions are online. However if you need specific instructions, please come and visit Cindy or Karen in the Nursing Staffing office and they can demonstrate for you.

Please remember to always submit accurate availability. Accurate availability means only submitting availability for shifts you are available and willing to work. Having QHR at your fingertips allows you to change any availability you have submitted. We encourage you to edit your availability as soon as it changes.

Please do not submit availability for shifts you are not available or willing to work. Beginning in September 2015, the Perley Rideau is changing how it pre-books shifts – shifts will be assigned according to the availability you submit in QHR, and it will be your responsibility to check your schedule in QHR to see what shifts have been scheduled for you. The Staffing Office will not call employees to confirm that they want to work those shifts.

This is how the (new) pre-booking process will work:

1. Your availability for the following month must be submitted by the 15th of the month. (Example Sept. 15th is the deadline to submit availability to be pre-booked for October shifts)
2. Staffing Office will assign available shifts based on seniority and the availability you have submitted to QHR. You will not be phoned to confirm whether

you are OK with the schedule – you have already committed to work any shift that you indicate you are available to work.

3. Four (4) business days following the 15th of the month, you will be able to check QHR to see what shifts you have been assigned for the following month (this is the "published schedule")
4. Please note that once the schedule is published, you are committed to work each scheduled shift.
5. We will continue to keep your availability for last minute calls, sick replacement etc. You will still receive a phone call to offer these kinds of shifts. Again, if your availability changes after the pre-booking for the month is finished, you must change it in QHR.

If you have any questions or comments about this process, please do not hesitate to speak with Kerry Tubman, Samantha Diceman, Ursula Lamoureux, Bonnie Soucie, Debbie Heika or Kim Soucie. We will continue to communicate this change throughout the summer.

HOOPP Enrolment

Elimination of part-time eligibility requirements

Here is what it means for you:

- Effective October 1, HOOPP is removing its part-time requirements making all part-time and non-full-time employees eligible to join the Plan immediately
- Enrolment, for all employees not considered full-time, is still optional

If you have any questions regarding this information, please contact Christine Blanchette at ext. 2103



Skin in the Game

Pressure Ulcers and Wound Care Top Priorities for 2015



Just a few of the team members assembled to tackle skin-related issues and to help Perley Rideau meet its commitments in the Quality Improvement Plan.

- *Jennifer Plant, co-lead, Manager of Education and Projects*
- *Megan Harris, RPN, RAI Focus*
- *Samantha Diceman, co-lead, Manager of Resident Care, Rideau Building*
- *Bill Potvin, PSW, Resident Safe Handling Trainer*

When it comes to skin, Perley Rideau is all in.

In some ways the expression, “Having skin in the game”, describes the Perley Rideau focus on solving painful skin problems. But this initiative isn’t a gamble in the way that the term is used in cards; it’s a commitment that has earned staff support and resources to fight the pressure ulcers that can cause daily pain and discomfort casting a painful shadow over a person’s quality of life.

With steps that include assembly of a special team to address skin and wound issues and the introduction of a dermatologist’s office (see story on page ABC) in the Village, Perley Rideau has targeted these skin issues as a top priority for 2015.

“Right now we have a higher than provincial rate of pressure ulcers, and this is why we chose to focus on it,” says Linda Hunter, the Chief Nursing Officer.

The plan, Linda adds, has been shared publicly and is available on the Perley Rideau website (<https://www.perleyrideau.ca/article/quality-improvement-plan-2015--2016-2533.asp>). Readers can see Perley Rideau’s results and read about the strategy to reduce by one per cent the number of residents who have a worsening pressure ulcer, dropping that number to 3.5%.

That transparency and commitment to specific goals originates from the Quality Improvement Plan (QIP) and has roots in the 2010 Excellent Care for All Act (ECFAA) when Ontario introduced a goal of defining and

ensuring high quality care for patients from their health care providers. Healthcare organizations must produce a Quality Improvement Plans (QIP) each year and make the plan available to the public. Perley Rideau’s QIP is produced with the participation of all the frontline staff including PSWs, Registered Staff and management before proceeding to the Board of Directors. Basically, it’s a plan that has been touched by every level of staff, helping to engage and energize the full community in this improvement process.

To sharpen the focus on pressure ulcers and to develop in-house knowledge and ability to reach the QIP goal, Perley Rideau is educating staff to deal with skin, wound and pressure ulcers issues so that problems can be solved at home. Two teams have been formed to tackle skin issues including the Skin and Wound Assessment Team (SWAT) and the Pressure Ulcers QIP team.

SWAT and the Canaries

When Loredana Nita was recruited for the Skin and Wound Assessment Team she jumped at the idea of empowering nurses who showed interest in wound care. She was eager

to learn more about educating staff and building an in-house program with a focus on prevention rather than just treating wounds.

“To be a good nurse, to provide good quality care, you have to learn and share what you know every day and never miss an opportunity”.

As an original SWAT team member, Loredana and the other members of the small team received online training through the Ontario Hospital Association and the Canadian Association of Wound Care (CAWC). Soon after, Loredana and Kim Mayo (RN) attended the Wound Care Conference in Toronto and intensive training was followed three months of guided learning support from Canadian ET nurses and specialists in wound management. Earlier this year Perley Rideau supported Loredana with an application for funding from Registered Nurses Association of Ontario (RNAO) for education in best practices at the Wound Care Institute.



Loredana Nita

“I realize now that wound care is an art on its own,” she says. “You have to have a lot of hands-on practice to be a good wound care nurse.”

All staff will benefit from this training including the PSWs, who Linda calls “the canaries in the coal-mine”. The PSWs, she explains, can be the first to spot any of the characteristics of pressure ulcers like reddening or dry skin. After all, “They are the closest to the residents; they see them, they touch them, they clean, they feed them, they move them, they care for their daily living needs”.

Samantha Diceman, Manager of Resident Care and co-leader of the Pressure Ulcers QIP team, says success is simple math: “Two heads are better than one!” and adds that dealing with skin and wound issues can be overwhelming so shared knowledge and collaborating are really important.

Essential for success are training and teamwork and that means staff need to gather information and pass it along; flowing from the frontline to all staff and from the expert conferences back to Perley Rideau.

Jennifer Plant, the Manager for Education and Projects and co-leader of the Pressure Ulcer team is working with experts in the field to design educational opportunities so that staff are supported in reducing pressure ulcers. Some of the education may be managed through Surge Learning, the electronic learning management system, although a key component will be in-person training across all shifts in the organization. Corporate orientation is also supported by a new Lunch and Learn program that shares the information with the wider Perley Rideau community. In the coming days and weeks, watch for the upcoming Lunch and Learn schedule.

It’s a safe bet that when it comes to these skin issues, Perley Rideau will meet its QIP goals.

2015 QIP Priorities:

- Reduce resident falls
- Improve responsive behaviour
- Lower the frequency of pressure ulcers

Lactose-Free Ice Cream is now available in the Ice Cream Parlour!

Get Yours Every Wednesday 1:00 – 3:30 in the pub.

End of the Red and White Health Card

In 2018 the Ontario Government will phase out the Red and White Health Card.

All residents in Long-Term Care facilities MUST have their Red and White Health cards replaced by the facility administrator.

The administrator is required to provide specific documentation.



Perley Rideau administration is asking that you avoid the rush by acting now to book an appointment to replace the Red and White Health Card for your loved one.

Please contact:

- **Dianna Latulippe – Admissions**
dlatulippe@prvhc.com or 613.526.7170, ext. 2300

Dr. Tad Pierscianowski Moves to Perley Rideau

Established dermatologist now part of the Perley Rideau Village

Dr “P” or Dr. Tad, as he is affectionately known, began his 20 year career in the Canadian Armed Forces when he immigrated to Canada in 1977. A graduate of London University with postgraduate training in Internal Medicine, his first posting was as a General Practitioner at Base St. Hubert in Montreal. After three years he completed a further two years of Internal Medicine training at the National Defence Medical Centre (NDMC) and the University of Ottawa before completing his Dermatology Residency at the University of Toronto. From 1985 to 1996 he was Head of Dermatology for the Canadian Armed Forces once again posted at NDMC which at that time was a 250 bed hospital that provided care for active Canadian Force members, veterans, politicians and members of the senior public service. He provided dermatologic care to veterans both resident within NDMC and the H-huts which at that time were situated along Smyth Road.

In 1996 the Veterans were moved to the new Perley and Rideau Veteran’s Health Centre. The H-huts were pulled down and NDMC was converted into office accommodations. The following year Dr. Tad retired from the CAF and obtained privileges to continue to care for the residents of Perley Rideau. He has been coming to consult for one day every two weeks for the past 19 years.

“I’m extremely pleased to have been given the opportunity to move my private office within the body of Perley Rideau. Senior management, support services and ward staff have all been wonderfully supportive and have made me feel so very welcomed.”

Dr. P’s office will greatly benefit especially the patients who in the past have had to be transported to his private office for surgical procedures and who now will be able to come downstairs and have it done locally. “It is a win-win for everyone, more economical for me, easier for patients, family, nurses and a significant savings of time and money for the health services. Anything I normally do in my office I can do here”

The design of the new office space was undertaken by architect Dave Bull, who visited Dr. P’s McCarthy office to ensure the office, although smaller, would function efficiently. Dr. P is renting the space with an initial five



Dermatologist is in the House: Dr. Tad Pierscianowski is flanked by his wife, Heather (left) and Linda, his receptionist, in the hallway outside his new Perley Rideau office.

year commitment. The aim is to slowly wind down his practice. He will, therefore, no longer be accepting pediatric patients. He will, however, continue to care for his present and previously seen patient’s with the help of his long-time assistant Linda, well known to the ward clerical staff, and his wife Heather who helps out one day per week. About 20% of his patient load will be new patient referrals.

The clinic will operate on Tuesday, Wednesday, Thursday and one Monday per month. “We book from 8:30 until 4:00 pm but we finish when we finish.” Linda leaves around 5:00 pm and Dr. P between 6 and 8 pm.

Dr. Tad will continue his specialty Leg Ulcer Teaching Clinic at The Ottawa Hospital - Civic site every other Monday and still maintains an active role within the Division of Dermatology at the University of Ottawa. He is a founding member and treasurer of the National Capital Skin Disease Foundation since 2005. This charity was started for the purpose of developing a Dermatology Centre of Excellence, the building of which is due to start shortly at the Parkdale Building of the Civic Campus.

“I’m overjoyed to continue to practice dermatology at Perley Rideau.”

Dr. Tad’s office is located on the main entrance corridor so be sure to stop by and say hello to him and his staff.

Dear Mr. Akos Hoffer,

I am writing to acknowledge the wonderful care received at The Perley and Rideau Veterans' Health Centre for my husband, Mr. Richard Crossley. Our journey began nine years ago with a diagnosis of Parkinson's disease and subsequently four years ago – Dementia. In September 2014, a fall occurred and everything changed. Richard's inability to stand or walk resulted in admission to acute care and then into a community hospital while awaiting placement in long term care.

Our admission to Perley Rideau came December 23, 2014, and as I walked down the long hall, I knew that this was the place our care needs would be met! Everyone met me eye to eye and welcomed us with a smile and a warm greeting. His admission to Ottawa One West was accomplished in a short period of time and it felt as if we had arrived "home". The immediate loving and supportive nursing care given to Richard was amazing! Julia, Rosemary, Christine and all the other staff were there at all times to meet his every need. The Recreation staff incorporated him into all the activities, even with his limited ability. The common dining room was always a joy to be part of, where staff and family assisting would spend time enjoying a meal. I am grateful for Dr. Cuong Ngo-Ming's timely calling of a family conference immediately after the New Year to prepare us, as a family, for the eventual outcome of Palliative care and death.

Our journey at Perley Rideau was 11 weeks long and Richard's inability to swallow moved us into end of life care. I was privileged to stay 24/7 with him during that last week, which was a gift for me. The superb nursing care continued in the same environment we had grown to love! As I slept beside him, the night angels (staff) would come in every two hours, change him, massage him and reposition him without my knowing! Respect and dignity were certainly shown to us at all times, for which I will be eternally grateful. Our Son, Christopher, joins me in expressing our gratitude for the excellent care given to Richard.

In your dialogue with the other Health Care Facilities re: upcoming changes within the structure of Perley Rideau, I pray that the same commitment to excellent family centred care will remain your mandate.

Yours sincerely,

Mami Crossley

Family and Friends Council

FFC

Thursday, 16th July at 7:00 pm the Family and Friends is embarking on a new adventure as we gather for the first ever Social Evening in The Pub — also known as Jo and Denys Pub. Please join us to meet our co-host Rachel Stoparczyk, Coordinator Volunteer Services who will describe how The Pub operates and how volunteers support this activity and Pub Manager Ken Green who has graciously agreed to be present to answer questions on topics ranging from training volunteers to managing stock and other pub responsibilities.

Since Council does not meet in August, we are sending wishes for an enjoyable and healthy Summer and look forward to welcoming you back at the first Fall meeting on **Thursday September 17th**. Please watch for news about this evening's topic and speaker.

June 18th provided a unique opportunity to gather insight into life on the resident care front lines. On this occasion, we were introduced to a Day in the Life of a PSW by four individuals who brought literally decades of experience from caring daily for your loved ones. PSW Rene Escobar, Special Approach PSW Darlene Yue and PSW Supervisors Colleen Barbier and Barb Wilson described the numerous individual care actions required for each resident, every day of the year, thus illustrating the responsibilities of Personal Support Workers, and how their work is defined by the individual characteristics of each resident and their particular shift. We gathered important insight into how PSWs work with residents and their families and we saw first-hand the passion and commitment these individuals bring to their work at Perley Rideau — thus bringing care and comfort to residents. In true Council meeting fashion, there were numerous questions which were fully answered and finally, as a demonstration of their ongoing work, we

were asked to complete and return the “Are we aware of your top 3 priorities for your loved one's quality of life?” questionnaire for follow up.

3rd June Perley Rideau's Family and Friends Council partnered with Senior Management to sponsor the **Chronic Pain Management and Palliative and End of Life Care** seminar. This was a rare opportunity to hear from two particularly experienced physicians: Perley Rideau physician Dr Cuong Ngo-Minh whose practice focusses on care of the elderly and Dr Jose Pereira, Professor and Head of Palliative Care at the University of Ottawa and Medical Chief, Palliative Care programmes at Bruyere Continuing Care. This event was part of the annual Family Councils Week.



On June 3rd, Dr. Cuong Ngo-Minh participated in a seminar on Chronic Pain Management and Palliative and End of Life Care. Part of Family Councils week. Also presenting was Dr. Jose Pereira, Professor and Head of Palliative Care at the University of Ottawa and Medical Chief, Palliative Care programmes at Bruyere Continuing Care

Family members are invited to the monthly FFC meetings.

The Council is always looking for family members who would like to join the executive group.

To find out more, please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: familycouncil.prvhc@gmail.com

The Mission of the 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 amongst family members, friends, volunteers and staff. Participation is open to family members of residents, former residents of the Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates.

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

For questions about the Council please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: familycouncil.prvhc@gmail.com



Staff Communications a Priority in 2015: Town Hall Summary

A Summary of the June 11/12 Town Hall Meetings

By Akos Hoffer, CEO

As The Perley and Rideau Veterans' Health Centre progresses toward the future while honouring the past, we're aware of the growing pressures to do more, be better and exhibit improvements while everyday living our mission, "Together we improve the well-being of the people we serve".

Our mission statement is a powerful slogan that has been around for years. While words like "together", "improve" and "well-being" are vital, I focus on the key word "serve" as a reminder that the institution is a servant to its residents, families, tenants and clients and the wider health system.

Emerging from several in-house surveys and a recent internal communications audit, staff informed us that they want to engage in more two-way conversations with their supervisors. Sure, Town Halls, newsletters, mass emails, posters and other communications are appreciated but staff want more than a one-way communication. You want really effective communications where a direct manager/supervisor takes the time to stop, listen and respond. The other thing that I've heard from staff is that communication needs to be a priority. From my perspective, communications failure is at the heart of many problems and if the communications can be improved then everything else can fall in line.

As we prepare to tackle the challenges on many fronts, often the focus turns to our frontline staff who serve various groups. I want to reframe this concept -- turn it on its head. Through a series of Town Hall meetings and other public communications, the Perley Rideau leadership has asked staff, "What can we do to serve you?" I'm talking about the age-old concept of servant leadership reinforcing the fact that our organization exists to serve and the leaders live to serve in a great organization.

*"Organizations exist to serve. Period.
Leaders live to serve. Period."*

Tom Peeters

The first step in this journey is to establish a routine for managers to meet with staff and pose a set of standard questions, providing a dedicated time to talk, to hear about the things we are doing well and the people who should be recognized for outstanding work. We want to hear your

suggestions for improvement and specific equipment needs.

Studies show that regardless of a company's success, whether it's being named a top employer in a sector or region or generating private-sector profits, a fundamental driver for employee satisfaction is linked to the employee's relationship with his/her manager. I know that these meetings can only help improve relationships by breaking down barriers and elevating our conversations.

With the information laid out on the table in face-to-face discussions, I expect our leaders will be able to reduce the number of misinterpreted messages that can surface from second-hand information, rumours and or confusing email. With a regular and formal routine for meeting with staff and volunteers, I expect that problems will be tackled early on before they fester. These conversations are not meant to replace your regular interactions; we are establishing a process so that every three months our leaders will listen to and speak with each of our 1100 staff and volunteers. These communications will be recorded and shared publicly and management will be held accountable for following up.

Another reason we want to elevate the communications with staff is to harvest good ideas. As the frontline, staff have great ideas to improve the work environment and better serve our residents and we all benefit from efficiencies and other improvements that come from your good ideas.

In 2015 we want to really emphasize that relationships matter. We will be nurturing those interactions and fostering those communications to realize our mission together.

Key Questions:

1. What's working well today?
2. Who can I recognize for doing great work or for being especially helpful?
3. Are there any processes or system problems that need to be fixed? What do you recommend?
4. Do you have the tools and equipment you need to do your job?
5. A specific question related to a quality or safety priority.**
6. Is there anything else I can do for you right now?



THANK YOU FOR HELPING TO ELEVATE THE CONVERSATION.

By The Numbers - CEO Town Hall:

Introducing Rounding with Staff, June 11/12, 2015



35 Number of respondents who indicated that they had 8 or more people to thank!

393 Based on staff response, the minimum number of colleagues to be thanked

3 number of survey questions that earned an average score of "very good"

Memories from the 2015 Staff Appreciation BBQ

Highlights:

- More than \$1,500 in prizes
- More than 400 lbs of meat served
- Congratulations to Soason Jabbariazar, winner of a Perley Rideau Day Off

Just a few of the comments:

1. Thank you!
2. Thanks for a great BBQ tonight. It was very delicious and your hard work is appreciated.
3. Fantastic BBQ today thank you.
4. Just wanted to let you know how much fun I had at the BBQ. Thanks for all the organizing, cooking and time that you put into the great meal/prizes. It was really nice to look around and see staff laughing and having a great time together. The BBQ is a really nice touch every year.
5. Thank you! There were so many prizes!! It's fun so many people could win something, thanks for all your work organizing it



Spring Fling BBQ “Our Village is Growing” Costume Winners:

Staff Appreciation BBQ

1st place – HR Flower Pot Hat ladies



2nd place – Bumble Bee & Flower Pot



3rd place – The Unit Clerks



Continuing at The MET Gallery until July 8th: **‘Memories of...’**

The artwork of Laurie Jenkins. Watercolours and acrylics of landscape, flowers and animals both lyrical and expressive.

**April 15th -
July 8th 2015**

MET
gallery
PRVHC
2nd floor, Perley Center

Opening Reception April 15th 1:30pm

Coming in July:

Photographs by Perley Rideau staffer, Lisa Mallin, followed by Mixed Media works from Vanessa Russell.



Government of Canada and Alzheimer Society of Canada launch Dementia Friends Canada

ASORC

Campaign will help Canadians who are living with dementia

June 5, 2015: The Honourable Rona Ambrose, Minister of Health, along with Mimi Lowi-Young, CEO of the Alzheimer Society of Canada, officially launched Dementia Friends Canada to support the growing number of Canadians living with dementia.



Dementia Friends Canada will engage Canadians in understanding what it means to live with dementia and how better to support those affected within the community. It will improve awareness and understanding about dementia, which is essential in overcoming stereotypes and reducing the stigma attached to the disease.

By registering as a Dementia Friend, Canadians are demonstrating their commitment to helping others who are living with this disease.

Through a website, video and social media, this national public engagement initiative will promote understanding, respect and dignity for those living with dementia, while helping Canadians become more aware of the small things they can do to help in their community. Simple actions such as being patient, speaking slowly and calmly, and asking short, simple questions, can help someone living with this disease to feel connected and supported.

Over the next two years, Dementia Friends Canada will focus on two complementary streams - workplaces and individuals - with the goal of engaging one million Canadians in a dialogue that will shed light on this disease. As part of today's launch, the Canadian Bankers Association and Credit Union Central of Canada have shown their support for the initiative, and workplaces of all sizes across the country are encouraged to visit the website and contact the Alzheimer Society so that they too may become involved.

Quick Facts

- Dementia Friends Canada is modelled after Dementia Supporters in Japan and Dementia Friends in the United Kingdom.
- The initiative has been adapted to the Canadian context and will be run by the Alzheimer Society with funding from the Public Health Agency of Canada.
- Through this initiative, Canadians will be encouraged to view a short, informative video and register as a Dementia Friend, committing to an action as part of the process. Three out of four Canadians know someone who is affected by dementia.
- While most people with dementia are over the age of 65, people in their 40s and 50s can also develop dementia.
- Since 2006, the Government of Canada has invested over \$220 million for research into Alzheimer's disease and related dementias.
- In 2014, the Government of Canada released Canada's National Dementia Research and Prevention Plan.
- Economic Action Plan 2015 proposes to provide up to \$42 million over five years, starting in 2015–16, to help establish the Canadian Centre for Aging and Brain Health Innovation.
- The Government of Canada is working with provincial and territorial governments on a pan-Canadian Dementia Strategy.

Useful Links:

English: www.dementiafriends.ca

French: www.amissantecognitive.ca

SAVE THE DATE:

November 3, 2015

ReThink Dementia Conference.

Watch for more information on the conference at www.alzheimer.ca/ottawa





Writer's Corner an Intergenerational Program at Perley Rideau

By: Megan Barnaby-Lambon, Recreation Programmer

Nine Rideau Residents and twenty five students from St. Francis Xavier High School started communicating via pen pal letters over eight month ago. Residents were matched with two or three students and they would write letters back and forth with help from staff or a volunteer. They shared everything from hobbies, stories (both happy and sad) and their favourite things. Many of the residents shared war time stories which the students had many questions about. One student said, "It was a very nice experience to be writing to the retired veterans. I really enjoyed meeting them and learning about them and telling them about us."

On Monday June 8th, the residents and students finally got to meet in person. The students and their teacher Ms. Deborah Campbell took a field trip to Perley Rideau. The students shared gifts, stories and lunch with their pen pal. The children even performed songs and dances for the residents, which they had eagerly been preparing for. The laughter and joy from students, residents and the teacher were easy to see. One student said, "I will never, ever forget when he told me I made his year." As the recreation programmer I loved seeing the look on their faces when they finally got to see each other in person. It was something the residents and I had been looking forward to all year, we were all waiting for this moment.

According to the *BC Care Providers Associations* research, intergenerational programs are about bringing

youth and older adults together to get to know one another, learn from one another, and form relationships that may not have occurred otherwise. Intergenerational programs can build confidence in youth, break down barriers and stereotypes that each group may have for one another. They can even help improve the health of an older adult. Resident Albert Fast from Rideau 2 North said it perfectly, "I think it is an important program because it brings together two generations far removed from each other. It teaches the young generation about the times past and the older generation learn that the young people are trustworthy, hardworking and ambitious."

I, along with their teacher, will begin the program again late in the fall with a new group of residents and students. Many residents are eager to continue and will be matched with different pen pals next year. I would like to give thanks to the residents for agreeing to try out this program and for being so candid and open minded with the students. I'd also like to thank Cassy Hopkins, Stephanie Flood (Perley Rideau Volunteer), and the Perley Rideau Recreation staff who help out when the letters couldn't get finished on time. And finally thank you to their dedicated teacher Deborah Campbell who picked up and delivered the letters each week. Without her a program like this may not exist at the Perley.

Lunch and Learn!

Submitted by Jennifer Plant, Manager of Education and Projects

Life is so busy and there is so much work required across the bustling Perley and Rideau Veteran's Health Centre. A Lunch and Learn program allows staff to take some time, eat their lunch, and learn something new away from their unit. The Perley and Rideau Veterans' Health Centre is working on an education and training plan to reflect our strategic direction and strengthen current corporate initiatives. Our goal is to ensure a comprehensive range of strategies to support learning and ongoing skill development in our community.

Lunch and Learn sessions are one strategy designed to contribute to a culture of learning, inquiry, evidence-based practice, and knowledge transmission. Lunch and Learn features topics that apply to all staff, relating information

from within the Perley as well as from our community partners. Lunch and Learn speakers come from a variety of backgrounds.

Although Lunch and Learn sessions are just beginning, we plan to hold them monthly (except July and August) from 1pm to 2pm. The day and time may not work for all staff and may be changed as time moves on and we welcome your feedback.

Is there a topic you are interested in hearing about? Do you have expertise that you would like to share in a lunch and learn? Contact Jen Plant jplant@prvhc.com!

Stay tuned for the fall schedule of lunch and learns – COMING SOON!



Privacy is Everyone's Business

By Melanie McCully, RAI Coordinator

Here at The Perley Rideau, we take pride in both privacy and safety! Keeping our residents' information safe and private is of utmost importance. Residents have the right to keep their personal health information (PHI) private; this is contained in the Personal Health Information Protection Act (PHIPA) 2004, which we follow.

Upon admission, residents or their substitute decision maker (SDM), provide a list of names that staff are able to give information to about the resident's status. This list is reviewed and updated annually at care conferences.

We keep resident's information private by keeping charts behind locked doors, refraining from speaking about a resident's status in public areas (such as the cafeteria or elevator), and locking the computer screen of the medication administration record (MAR) and point of care (POC) kiosks when not in use.

At The Perley Rideau, we have a Chief Privacy Officer, Linda Hunter (also our Chief Nursing Officer), oversees privacy and any breaches of privacy within the home. Linda Hunter can be reached at extension 2440 for any privacy concerns.

Privacy is everyone's business. Let's keep our resident's personal health information safe!

Together in the final moments: Palliative Care Volunteers at Perley Rideau

“To hold the hand of a person in their final moments of life while they are leaving this world makes us aware of our own limited lifespan.”

Joan Harding, Palliative Care Volunteer

In April, new volunteers completed training to expand the Palliative Care Team to 12 at Perley Rideau. Ideally, residents are connected with palliative care volunteers in the early stages of palliation so that they can form a relationship before they reach end-of-life status. However, they welcome requests, through the care team, to sit with residents at end of life as well.

Joan Harding, Madelien Lang and Christiane Charron are three experienced palliative care volunteers who are called upon when a resident is in the final stages of his or her life and is ready for someone who can offer comfort, companionship and relief for the family. Not all family members are comfortable with the approaching death of a loved one, and welcome the trained volunteers who are able to provide support and accompany residents into the final stages of life. The volunteers, who describe their work as a privilege, receive training for this vital role in the interdisciplinary team that cares for each resident.

Residents and families need different kinds of support and the volunteers recognize and are able to adapt and adjust to the uniqueness of each situation. Joan says, “Sometimes, residents want to express their feelings, and we are there to listen. They tell us of their fears, their many losses, their hopes, and their wishes. Some request a prayer or readings from the Bible. It is nice to massage their hands, they find this very calming. We play soft music if they like. Sometimes I hum or sing a song which they enjoy, or read a story. Other times they just want our presence”. In the vignette that follows, Madelein reflects on what it means to be present: the value of “being” as opposed to “doing”.

I remember a palliative visit that was very special. I had known the resident for a number of years. On Mondays I would see him in the doorway of his room. I would stop to chat. He would reach out for my hand and then kiss it. Upon entering his light-filled room on the day of my palliative visit, he was lying serenely and peacefully in bed with his eyes closed. Occasionally he would open them and his bright blue eyes would look straight into mine. No words were spoken, but a nod and a smile from me to convey my deep respect for him sufficed I felt. I could see in his eyes that he appreciated my presence.

The volunteers engage in self-reflective practice not only asking “how can the family or resident be best served” but “why am I doing what I am doing?” Their work, their experience, and their knowledge helps to better inform future volunteers and care-givers. Christiane recognizes the layered needs of residents when she describes her work as not only offering a “welcome distraction from a sad situation”, but offering support for both “physical and spiritual pain”. While the volunteers sometimes form relationships with residents and families if they are called early, there are times when their visits are singular, when they meet the resident for the first and last time. Joan says, “To sit with a dying resident is neither frightening nor painful, but a time in life when the body has lived its course”.

It is the stories that volunteers share that help us understand not only their role, but the shared experience of loss and grief. Joan’s story is a reminder that despite the fact that family was not present, her presence comforted a resident in his last hours.

One story I will always cherish, is that of the resident whose family was at a distance and would not be there on time. We were friends for a while and he was in his final hours. I knew he was afraid of dying so I sat with him most of the evening and read my book and occasionally reminded him I was there beside his bed. I often asked if he was ok. This gave him a lot of comfort by his smile. After a little while he said my name and asked if I was still there. I told him, yes, I was going to stay with him as my book was interesting, (though I had a hard time to concentrate and mostly prayed for him). He then said, “I love you and thank you for being here”. How delightful was that? He slipped away peacefully ten minutes later. Yes, I cried tears of loss and joy that he had such a beautiful peaceful death. I firmly believe a person should live till they die.

Christiane’s story illustrates her understanding of the sense of urgency required of volunteers and their acceptance to do what will truly make a difference for both the resident and the family.

In the final days of a resident’s life, I sang to her which helped her relax. The most touching moment, however, happened when her daughter asked me to sing one of her mother’s favourite songs, even though she seemed to be in a deep sleep. I did, and the lady woke up and smiled throughout the whole song. It was a very emotional but beautiful moment and in those moments, I knew I had helped ease her suffering.

The moments and hours after a loved one has passed away can be difficult for a family occupied with arrangements, notifying family and friends and taking the time to grieve.

Based on decades of experience supporting families throughout this time, Perley Rideau has created a brochure to assist families after the passing of a loved one.

With a list of important documents to gather, details on the next steps and answers to common questions, we hope this brochure will support family members and staff.

The brochures are now available throughout the Home and will soon be posted to the Perley Rideau website.



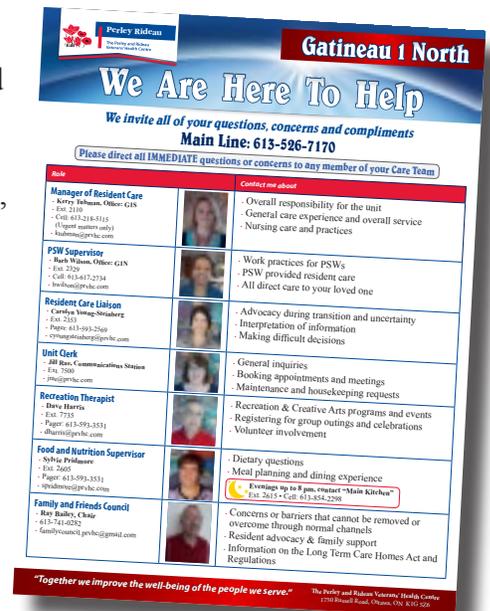
Cheryl Levi Nurse Practitioner demonstrates assessment skills during the Enhanced Assessment refresher training for the Ottawa registered staff in June.



Putting a face and a name to your Care Team members

Watch for the new posters going up in the Gatineau Building introducing Perley Rideau staff and FFC leadership to residents and visitors. Contact information and job descriptions will be included alongside the photos as we invite questions, concerns and compliments.

The posters will soon be posted throughout Perley Rideau.



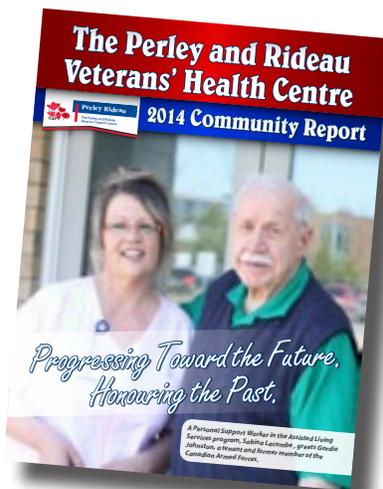
2014 Community Report, Message from the Board Chair and Chief Executive Officer

As The Perley and Rideau Veterans' Health Centre nears completion of the first phase of our 15-year strategic plan to create an advanced Health Centre for seniors we can truly say we are honouring the past and moving toward the future.

2014 saw the transformation of the Seniors Village with expanded programs and services that offer more choices for seniors throughout the region with specific appeal to former members of the Canadian Armed Forces. This transformation increases our ability to serve a much greater number of seniors and aligns to the province's Aging at Home strategy.

More than 11 major objectives were completed in 2014.

To learn more about our outstanding year, look for copies of the full report located throughout Perley Rideau and online at www.perleyrideau.ca



Page-a-Porter

During the Summer Youth Program, from July 6 to August 28, a volunteer will be available by pager Monday to Friday 9:00 – 4:00 to porter residents. Call 613-593-3001 to request a volunteer to help escort residents to activities, appointments or for other needs within the Seniors Village.

A heartfelt thank you to all the attendees and sponsors for supporting An Afternoon with John McDermott held in the Sacred Hall of Beechwood, The National Military Cemetery. Presented by The Medipac Group, The Perley and Rideau Veterans' Health Centre Foundation benefitted along with McDermott House Canada in supporting the health and well-being of the seniors and veterans in our community.

We would like to acknowledge the support of all the event's sponsors:

Title Sponsor



Musical Performance Sponsor



Venue Sponsor



Program sponsors

- BMO
- Davidson Violette

Night at the Races - 2015

Thank you to everyone who made the Night at the Races such a great success!

We raised more than \$27,000 towards the Building Choices, Enriching Lives Capital Campaign.

The Perley and Rideau Veterans' Health Centre Foundation hosted their 14th Annual Perley Rideau Night at the Races on May 7th at the Rideau Carleton Raceway.

All proceeds for the 14th Annual Night at the Races event are directed towards our exciting new Seniors Village Housing Initiative. The housing project consists of two apartment buildings, providing a total of 139 units for seniors living in Ottawa Commissionaires Place and Building B (yet to be named).

The response to the two apartment buildings, especially designed for seniors has been very gratifying, and new tenants have been moving in steadily. Staff are very busy welcoming the new tenants, setting up Assisted Living Services for those in need, holding orientation sessions to acquaint the new tenants with the services in the Village, and a myriad of details that are so important to make the new tenants feel at home. The apartments are now 100% subscribed with 30% overall occupancy by former Canadian Armed Forces personnel.

Thanks to our generous sponsors

Title Sponsor: Sysco / Nestlé Professional Vitality

Table Sponsor: Coughlin & Associates

Art Gallery Sponsor: Honeywell

Race sponsors:

- Climatech
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- McMillan LLP
- Medical Mart Supplies
- Medical Pharmacies Group
- Ontario Medical Supply (OMS)
- Rhodes & Williams
- Scotiabank
- Sunshine Maintenance
- VitalAire Healthcare

Linen Sponsor: HLS Linen Services

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Committee Members

- Wally Parsons, Chair, Perley Rideau Night at the Races
- Daniel G. Clapin, Perley Rideau Foundation
- Sherri Coates, Perley Rideau Foundation
- Delphine Haslé, Perley Rideau Foundation
- Catherine Mullen, 90 George Street Limited
- Henry Schroder, Isolar Solar Limited

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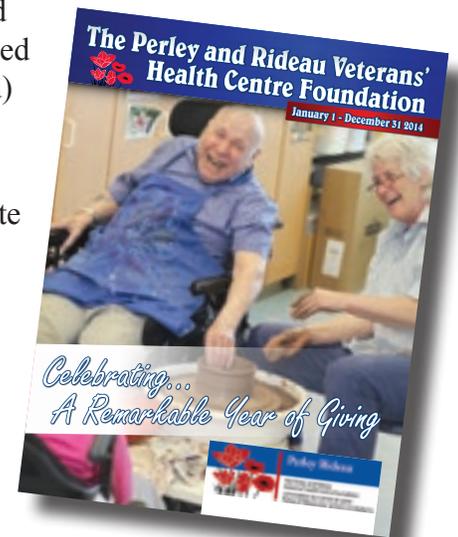
On June 17th, The Perley and Rideau Veterans' Health Centre Foundation hosted its annual Donor Reception and Strawberry Social. More than 150 donors attended the event for a personal thanks from Foundation Chair, Brigadier-General (Ret'd) Charles Lemieux and Dan Clapin, the Executive Director of The Perley and Rideau Veterans' Health Centre Foundation.

Special guest speaker was Colonel Guy Chapdelaine, Chaplain General Designate of the Canadian Armed Forces, who reminded attendees "No matter what you have given of your time and of your treasure, your contribution is important and has a huge impact on this community." Colonel Chapdelaine encouraged donors to continue supporting to the Foundation, which offers the residents of this centre a wonderful environment. He described the Perley Rideau as a veritable breath of fresh air within our city, a sanctuary of humanity where the old and feeble are loved and cared for like a big brother or sister.

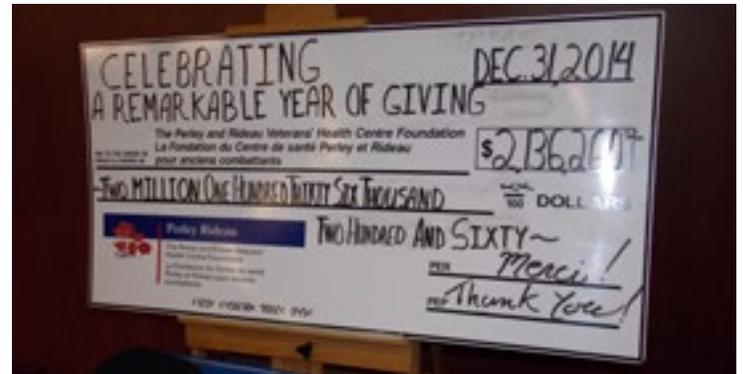
Following the speeches visitors took part in a "Seeing is Believing Tour" that included either a tour in the Rideau Home with a stop in the Creative Arts Studio or a visit of Commissionaires Ottawa Place.

Thank you to our donors, our champions for another Remarkable Year of Giving!

Pick up a copy of the 2014 Community Report outside the Foundation offices on the main floor of the Perley Rideau Centre.



Colonel Guy Chapdelaine, Chaplain General Designate of the Canadian Armed Forces, addresses more than 150 donors.



Foundation Chair, Brigadier-General (Ret'd) Charles Lemieux (centre) and Dan Clapin (right), the Executive Director, provide Colonel Chapdelaine with a thank you gift.

FALL FAIR



Paypool Winners - \$100

Mark your calendars and please plan to join us for our annual end of summer spectacular on Saturday September 12, 2015.

This event is for all the members of our Village: residents, tenants, staff, volunteers, families and friends.

This is a must-attend annual event and we invite all the members of our Village to join us for music and entertainment, a Toonie BBQ, a Petting Zoo, games, fun activities, treats and, so much more for young and old.

If you have any suggestions, ideas or questions on ways you can help us out, please contact Dave Harris at ext. #7735 or by e-mail at dharris@prvhc.com.

We look forward to seeing you on Saturday September 12, 2015.

Thank You from your neighbors in the Recreation and Creative Arts Service.

Resident Abuse Awareness Week June 22-26, 2015

Perley Rideau staff marked Elder Abuse Awareness Week with an information booth, awareness activities, quiz and daily events for staff on all shifts. Thanks to the outstanding efforts of PSW Supervisor Colleen Barbier and team more than 285 staff members completed the quiz, sparking lots of discussion.

Thank you to all our generous sponsors:

- Family Physio
- Medical Pharmacies
- The Perley Rideau Gift Shop
- The Perley Rideau Cafeteria
- Lester, the Perley Rideau Barber
- The Hair Salon at Perley Rideau
- The Recreation and Creative Arts Program

Carolyn Young-Steinberg, Resident Care Liaison, and Robyn Oraziotti, Recreation Therapist, show their support by wearing purple and staff the information booth during Elder Abuse Awareness Week, June 22-26.



June 4th

- Teresa Doskoch: Food & Nutrition
- Leanne Taylor: Gatineau 2 North

June 18th

- Irene Eguavoen: Gatineau 2 South
- Colleen Semph: Ottawa 1 West

Next draw will be July 02, 2015.

Vol. 18-06

Newsletter credits

Thanks to everyone who helped with the June newsletter including: Anna Rumin (freelancer), Dave Harris, Colleen Barbier; Ursula Lamoureux, Robyn Oraziotti, Rachel Stoparczyk, Diana Hennessy (FFC), Debbie Seto (ASORC), Carolyn Vollicks, Delphine Haslé, Denise Lavoie, Jennifer Plant, Melanie McCully, Debbie Heika, Tom Lilly (T Graphics).

From the Editor: Thanks to everyone who contributed an item, shared a story or tip or just showed the interest in picking up or downloading the Perley Rideau Village newsletter.

All omissions and mistakes are mine. Please let me know where a correction is needed. I welcome all stories, news tips or advance notice of events.

Please email me at jinnes@prvhc.com.

**Deadline to submit for the July newsletter is
July 15, 2015**

**Please note that Perley Rideau
will not be publishing a newsletter in August.**

**The deadline to submit for the
September newsletter is September 16th.**

Watch for Perley Rideau news and information on the Perley Rideau website (perleyrideau.ca) and on these popular social media channels:



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation



An Open Letter to the Perley Rideau Community:

As you may have seen, or heard about, The Ottawa Citizen published the following articles on the Canadian Institute for Health Information (CIHI) report examining nine new indicators for public reporting:

- Long-term care: what the indicators tell us about Ottawa homes, June 10, 2015
- New data let public compare long-term care homes, June 10, 2015

Included in this report examining more than 600 long term care homes (LTCs) in Ontario and all 29 within the City of Ottawa. The indicators covered: falls by residents, pressure ulcers, antipsychotic medication use, restraints, improved or worsened physical functioning, depression, and pain (experiencing moderate to severe pain and pain worsening over time).

The newspaper article reported on “Ottawa’s best” and “Ottawa’s worst” for each of the nine indicators. While we have done exceedingly well on reducing the use of antipsychotics for our residents (best of 29 homes in Ottawa), the results show that we can improve in the assessment and management of pain (worst of 29 homes in Ottawa).

Prior to the release of this data, we were well aware of our strengths and areas in need of improvement. We have been working to address these issues with the oversight and support of the Quality of Life and Safety Committee. The news report that was generated from these data was aggregated manually by the reporter gathering the results for the LTCs and ranking those numbers. This type of ranking is not a public reporting practice.

We are taking action to improve our pain assessment and pain management for our residents and planning for the future as well.

Below are just some of the actions undertaken to address the pain experienced by our residents:

1. Established a multi-disciplinary team with a physician and a Resident Care Manager co-chairing the team that will include representation from our front line staff;
2. Pain assessment and management is part of the Quality Improvement Plan team related to management of responsive behaviours and the QIP

is a public document accessible on the Perley Rideau website at <https://www.perleyrideau.ca/article/quality-improvement-plan-2015--2016-2533.asp>.

3. Training for 35 RN and RPN staff has been completed, with four hours on pain assessment and management and further education is planned;
4. Physician, nursing and pharmacists have been trained in palliative pain management over the last few months;
5. Baseline data is currently being collected in our electronic documentation charts related to pain; and
6. PSW training for “observe and report” related to pain and other issues is underway and support has been increased throughout the Home while our compliance is being audited.

There are additional actions planned for the future as well, including:

1. Planning is underway to increase corporate education specific to pain assessment and management;
2. Best Practice Guidelines on pain management (from the Registered Nurses’ Association of Ontario) are being reviewed for implementation;
3. Scope of practice for front line staff is being reviewed and increased to align with our Perley Model of Care.

The governance and management infrastructure to drive quality improvement is now firmly in place and we have had success in targeting and improving certain outcome indicators. However, we still have work to do in order to ensure our outcomes match our reputation – we must improve the assessment and management of pain in our residents!

Thank you for helping to live our motto, “Together we improve the well-being of the people we serve”.



Akos Hoffer

Chief Executive Officer