

# Between Us... BRIEFLY

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

Volume 17 -1 January 21, 2014



ACCREDITATION CANADA  
AGRÉMENT CANADA

*Driving Quality Health Services  
Force motrice de la qualité des services de santé*

Accreditation helps us improve the services we provide. Every four years, a team of Accreditation surveyors, representing various disciplines from other accredited healthcare organizations, comes to the Perley Rideau to evaluate our performance against national standards of excellence. Based on the results of their evaluation, we receive recommendations for action as well as a renewal of our accreditation.

## **When will the survey team be here?**

**The team will be at Perley Rideau  
February 3 – 6, 2014.**

## **What will happen during the survey?**

The survey team will be informally speaking with staff, residents, family members and volunteers during their visit. If a surveyor approaches you, please take the time to speak with them. The survey team will be reviewing documentation, including resident files, policies and procedures, communication books, and much more! Please help the surveyors locate these items when they are on your unit.

The survey team will also be doing some observation on the units. If a surveyor would like to observe resident care, please make sure that the resident is comfortable having the surveyor in the room.

## **How are we helping staff prepare?**

Accreditation was the main topic discussed at all unit meetings for the day and evening shift this month. If you weren't able to attend the meeting on your unit, the information shared will be available in the Communication Books on all units and on Surge Learning on January 24, 2014. All staff is encouraged to review the material, as it will help you answer questions the surveyors might have.

For questions or concerns about our upcoming on-site survey, please contact *Melissa (Lorraine) Norman, Performance Improvement Consultant (and Accreditation Coordinator) at ext. 2205.*

### **INVITATION TO ATTEND THE ACCREDITATION GENERAL DEBRIEF ON FEBRUARY 6<sup>TH</sup>**

*All staff, residents, families and volunteers are invited to attend the Debrief on February 6, at 10:45 a.m. in the Games Room. During the Debrief, the Survey Team will be sharing their findings, including our strengths and areas where improvement is required.*

## Important Information from your Emergency Measures Committee

### 1. The defibrillator previously located at the (OLD) Main Reception is now located in the Cafeteria next to the Emergency Phone.

The “public access” defibrillator has been generously provided by Vital Aire. The defibrillator is user-friendly and can be used by anyone in the facility in case of emergency [cardiac arrest].

### 2. Calling Emergency Codes when Reception is NOT Available

Although rare, sometimes Reception is not available to announce emergency codes for staff. When this happens, staff MUST call the code themselves. Codes CANNOT be called from Emergency Phones, which only connect the caller to Main Reception.

To call a code through the PA system, please do the following from any regular phone in the facility:

1. Pick up the phone, dial 1-2
2. Wait for 2 rapid beeps
3. Dial 0-0
4. Wait to hear bell tones (20 seconds)
5. Make announcement (3x) – e.g. Code Blue, Building Location

Stickers outlining these instructions will be placed on all phones throughout the facility shortly.



### 3. Correct Designation of Entrances when Calling 911

It is extremely important to provide the correct door information when you are requesting emergency assistance. Every second is crucial when responding to an emergency, and providing the correct information to the paramedics or the police could save a life. When requesting assistance, emergency personnel should be directed to the following entrances:

Rideau, Ottawa, Gatineau, Main Entrance (1750), 1720 Russell Road (for Building A), 1780 Russell Road (for Building B).

**Do not use the old door numbers to identify these entrances.**

## Walk and Talk about Safety

Safety is our primary concern at the Perley Rideau. One example of this is the Management Team initiative in partnership with the Joint Occupational Health and Safety Committee.

Starting this month, all managers will connect with some staff to get their thoughts on a specific safety area and have a discussion about our program. The topic for January is **infection control**, because we know the risk involved from getting colds or flu and other illnesses that are contagious.

## Success shines with our first pilot project for our palliative care volunteers

Guiding Lights is a group of palliative care volunteers who have started visiting a resident at end-of-life. It is a pilot project aimed at improving the quality of life for residents who have few visitors.

We strive to form a good relationship with the resident, so when the end is near we are good companions. We can see the fruits of our weekly visits. We can come into the room and find our resident mumbling, incoherent and searching for words; a short while later, she is able to tell her story more clearly, with only an occasional search for words. At this point, the volunteer is often able to fill in the blanks much to her delight. Her frustration of forgetting words dissipates. The visits clearly cheer up the resident as she talks about what is on her mind that day or about the people and things she loves. Giggles and laughter often ensue. Her eyes sparkle. She is actively engaged. If the resident wishes, we go for a cup of tea or a ride around the building for a change of scene. When we part for the day she may ask: "Can you stay a little longer?" or say "Please come back and make it soon!" □

During our pilot project, we engaged a group of volunteers to meet with the resident's family and review the resident's life history. The team approach provides insight for likes/dislikes, conversation starters, and background knowledge for the volunteers to meet the resident with confidence. The knowledge gained from working with the care team provides for the best outcomes for the resident/family/and volunteers.

Together with the Palliative Care Volunteers, we are making improvements in both residents' lives and the Perley Rideau Palliative Care Program. It is a privilege to work with such a dedicated group of individuals.

## Bed and Chair Alarms Phasing Out

We are always looking out for the well-being of our residents by considering best practices. Some of our residents have a bed or chair alarm, and we have done some research and given consideration to their use.

Bed and chair alarms we have learned do not actually benefit the resident to assist in preventing falls. The alarms give a false sense of security for some in thinking a fall might be prevented because if an alarm goes off the resident has likely already fallen. There have been times when the alarm is not functioning because of issues with the device itself.

In giving this careful consideration, we have concluded that the risk outweighs the benefits. We are working with residents and/or families where alarms are used to look at removal. We will not be purchasing any more alarms.

This will be happening over the next 2-3 months and will be led by the Directors of Resident Care.

*If you have questions or comments, please speak to a Nursing Manager.*

*An information brochure will be available in the next week.*

## Philip Weiss, veteran and artist, coming to the MET Gallery

Philip Weiss's first Art Teacher was Group of Seven Painter Arthur Lismer. While serving in the Canadian Army, Philip was invited to produce a sculpture for an exhibit at the Art Gallery of Toronto as a tribute to the people of Leningrad. He worked as Designer with the Government Exhibition Commission, The National Design Council, General Director of the Departmental Office of Design and Secretary General of the National Design Council.

Philip was born in Montreal in 1924, served in the Canadian Army from 1943 – 1946 and now at (nearly) 90 years old, he is still enthusiastically working in his studio. This exhibition of his work at the Perley Rideau in the MET Gallery (outside Recreation and Creative Arts Studios) shows highlights from his career spanning nearly 70 years.

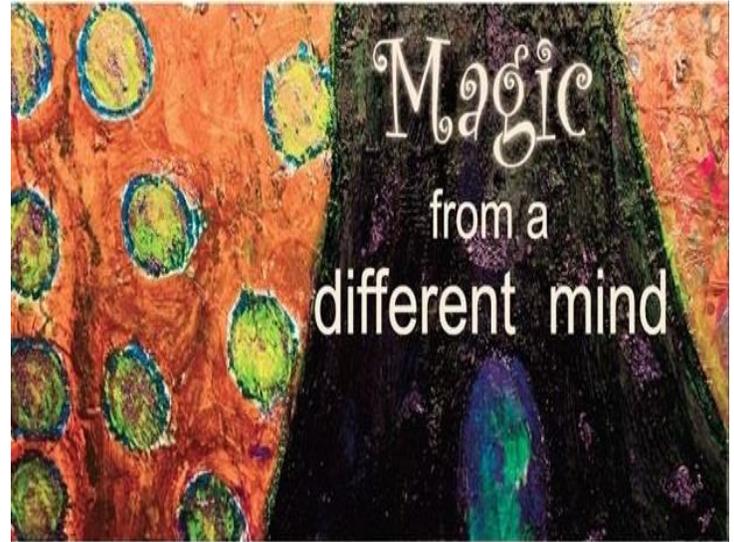
From polished portraits to sketches made on holiday to reproductions of the stamps he designed for Canada Post: these commemorating the North Atlantic Treaty, the 300<sup>th</sup> Anniversary of Dollard des Ormeaux – which received international recognition as the world's best stamp in 1960 – and numerous others. His artwork – 350 pieces in all - is also held at The National Archives.

***We invite you to meet the artist at his opening with refreshments on Wednesday, January 22, 2-4 pm.***

***The show continues until March 31, 2014.***

## Gatineau Residents' Art Show at Gallery 200

Jan 26 – Feb 23, Crichton Street



Exhibition: January 26th - February 23rd 2014

### Magic from a different mind

Paintings done by the residents on Gatineau 1 South unit



Perley Rideau

Instructed by Artists:

Beth Ross

Andréa Fabricius

Missy Fraser

OPENING - SUNDAY JANUARY 26TH 2-4pm

Gallery 200  
The School of Dance  
200 Crichton St.  
2nd Floor  
Ottawa, Ontario

Hours:  
Monday to Friday  
9am - 5pm  
Saturday 9am - 4pm

For more information  
please contact:  
bethaross@rogers.com

**Support the Perley Rideau  
and have your chance to**

*Purchase your tickets now while they last!*

# Win!



**A** red convertible roadster 1988 Mercedes Benz 560 SL previously owned by **1948 Olympic Champion Barbara Ann Scott-King** (value \$40,000). To celebrate her gold medal, only 1,948 tickets will be printed.

- Tickets \$100 each
- Draw to take place May 9, 2014 at 10:00 a.m. at The Perley and Rideau Veterans' Health Centre



Ottawa Licence Number M669430  
Ticket holder must be at least 18 years of age.



**Perley Rideau**

The Perley and Rideau Veterans' Health Centre Foundation

All proceeds are dedicated to the *Building Choices, Enriching Lives* Capital Campaign



## **Mayor Watson shows his support for the Barbara's Bennie Lottery**

*Left to right in the photo:*

Perley Rideau Foundation Executive Director **Daniel Clapin**, Capital Campaign Co-Chair **Merv Beckstead**, Perley Rideau Foundation Development Officer **Delphine Haslé** and Ottawa **Mayor Jim Watson**

Barbara's husband, **Tom King** has given the roadster to the Foundation to help in our

fundraising initiatives.

The late Barbara Ann Scott-King was an Honorary Co-Chair of the exciting \$5 million *Building Choices, Enriching Lives* Capital Campaign. The initiative is addressing the need for independent and assisted living for seniors including veterans.

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

## ***FAMILY AND FRIENDS COUNCIL***

At the Council's November 14th Annual General Meeting our Guest Speakers Chantale Leclerc, CEO, Champlain Local Health Integration Network [LHIN] and Alexa Brewer of the LHIN Board, made illuminating presentations on the LHIN Integrated Health Service Plan 2013 - 16: Implications for Long Term Care, followed by questions from the audience. As well, the annual FFC Executive elections took place. Two new members: Heather Moxley and Brenda Tobin, were nominated and voted in and Diana Hennessy was re-elected for a three year term. On this occasion, we acknowledged the immense amount of work carried out by retiring Co-Chairman David Doherty; Treasurer Bev Elliott and Communication Director Jo-Anne Doherty. They were instrumental in contributing to what the Council is today. Perley Rideau Board Chairman Gen[Ret'd] Michael Jeffrey conveyed congratulations and thanks from the Board and CEO Akos Hoffer also acknowledged their tireless efforts.

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 and Rideau Veterans' Health Centre, or persons of importance to residents who are committed to acting as advocates.

The Council meets the 2nd Thursday of each month at 7:00 pm, with the exception of July and August. Meetings provide opportunities for participants to learn more about life at Perley Rideau, to

share experiences and to support one another. The Executive meets the preceding Friday.

At December's Executive meeting, position incumbents will be finalized, work will begin on developing our monthly meeting educational series of topics and speakers and meeting dates for 2014 will be settled. These results will be posted on the Council Board located outside the Pharmacy.

Questions about the Council may be directed to Ray Bailey, Co-Chair at 613 741 0282 or by e-mail to: [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)

### ***Council for Perley Rideau Seniors Village, Building A***

Readers of the December 13 issue of BUB will have learned something of the activities of the Family and friends Council.

Tenants of Building A are not eligible for membership in that Council. Their remedy is to set up their own council.

Any tenants who see merit in this proposal are invited to discuss this project at any forthcoming meeting of the Building A Coffee Club. It is suggested that, at least in the first place, this project should be kept as informal as possible. For instance, any five volunteers could form a board or committee, without need for a president or secretary.

## **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.*

## **Payroll Winners - \$100**

### **December 19, 2013 Draw:**

Carla Dumali – Assisted Living Services  
Robin Tremblay – Food and Nutrition

### **January 2, 2014 Draw:**

Alicia Camhit - Ottawa 2 West  
Marie-Gloriose Mutambarungu - Nursing Float

### **January 16, 2014 draw:**

Saskia De Haan - Assisted Living  
Julianna Michel - Food & Nutrition

**Next draw:** January 30, 2014

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## **Between Us Briefly, Vol. 17-1**

**Editor:** Sylvie Moncion

### **Contributors to this issue:**

Carolyn Andrews, Daniel G. Clapin (Foundation), Diana Hennessy (FFC), Doris Jenkins, G.W. Leir (tenant in Building A), Melissa Norman 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.*

**Deadline for submission of articles for next issue:**

**Thursday, February 14, 2014.**

Articles can be emailed to  
[Smoncion@prvhc.com](mailto:Smoncion@prvhc.com)