

Volume 17-4 April 22, 2014



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

BETWEEN Us... Briefly

Newsletter for residents, tenants, family and friends, staff and volunteers of Perley Rideau

New COO Announced



Akos Hoffer, CEO, is pleased to announce that **Mary Boutette**, BSc, MHA will be joining Perley Rideau as our new Chief Operating Officer (COO) on May 5, 2014. Mary is a healthcare leader with over 13 years' experience in

strategy development and execution, strategic human resources and performance improvement.

Mary joins The Perley and Rideau Veterans' Health Centre from The Ottawa Hospital, where she held leadership roles in operations, quality improvement and organizational development, including Director of Service Excellence and Director of Quality and Patient Experience. She is passionate about partnering with residents, families and team members to make healthcare better.

Mary holds a Master in Health Administration from the University of Ottawa and a Bachelor of Science, Life Sciences, from Queen's University. She recently completed the IDEAS Advanced Training Program in Quality Improvement, sponsored by the Ministry of Health and Long-Term Care.

She lives in Ottawa with her husband Jason and daughters Claire and Kathryn. Please join me in welcoming Mary to our team.

Hard Work and Discipline Pay Off in Infection Control

During the 2012/2013 flu season, Perley Rideau experienced 14 outbreaks across several units, or .03 on a per bed basis. We had everything from the common cold, to influenza, to norovirus to RSV [another respiratory bug].

With each outbreak, we learned new lessons and were able to pinpoint gaps in processes whether supply related, cleaning or communicating or staff and resident compliance with the measures in place.

In fact, we went through the winter without outbreaks. 120 days outbreak free!

So what did we do differently this winter?

- Communicated widely and efficiently with one consistent message.
- Improved our signage and locations as well as the speed with which they are posted.
- Involved and engaged all staff: managers and supervisors, infection control, front line staff, programming staff and physiotherapy, housekeeping staff who play a major role in ridding the environment of the germs and, of course, residents and families.
- Paid attention to the observations of frontline staff who are keen observers

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

and notice little nuances and changes in residents that may indicate an infection. Early detection allows us to take preventative action to prevent the spread of infection. All staff on all shifts are doing this well.

- Improved how staff report their illness when absent from work to help identify symptoms related to outbreaks. Staff have been reporting cause of illness when contagious and staying home or taking proper precautions when at work, for example a mask with meticulous hand cleaning.
- Encouraged families and visitors to look after their own health and well-being before visiting a loved one. Provided masks in case they needed to visit when ill with a cough.
- Improved hand hygiene practices; we are seeing slow and steady improvement here. Cleaning hands at very specific times is very important and prevents germs from spreading. No matter what we touch or are carrying on the hands if we clean our hands right before we make any contact with a resident or anything in their room that they might touch and if we clean them properly we can guarantee that those bugs have not gone very far and cannot hurt anyone.
- Established overall monitoring of infections within the facility; this is part of what I do. I can see patterns emerging and can intervene with the team to spot any changes necessary in our procedures.
- We need to be continually vigilant. When an outbreak occurs, such as the one declared on April 18 on O2E [enteric], we need to make sure it ends quickly and has a very low impact on the residents. We need to apply all those learned lessons. Remember, infection prevention is a team effort, and that residents and families are key players. Remember also that outbreaks are never

100% preventable but they are manageable.

Please feel comfortable reminding others to clean their hands when you can, clean your loved ones hands before you go to the pub for instance and keep those germs out!

I welcome suggestions or questions so come and see me Mondays to Fridays (Caroline Meguerditchian, extension 2388).

Upcoming Staff and Volunteer Forum Sessions

**May 20 -
10:30 am, 1:30 pm and 3:30 pm**

May 21 - 8:30 pm, 9:30 pm, 11:30 pm and 12:15 am

We got together in late January to discuss some important matters, for me to listen to your comments and concerns, and answer your questions. We agreed to continue these sessions on a regular basis, and I suggested a follow-up session in the spring.

Some planned topics are to introduce our new Chief Operating Officer to you, review the Accreditation Canada survey results, and provide an update on some of the actions and plans to address issues that you have raised.

As in the January session, the second half of the program is open to you to ask questions, and give me your comments and concerns. We have adjusted session times and will try to keep to 45 minutes, following suggestions received in January.

I found the January session very informative, and hope that you will attend one of the upcoming sessions on May 20th or 21st.

Akos Hoffer

Celebrating our Volunteers

April 6-13 was National Volunteer Week during which Perley Rideau's Volunteer Recognition Awards were handed out.

Congratulations to:



Liz Finnegan – 2014 Volunteer of the Year shown on the left with CEO Akos Hoffer, and Volunteer Services Manager Elia Touesnard

Some of the words expressed by staff are: “A jewel for the Perley Rideau”, “A heart on two legs”, “She is a ray of sunshine for our residents and staff”. “She is a delight to work with – always available, reliable, adaptable, and tactful.” “She is very good with the residents and goes out of her way every time she is in.” “Rain or shine, snow storm or extreme weather, she is always here bright and ready for the residents.” “Residents and staff all appreciate her love, dedication and empathy.” “She puts a smile on everyone’s face.”

Liz started volunteering in 2008 assisting every Wednesday and Friday at breakfast and lunch in the dining room on Gatineau 2 North. She is also an active participant in the Friday morning music program. CTV News recently filmed volunteers including Liz in action in the Recreation and Creative Arts section. To view, [click here](#).



Deborah Nicol – Advocacy Award

The winner of this year's advocacy award deserves special recognition for her commitment, love and concern for our residents and families. She is sensitive to the needs of our residents and makes her case in a methodical and logical manner in an effort to improve their well-being. Deborah has been volunteering with us since 2009 and has contributed over 2,000 hours for meal assistance on Ottawa 2 West and Gatineau 2 South, as a Family Transition Volunteer and as one of our Dairy Queens serving ice-cream on Wednesday afternoons in the pub.

Team Award - Pet Therapy Teams of Helen Teeple and Paddington - Melinda Korevaar and Maverick



The two teams bring so much joy and happiness to our resident's lives. Both pets are well-loved and our residents look forward to their visits. Did you know that therapy dogs provide healing benefits such as reducing blood pressure, anxiety, stress and loneliness? Helen and Paddington visit the Rideau and the Ottawa Buildings while Melinda and Maverick visit the Gatineau Building.

“Together we improve the well-being of the people we serve.”

Notable Mention



Congratulations to **Deborah Bennett** and our **Gift Shop Volunteers** for their generous contribution of \$35,000 to our Foundation. This is the biggest donation from the Gift Shop ever!

Congratulations to **Patricia Johnson** (center in photo, with Elia Touesnard and Russ Tattersall) – our Wednesday Gift Shop Volunteer for 35 Years of continuous service.



WOW! The Perley Rideau thanks you for your loyal service.

15 Year of Service – Patricia Jackson and Vicki Einarsson

10 Years of Service – William Atkinson, John Barclay, Sandra Borris, David Burke, Lovdy Desjardins, Ken Green, Jeffrey Stuart, Dalton McIntyre, Madeleine McCann, Kathy Mitchell, Heather

Redmond, Gerald Timlin and Betty Vineyard.

5 Years of Service – John Cox, Janet Cranston, Sharon Duby, Suzanne Krayner, Rosemarie MacFarlane, Kit McKay, Gerald McMahon, Lillian Meehan, Derek Meng, Robert Paradis, Carole Perkins, Carol Stoss and Nick Stoss

Nominations brought forward also included the following volunteers:

John Barclay, Deborah Bennett, Diane Daniel, Lovdy Desjardins, Stephanie Flood, Simeon Gakwavu, Megan Graham, Gerry McGrath, Gerry McMahon, Carole Perkins, Lacey Rathwell and Joy Simper

Seniors Housing /Assisted Living

In the Apartment building closest to Russell Road, there is an apartment which has been set up as a Guest Suite. In addition to being available to visitors of the tenants, this one-bedroom unit is also available to visitors of our long-term care residents. The cost of each overnight stay is \$75, and the apartment is available on a first-come first-served basis. To book, contact the Rental Office at ext. 2011 or 2006.

The directional and parking signage for the property is nearing completion. All staff are asked to respect the signs for Senior Visitor and Tenant parking. When staff park close to entrances to the Long-term Care and the apartments, this is resulting in some visits to our residents not occurring. Having loved ones visit is so important to the people for whom we provide care. Please park your vehicle away from the entrances.

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

Family and Friends Council

April 17th's meeting was the first in a series describing the Programming and Support Department which encompasses Resident Care Liaisons, Recreation and Creative Arts Service which includes Dance and Horticulture Therapy, Spiritual Care, and Occupational Therapy. Manager Carolyn Vollicks introduced **Mary Moncrieff, MS, Dance Therapy** and **Barbara Brown, HTR**. We have become acquainted with the practice of **Dance Movement**, its history and general applications — particularly in programmes for the elderly and those with dementia; and with how **Horticultural Therapy** enables residents to connect with the healing qualities of nature and find solace in the natural setting of the garden.

If you missed our March meeting — it was a big eye opener!! **Carolyn Andrews, Chief of Resident Care**, gave a remarkably informative address: *Perspectives on Continuity of Care and Staffing*. Equipped with newly acquired knowledge, attendees posed numerous questions and came away with a significantly better understanding of the challenges and responsibilities faced in staffing to meet our residents' continuity of care.

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, and persons of importance to residents who are committed to acting as advocates.

Council meets the 3rd Thursday of each month at 7:00 pm, except in July and

August. Meetings provide opportunities for participants to learn more about life at Perley Rideau, to share experiences and to support one another.

Please note these future meeting dates: **May 15th** and **June 19th** as well as **Wednesday, June 11th, 2:00 - 4:00 pm**
Integrated Model of Dementia Care

We look forward to welcoming you. In the meantime, questions about the Council may be directed to Ray Bailey, Chair at 613 741 0282 or by e-mail to: familycouncil.prvhc@gmail.com

Health Centre Annual Meeting

Residents, families, tenants, staff and volunteers are invited to join the members of the Corporation at the 116th Annual Meeting of The Perley and Rideau Veterans' Health Centre to be held on **Thursday, June 5th, 2014 at 1400 hours in Lupton Hall**. An RSVP by May 30th to Judy Woodstock at 613-526-7170 ext. 2001 or jwoodstock@prvhc.com would be appreciated.

Barbara's Bennie Car Lottery

Don't miss out on your chance to win Barbara Ann Scott's 1988 Mercedes Benz 560 SL (appraised at \$40,000).

Draw is on May 9th, 2014.

To purchase your ticket, call the Foundation at **613-526-7173** or visit us at the Foundation office (next to Gift Shop). All proceeds are dedicated to the *Building Choices, Enriching Lives* Capital Campaign.

1,948 tickets printed -- \$100 per ticket --
No tax receipts issued --Must be 18 years of age to purchase ticket --Tickets must be purchased in Ontario--License # M669430

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

13th Night at the Races

Thursday, May 8, 2014

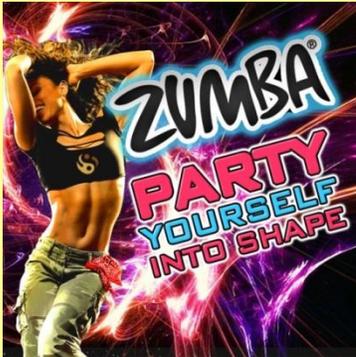
Buffet dinner 6 p.m. Post time 6:30 p.m.

Rideau Carleton Raceway and Slots
4837 Albion Road

\$60 includes \$25 income tax receipt,
live race program, \$2 betting voucher,
\$10 slot token
\$30 Staff Assoc. Members and 1 guest only
Silent auction and great raffle prizes to win!

Purchase your ticket today at the
Foundation Office or phone (613) 526-7173.
Deadline is Friday April 25 for tickets.

Learn Best Zumba Moves with Instructor Carla



Sing songs you love – **Karaoke Show**
Play games and have good time

Saturday 21 June

8:00pm to 2:00am

Margaret Rywak Community Building
68 Knoxdale, Ottawa

Ticket - 5\$ (pizza, pop, dessert)

To buy tickets, please see:

Rideau R1S unit clerk - Maria Smith

Ottawa O1W unit clerk - Praxides Otan

Gatineau G2N unit clerk G1N - Ceciel Dente

*If you have any questions, e-mail
staffzumbadanceparty@gmail.com*

Payroll Winners - \$100

March 28, 2014 Draw:

Frank Chamberlain – Plant Services

Joseph Pereira - Laundry and Linen Services

April 10, 2014:

Nina Feshchenko – Rideau 1 South

Cornelia Seguin – Rideau 1 South

Next draw: April 24, 2014

Spring Plant and Craft Sale

Tuesday, May 6th, 2014

10 am – 3 pm in the cafeteria

Between Us Briefly, Vol. 17-4

**Deadline for submission of articles
for May BUB is May 16, 2014**

Editor: Sylvie Moncion

If friends and family members would like to
subscribe for the electronic distribution of
the BUB, please send them the following
link.

<http://www.eepurl.com/JdKQX>

Contributors to this issue:

Walter Asl, Daniel G, Clapin, Diana
Hennessy (FFC), Cheryl Homuth, Denise
Lavoie, Caroline Meguerditchian, Sylvie
Moncion, Elia Touesnard and Judy
Woodstock

*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.*

*Articles can be emailed to
Smoncion@prvhc.*

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

New Perley Rideau Employee Giving Program

What is the Employee Payroll Giving Program?

- ✓ The voluntary Program encourages employees to make charitable contributions in support of the programs and services provided by the Perley Rideau.
- ✓ All individual donations will be kept strictly confidential. Your manager and co-workers won't know whether you decide to participate or not and, if you do, what giving level you choose.
- ✓ This is a new program. In 2014, our goal is \$25,000 raised through the Employee Giving Program.

Why give?

- ✓ Because every dollar makes a difference! Your generosity makes possible the purchase of essential items and fund activities that enhance the care and enrich the lives of those who call the Perley Rideau "home".
- ✓ The Program is a way for all employees to champion the Perley Rideau mission. It's a powerful statement that encourages others to give to The Perley Rideau.
- ✓ It's your opportunity to support projects that impact your own workplace and the individuals we serve every day.
- ✓ You choose what your gift will support: 1) where the need is greatest based on the Priority Needs List for the residents in Long-Term Care OR 2) the *Building Choices*, *Enriching Lives* Capital Campaign and the two new seniors apartment buildings.

How does it work?

- ✓ It's easy. Take a minute and complete the Payroll Giving Program Donation form and we take care of the rest. Forms are available in the HR computer room on the 1st floor of the Perley Building or at the Foundation office.
- ✓ You can send your Employee Giving Form to Delphine Haslé, Foundation Office through interoffice mail, or drop it off at the Foundation Office (next to the Gift Shop).
- ✓ The donations will be automatically deducted from payroll each pay period. The accumulated charitable donations will appear on your T4 statement at the end of the year.
- ✓ You do not need to renew each year, as your deduction will continue. You can, however, make a change to your donation level or stop your donation at any time.
- ✓ 100% of the donation benefits the Perley Rideau.

What if I have a question that isn't answered here?

- ✓ Call Delphine Haslé, Development Officer in the Foundation Office at extension 7177 or email her at dhasle@prvhc.com.