



# BETWEEN Us... Briefly

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

## Chief Nursing Officer Appointed



Perley Rideau is pleased to announce the appointment of Linda Hunter RN, MScN, PhD (IP) as Chief Nursing Officer,

effective August 11, 2014.

Holding degrees in nursing and with academic training in leadership, Linda brings a diverse background which offers a unique perspective to this position. "We are thrilled to be welcoming Linda to our leadership team," said Akos Hoffer, Chief Executive Officer at The Perley and Rideau Veterans' Health Centre. "She has a unique combination of skills earned through her experience as a nurse and more recently as a healthcare consultant working with a variety of organizations. Her expertise will be most valuable to both our team and our residents."

Linda is an executive health care leader who has 30 years of experience in the health sector. She has worked as a Senior Lean Healthcare Consultant in private practice and as a Senior Consultant and Trainer for the Leading Edge Group offering expertise in organizational change, performance measurement, quality and process improvement, patient safety and group facilitation. Linda is a registered nurse with

a Master's degree and is currently completing her PhD in the Faculty of Health Sciences, School of Nursing, at the University of Ottawa. She is focusing her research on leadership and process improvement and patient outcomes. She completed her executive leadership training at Queen's University and finished the Champlain LHIN Senior Leadership Course. Linda is a certified Patient Safety Officer, a Patient Safety Education Program facilitator/trainer, and certified in both Root Cause Analysis and Failure Mode Effects Analysis and has her Green Belt in Lean and her Yellow Belt in Six Sigma.

Linda had held the position of Director of Quality and Patient Safety at The Ottawa Hospital. Prior to that, she worked at the Conference Board of Canada conducting research on enhancing interdisciplinary collaboration, and worked with Accreditation Canada. She is currently a member of the Queensway Carleton Hospital's Board of Directors.

Linda is passionate about quality, process improvement and resident and patient safety. She entered the patient safety field over 20 years ago when her sister died as a result of a narcotic error at a hospital Emergency Department. Linda thrives on helping staff and organizations reach their outcome goals.

Linda lives in Ottawa with her husband James and her 19-year-old son Kevin. Linda enjoys hiking, biking, kayaking, and gardening in her spare time.

## 2013 Resident Feedback Survey Results

Every year, as one but important mechanism for feedback, residents and family members are asked to evaluate their experience in the Long-term Care Centre at Perley Rideau through the Resident Feedback Survey. The survey looks at all areas that touch residents' lives, such as the activities offered through Recreation and Creative Arts, the different services that are available, the care that is provided, the food and dining experience on the units, the building and the environment.

In October and November 2013, the third annual survey was conducted. The survey included 56 quantitative, 13 qualitative, and three demographic questions. All residents or their Power of attorneys or Substitute Decision maker were encouraged to participate in the survey. We received 253 completed surveys for a response rate of 65%.

Thank you to all residents and family members who took the time to answer the questions. Your feedback has helped us identify areas for improvement to better the quality of life for our residents.

### Results

Results remained very positive with an overall satisfaction rating of 84.7% in line with last year's results. Using Accreditation Canada's description of ratings, residents were *very satisfied*. A resident rating an area below 80% is considered to be *moderately satisfied*, and below 60% is *not satisfied*. We, at Perley Rideau, believe in continuous improvement no matter what the rating, but do focus our attention on areas where the rating is below 80%, or whose trend is lower year over year, recognizing that there will be natural fluctuations. Results were as follows:

Section	Rating
Resident Activities	77.2%
Resident Services	87.6%
Resident Care	84.9%
Safety and Security	83.1%
Building and Environment	87.2%
Food	88.4%
<b>Average</b>	<b>84.7%</b>

Copies of the report are available by speaking to a Perley Rideau Manager or Director. The Report is also posted at [www.perleyrideau.ca/residentreport](http://www.perleyrideau.ca/residentreport)

### Areas for Improvement

The report lists specific areas where the survey results call for some attention. You will note that improvements are identified in all sections even those receiving an overall rating of *very satisfied* as we also base our review on individual survey questions because we feel that details do matter in bettering the experience of each resident.

Management are in the process of evaluating the suggested areas for improvement based on various factors, including impact on and importance to residents and families, feasibility and cost.

A big thank you to the volunteers who spent many hours administering the survey **Myrna Baetz, Peter Berkeley, Barbara Cauley, Linda Dacey, Rejeanne Fairhead, Doug Harding, Joan Harding, Gloria Hill, Marilyn Jensen, Bruce Laforest, Rosemarie MacFarlane, Kit McKay, Judy Muirhead, Lacey Rathwell, Sue Sim-Nandea, Carol Stoss, Nick Stoss and Brian Wattie.**

## Kindness and respect

Perley Rideau is a special place. We care for people who can't always take care of themselves. It isn't always easy, but we work hard to bring kindness and respect into the lives of our vulnerable residents and their loved ones.

It isn't just our residents and their families who deserve kindness and respect - it's each other too. The way we treat each other, as colleagues and members of the team, matters.

It doesn't mean we will always agree with each other, or even like each other. We do have to work together, and it can be very hard to work where we don't feel respected. Kindness and respect make the Perley Rideau work. We don't always remember what someone said to us, but we always remember how they made us feel.

Sometimes, people say or do things that seem mean, petty, or disrespectful. If it happens often enough, it takes its toll. When it happens repeatedly at work, it's even worse, because most of us need to work and can't just walk away. Going to work shouldn't mean having to accept being harassed or bullied.

Harassment is when someone repeatedly says or does something to you that they know (or ought to know) is upsetting to you.

All employers in Ontario must have policies and programs in place to combat harassment in the workplace. The Perley Rideau and its Joint Occupational Health and Safety Committee want all staff to know that harassment and bullying are not tolerated here; if you believe you are being harassed, you do have options.

If you ask the person harassing you to stop, they have no choice - they must stop. You

can also report the problem to your supervisor, your union representative, or to human resources.

The Harassment and Discrimination policy is available on the Health and Safety Bulletin Boards, in the Policy folder on the U drive, and on SURGE.

We don't just "do" kindness and respect at Perley Rideau, it is who we are. We are worth it.

## 2014 Perley Rideau Seniors Village Fair is coming.....

**Saturday, Sept. 6, 10 am - 3pm**

**Residents, tenants, staff, volunteers, families and friends are all invited to join us in this celebration.**

**We will have entertainment, food, treats, games, activities, and much more.**

**We are calling on everyone young and old to mark your calendars. Remember less than 50 sleeps before the BIG DAY!!!**

## Important Information - Emergency Measures Committee

### 1. Main Entrance

The Perley Centre new main entrance has been in use for a few months now and has recently been redecorated. We encourage all visitors, volunteers and staff to use this entrance. Visitors, volunteers and contractors are asked to sign in and out so that we can account for you in the event of an emergency such as a fire or evacuation. This could save your life by letting us know that you are in the centre when an emergency occurs.

### 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**

Labels outlining these instructions are on all phones throughout the facility.

### 3. Evacuation Planning and Exercise

Safety is a huge priority for us. The Emergency Measures Committee in conjunction with the Centre's Management Quality and Safety Committee has been

working relentlessly on ensuring all of our emergency responses are current and effective. Over the past six months, a tremendous amount of work has gone into building our evacuation plan. We are pleased to announce that we have combined forces with the local Emergency Management Branch and Algonquin College and are now preparing for an evacuation exercise in the fall. Stay tuned for more information on this.

If you have any questions, concerns or suggestions, contact *Kerry Tubman* ext. 2110 or *Caroline Meguerditchian* ext. 2388.

## Staff Appreciation BBQ



Mark your calendars!!!

**Thursday,  
September 18**

More info to come in early Sept.

## Family and Friends Council

*Below are introductions to some of our members.*

**Chair Ray Bailey, B.Comm [Hons], CGA** - Ray's professional background includes employment with Revenue Canada and the Union of Veterans' Affairs Employees. Prior to his election as Chair of the Council, he served as Co-Chair and Director at Large - External Relations. In 2011, Ray was elected to the Champlain Region Family Council Network Executive.

Following his wife's diagnosis with Huntington Disease, Ray became involved with the Ottawa Chapter of the Huntington Society and was subsequently elected President. In 2010, he was elected to the Board of the Huntington Society of Canada.

When Ray is not visiting his wife Liz who has lived at Perley Rideau for over six years, he enjoys volunteering, golf, travel and watching sports.

**Vice-Chair Doreen Rocque** - A retired Public Service Human Resources Senior Executive with over 35 years, Doreen became involved with family councils when her Mom and Aunt moved into long-term care in 1999. Her husband was diagnosed with Parkinson's in 1995 and moved to Perley Rideau in 2008.

A Director at Large since the Family and Friends Council's inception, Doreen was elected Vice Chair in 2013. In 2014, she was elected Chair of the Champlain Region Family Councils Network [CRFCN] whose mandate is to support families in establishing and maintaining Family Councils as well as to advocate for improvements to the Long-Term Care System. Doreen is President of her Condominium Corporation and enjoys

travel, golf, curling and relaxing at her cottage with family and friends.

**Secretary Heather Moxley, B.H.Ec, B.C.S** - With degrees in Home Economics [Human Development and Family Studies, University of Manitoba] and Computer Science [Carleton University], and a professional managerial background in IT and telecommunications, Heather occupies an all-important executive position at the Council since the November 2013 AGM.

Heather's father was a veteran resident of Rideau 2 South for over seven years. She lives in Old Ottawa East with her husband and has two daughters in their early 20s.

**Treasurer Brenda Tobin** - An Accounting Diploma graduate of Confederation College, Brenda brings over 25 years' experience in bookkeeping and taxation and over 30 years as a volunteer to the Executive. When not working or volunteering, she likes to travel, read and spend time with family and friends.

With the arrival of her father now residing at Perley Rideau, she volunteered to serve on the Family and Friends Council and was elected to the Executive at the 2013 AGM, where her financial and volunteer experience is invaluable.

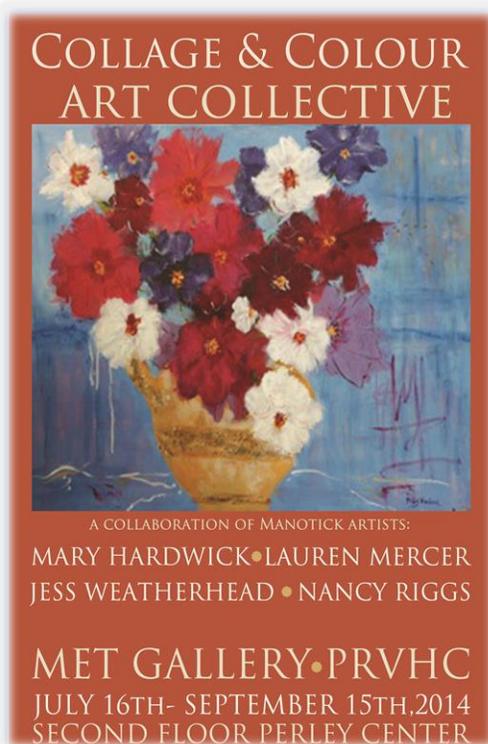
The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff. Participation is open to family members of residents, former residents of The Perley Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates.

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

Council meets the 3<sup>rd</sup> Thursday of each month at 7 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.

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

## New Show in Met Gallery



We are delighted to welcome four talented artists to the MET Gallery on the 2<sup>nd</sup> floor of the Perley Centre. The exhibition “Art Collective” features the work of *Mary Hardwick, Lauren Mercer, Jess Weatherhead* and *Nancy Riggs*. Each of the artists presents a variety of work but all related to the idea of summer in the garden and beyond. You will find exuberant floral paintings by Mary Hardwick in acrylic and

encaustic, treasured collages of personal histories with intriguing objects by Nancy Riggs, vibrant oils by Jess Weatherhead and a love of landscape and old buildings in the water colour and sketches of Lauen Mercer smail.

Mary Hardwick has been volunteering with the Ottawa Garden Club and works with others to maintain and improve the Rideau courtyard gardens. It is through Mary’s connections that this collective of artistic friends based in Manotick now grace our gallery walls.

Please drop by any time to view the works. Turn the lights on as you enter the gallery. The exhibition is open 24/7 until September 15<sup>th</sup>. Some of the artwork is for sale; please inquire with the staff in the Studios.

## Payroll Winner - \$100

### **July 3, 2014 Draw:**

*Teresa Doskoch - Food and Nutrition*  
*Chenai Madamombe – Rideau 1 North*

### **July 17, 2014 Draw:**

*Lalis Dinka - Gatineau 2 North*  
*Melodie Rattray - Rideau 1 South*

**Next draw: July 31**

## ***Between Us Briefly, Vol. 17-7***

**Deadline for submission of articles for next BUB is Friday, August 15.**

Articles can be emailed to:

[smoncion@prvhc.com](mailto:smoncion@prvhc.com)

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