

Between Us Briefly

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

Vol. 16 #5

September 10, 2012

SECOND ANNUAL RESIDENT AND FAMILY FEEDBACK SURVEY STARTS NEXT WEEK

*Please help us improve the quality of the care and services we provide to our residents
by answering the 2012 survey!*



Long-term care homes in Ontario are required by law to administer a satisfaction survey to residents and families once a year. The survey must address all aspects of daily living at the home, including but not limited to activities, food, care, services and the environment. This survey is an important tool, as it will enable the home to identify and address areas where the home is not meeting requirements of the Long Term Care Homes Act, as well as identify other areas where improvements may be needed.

This year's survey period is scheduled for mid-September (September 17) through the end of October. Similar to last year's survey, a group of volunteers will be going through the survey with residents who are able to answer the survey (as identified by nursing staff). Volunteers are there to assist residents in answering the questions and to encourage residents to provide comments at any time during the survey.

For residents who are unable to answer the

survey, a representative (generally the Power of Attorney) will be given the opportunity to answer the survey on the resident's behalf. Representatives will have the option of receiving the survey in the following ways:

- By phone or in person (with a volunteer)
- By email
- Survey left in the resident's room for pick-up
- By mail

Over the last month, staff have attempted to contact as many representatives as possible to confirm their interest in participating in the survey and their preferred method for receiving the survey. Please note that this information will be used on an ongoing basis for future surveys.

If you have any questions or concerns about the questionnaire and/or process, please contact Melissa Lorrain, Improvement Facilitator, at 613-526-7170 ext. 2205 or by email at mlorrain@prvhc.com.

Thank you in advance for your cooperation! Together we improve the well-being of the people we serve.

Watch for future issues of *Between Us Briefly* that will show case some of the work underway by the Perley Rideau to address areas for improvement identified in last year's survey!



FAMILY AND FRIENDS COUNCIL (FFC)

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 among staff, family members and friends of a resident or former resident of PRVHC, or a person of importance to a resident who is committed to acting as an advocate. The Council meets on a regular basis; the next meeting is scheduled

for **Thursday, September 13th at 7:00 p.m.** Meetings are held in the Benidickson Room (boardroom) located on the second floor.

Inquiries about the Family and Friends Council can be directed to Katherine Stewart at 613-730-3429; Dave Doherty at 613-825-6548; or by e-mail to familycouncil.prvhc@gmail.com.



NEED FOR “ENHANCED” CARE BEDS FOR VETERANS

The Perley Rideau provides three (3) different levels of long-term care: Enhanced, Supplementary and Special Approach. The majority of the beds in the Rideau and the Ottawa buildings are for residents needing Enhanced care; this means that residents need assistance to perform many activities of daily living due to physical and/or cognitive impairment. At this time, there is a significantly greater need for Enhanced care beds than for Special Approach or Supplementary care beds.

One unit at the Perley Rideau, Rideau 2 North, is dedicated solely to Supplementary care. These 25 veteran beds are for residents with limitations that require minimal to moderate assistance with activities of daily living. There are some residents on Enhanced units who are well suited for the lighter, Supplementary care provided by Rideau 2 North.

In order to address this growing need by veterans for Enhanced care beds, the Perley Rideau would like to transition residents with lighter care needs from an Enhanced care bed to a Supplementary care bed on Rideau 2 North. This transition will occur as beds become available on Rideau 2 North. This will allow for admission to the Perley Rideau of veterans who are currently in the community and who require a higher level of care and an Enhanced Care bed.

The purpose of this communication is to prepare veteran residents and family members for a possible request to move to a Supplementary care bed on Rideau 2 North, as beds on that unit become available.

Residents or families who would like to explore the possibility of a potential move to Rideau 2 North may do so by contacting Chantale Cameron, Director of Resident Care at extension 2441.

INTRODUCING NEW VACCINE FOR RESIDENTS



We are pleased to be able to offer residents over the age of 60 a new and effective shingles vaccine. This vaccine will be

available for purchase through Medical Pharmacy and administered at the Perley Rideau.

Education about the vaccine will be provided to staff in the coming weeks and we are optimistic

that we will be ready to provide the vaccine to residents by the end of September.

Shingles is a condition encountered amongst individuals older than 50 years of age. Shingles is caused by the same virus that causes chickenpox: **varicella zoster virus**. It is a painful rash generally affecting one side of the body.

However, a common complication of shingles is post-herpetic neuralgia. This is a painful condition that can last for months or years after the initial shingles infection has cleared and, which can further increase suffering and reduce the quality of life for those who get it.

There is no easy, single treatment for these symptoms and the many drugs used to manage it can worsen other conditions as well as cause many other side effects.

Shingles and post herpetic neuralgia can now be prevented with a vaccine. This vaccine called **ZOSTAVAX®** reduces the occurrence of shingles by 50% among those aged 60 and older and reduces the duration of pain by 60% among those who still get shingles after being vaccinated.

Your physician or nurse will provide you with further information in the near future! Stay tunedmore to come!



BED RAILS AT PERLEY RIDEAU

Traditionally, bed rails in long-term care have been largely viewed as devices that increase resident safety when in bed. However, over time it has become evident that using full bed rails can contribute to an increased risk of injury and even death. This increased risk can be associated with residents trying to go over or between the rails and falling; however, the most common reason is due to bed entrapment.

Bed entrapment is an event in which a resident is caught, trapped or entangled in the spaces in or about the bed rails, mattress or bed frame. Entrapment can result in serious injury or death.¹

In the last year, the Perley Rideau has purchased over 40 new hi-lo beds. All of these beds are only available with two rails and not full rails (four split rails). These beds can be

set much closer to the floor than older beds, which minimizes the risk of injury in the event of a fall. In recent months, the Home's *Least Restraint* policy has been revised and released. In the best interest of residents' safety and well-being, we will be removing the bottom rails from all beds in the facility unless there is an assessed need related to a medical condition; this will be done in consultation with the resident and/or family.

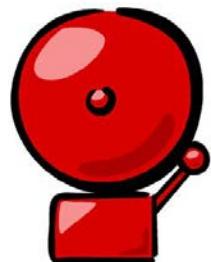
Additional information about this change will be available on all units.

If you have any questions or concerns about this upcoming change, please speak with an RN or Manager on your unit.

Reorganization Hotline Ext. 2841 Now Closed

The telephone hotline (ext. 2841), established to receive feedback on the organizational changes announced in July, is now closed.

¹ U.S FDA website



EMERGENCY PREPAREDNESS COMMITTEE UPDATE

The Emergency Preparedness Committee has been working very hard on revising all of the emergency policies and educating staff on the changes and what their roles are in an emergency. You will notice that we will be having more frequent drills over the remainder of the year to test the new procedures. We are trying our outmost not to be disruptive to resident activities and ask that residents and visitors be patient with the increased number of drills. Staff, please treat all codes seriously, we never know when there will be a real

emergency. If you have missed the education on emergency codes, please let your supervisor know. If you have questions about your role in an emergency please ask for clarification from one of the emergency code trainers: Sharon Dunnigan, Steve Roy, Colleen Barbier, Barb Wilson, Gregory Scratch, Tatiana Predovic, Cheryl Kemp, or a supervisor/manager. We would also like to thank all of the Emergency code trainers for all of their hard work!

"MEET AND GREET" FOR NEW RESIDENT'S FAMILIES

In case you weren't aware, new resident's family members are invited to a "**Meet and Greet**" shortly after their loved ones move to the Perley Rideau to discuss their feelings about the move to long-term care and how the family is coping. At one of the recent meetings some of the comments from the family members were: "We feel so fortunate to be



here at the Perley Rideau"; "The staff are outstanding"; "Very appreciative for the care received". One family member said that their loved one always said, "If I have to go to a home, the Perley Rideau is the only place I want to go". These comments are testament to the great job our staff do on a daily basis. Thank you and keep up the good work!



CREATIVE ARTS INSTRUCTORS SHOW THEIR WORK AT OTTAWA'S SHENKMAN CENTRE

The Artist/Instructors in Recreation and Creative Arts Service here at the Perley Rideau, will be showing their own Artwork at Ottawa's Shenkman Art Centre. Titled '*Lives in Winter*', the artwork centres on the theme of ageing and the artists' experience of working with the elderly.

Opening Vernissage (party) will be on **Sunday October 28th from 1:00 to 3:00 p.m.** at 245 Centrum Blvd. Artists in the show include: Cynthia O'Brien, Beth Ross, Missy Fraser, Andrea Fabricius, Barbara Brown, Ross Imrie, Tony Clark, Sara Jane Estabrooks, Darlene Keffer and Gregory Scratch. The Show continues until November 27th.

NEW ICE CREAM PARLOUR HOURS

Effective Wednesday, October 3, 2012:

Ice Cream will be served from 1:00 to 3:30 p.m. – in the Pub.

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



WELCOME JORDAN WEBER, M.H.A. RESIDENT

The Perley Rideau is pleased to welcome Jordan Weber, Master of Health Administration student from the Telfer School of Management at the University of Ottawa. Jordan is completing his residency at the Perley Rideau between

September and December 2012. During this time, Jordan will be focusing on specific projects identified by Management as priorities for the Health Centre that will also meet his residency objectives. Welcome aboard Jordan!



2012 SUMMER YOUTH PROGRAM

Volunteer Services staff would like to thank all of our amazing youth volunteers for taking part in our 2012 Summer Youth Program. The months of July and August saw the participation of 24 youth bringing happiness, joy, and youthful energy to the Perley Rideau. The summer youth participated in areas such as the Beauty Salon, Physiotherapy, Spiritual Care Services, Recreation and Creative Arts.

The Summer Youth volunteer recognition event was held on Thursday, August 16 during Bingo. Students had the opportunity to play bingo while helping residents at the same time.

Our **2012 Summer Youth Award** was given to **Mitchell Haslam**. Mitchell is known throughout the home for his friendliness, kind

nature towards our residents and his ease in communicating with both young and old. Congratulations Mitchel!

Srijan Walia received special recognition for going "Above and Beyond". Srijan clearly demonstrated his compassion for one of our residents by holding both her hands and reassuring her when she was upset. Congratulations Srijan!

Congratulations to all our 2012 Summer Youth Students!

(Pictured above, 2012 Summer Youth Students Present at the Youth Volunteer Recognition Event from Left to Right: Emmanuelle Auguste, Ranvir Dhesi, Mitchell Haslam (2012 Summer Youth Volunteer), Bot Kelly, Meaghan Schraner, Aashna Uppal, Mitali Uppal, Margot Dods (Summer Youth Assistant), Monique Barnacheo, Srijan Walia - not standing (Recognition for going "Above and Beyond")

A NOTE OF THANKS

I would like to extend my sincere thanks to everyone for the many expressions of sympathy and the support received during the recent loss of my dear mother. Your kindness

and support throughout this difficult time has been very much appreciated.

- Donna McCann, RN.





ABUSE EDUCATION SESSIONS WELL RECEIVED

The Perley Rideau provided abuse education for all staff working on June 12th and 13th, 2012 with guest speaker Tammy Rankin, Elder Abuse Advisor from the Municipality of Durham. This educational activity was a big success with over 470 staff attending and a lot of positive feedback received about the sessions. While it was only

possible to provide these sessions for staff on day and evening shifts, other arrangements have been made for staff working nights.

Please remember to **IMMEDIATELY INTERVENE AND REPORT** any alleged, witnessed or suspected abuse or neglect, because if it is not reported, it will continue.



PREMIER DALTON MCGUINITY VISITS PERLEY RIDEAU

(L-R Dan Clapin, Managing Director, Foundation; Premier McGuinty, Peter Strum, Chair; Akos Hoffer, Chief Operating Officer)

Premier McGuinty's visit to the Perley and Rideau Veterans' Health Centre on July 19 highlighted the importance of increasing the supply of seniors' housing – for all seniors, including veterans. While onsite, Premier McGuinty shook hands and chatted with construction workers and health centre officials, while walking through one of the new apartment buildings under construction. Our first tenants are scheduled to move in to their apartments in January 2013.

At Perley Rideau, our vision is to create a Seniors' Village that will not only provide access to housing, but also meet most needs of seniors onsite.

The cost for the construction of the buildings is funded by City of Ottawa infrastructure funds flowed from the Federal Government to the Province of Ontario, and a combination of mortgage financing from the Ontario Infrastructure and Lands Corporation, equity, and fundraising by the Perley and Rideau Veterans' Health Centre Foundation. While this is a significant investment for all involved, the product will enrich the lives of our new tenants and provide a unique model community that can be replicated elsewhere.

ATTENTION PERLEY RIDEAU SHOPPERS!

Smart Care Clothing (adaptive clothing for seniors) will be on site on **Wednesday,**

September 14th, 2012 from 10:00 a.m. to 3:00 p.m. in Lupton Hall.

PAYPOOL WINNERS

July 19	Rosemary Beck Robert McIntyre
Aug 2	Ernest Buck Elizabeth Ross
Aug 16	Bertha Doucet Nelson Viegas
Aug 30	George Amigao Georgena Meldrum



Between Us Briefly, Vol. 16-5
Editor: Judy Woodstock

Special Thanks to Those Contributing Articles for this Issue:

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