



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

**The Perley and Rideau Veterans' Health Centre
Family and Friends Council
2016 - 2017 Annual Report**

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About the Family and Friends Council

The mandate for the Family and Friends Council, Perley and Rideau Veterans' Health Centre derives from Ontario's *Long-Term Care Homes Act, 2007* (LTCHA).

The Family and Friends Council is open to family members of a resident or former resident of Perley Rideau long term care or persons of importance to a resident who is committed to acting as an advocate.

Who We Are	What We Do	Why We Do It
<p>The Perley Rideau Family and Friends Council (FFC) is an organized, self-led, self-determining, democratic group of volunteers composed of family and friends of the residents in long term care.</p> <p>The FFC provides mutual support, empowerment and advocacy to the family and friends of the residents.</p>	<p>Welcome and support families and friends of the residents;</p> <p>Provide assistance and advice to management on the concerns of families and friends;</p> <p>Serve as a liaison between residents, staff, management, friends and family members while respecting confidentiality of residents;</p> <p>Sponsor activities and educational events in support of residents and their families and friends;</p> <p>Advocate on behalf of all residents and their family and friends;</p> <p>Network with the Residents Councils at the Perley Rideau and with other Family Councils in the Champlain Region to share information and ideas.</p>	<p>The Perley Rideau is home to approximately 450 residents who rely on its efficient functioning for a safe, caring and enjoyable atmosphere.</p> <p>The FFC works in partnership with Perley Rideau management and staff towards improving the quality of life for long term care residents.</p>

Mission

To improve the quality of life for all residents by promoting an atmosphere of compassionate care and support among staff, friends and family members of the long term care residents of the Perley and Rideau Veterans' Health Centre.

Year in Review

This report covers the FFC’s fiscal year for the period July 1, 2016 to June 30, 2017.

Strategic Plan – 2017 – 2019

In November 2011, at the first Annual General meeting, the FFC approved a 3-year Strategic Plan. On March 28, 2014 the plan was reviewed and updated. This plan sets out three key strategies to further efforts to improve the quality of life for residents.

Develop and Sustain a Strong Council	Advocate for Change	Leverage Key Partnerships
<i>Engage a broader base of family and friends, sustain momentum and leadership, and meet the needs of the FFC community</i>	<i>Continue role in advocacy of issues important to family and friends of residents, concerns of the FFC, and changes to improve the quality of life of residents</i>	<i>Strengthen relationships with key stakeholders in order to maximize the collective efforts of all partners to improve the quality of life of residents</i>

Highlights from –2016-2017

This past year has been a busy and productive one for the FFC. Within our mandate and within the context of our Strategic Plan, the FFC has focused on four primary activities:

- **Enhancing Residents’ Care**
- **Organizing Education sessions offered for staff, residents, their families and volunteers**
- **Focusing support and providing resource information for Caregivers – continuing and building on our “Caring for the Caregiver” initiative**
- **Exploring recruitment initiatives to enhance outreach and ensure FFC’s sustainability**

Enhancing Residents’ Care

With a mission to enhance the quality of life for our residents, the FFC Executive reviewed and provided feedback to Perley Rideau senior management on a number of initiatives including:

- Advancement of the PATH model (Palliative and Therapeutic Harmonization) to provide a holistic approach based on frailty indices
- Review of Residents’ and Family Experience surveys
- Promotion and participation in various working groups in partnership with the Perley Rideau Health Centre, particularly the piloting of the working groups in areas of concern – i.e.; falls, hand hygiene, pain education pamphlet
- Supporting and providing guidance to the Perley Rideau’s quality improvement initiatives

Education and Caring for the Caregiver initiative

Each year the FFC, in partnership with staff and management, presents information on a variety of timely topics at its monthly meetings and special education presentations.

❖ **Monthly Meetings**

Over the past year, information was provided on a wide range of Perley Rideau activities, programs and initiatives including the role and responsibilities of Perley Rideau's Resident Care Liaisons; ethical considerations in resident care and decision making; reviews of resident care plans; the admission process at the Perley Rideau; and the implementation of the PATH model pilot program at the Perley Rideau.

A complete list of topics is provided in Annex 'A' of this Annual Report.

❖ **Caring for the Caregiver initiative**

The increasing challenges and burdens on caregivers were the motivation for the FFC to focus on the theme of "caring for the caregivers" initiative. Begun in April 2016, over the course of three months to June 2016, the FFC developed and presented educational sessions with the focus on self-care and management of one's personal resources while providing care for our loved ones. This focus resonated strongly with our family and friends members, fostering increased interest and broader participation in our sessions.

Building on the success and continued interest in this theme, over the past fiscal year (July 2016 – June 2017), we explored related topics including mindfulness and other self-care strategies.

❖ **Pilot project – informal meeting format**

In response to the success of our Caring for the Caregiving series, an informal meeting format was piloted in October 2016 and a second session in January 2017. The impetus for this project was to provide an additional opportunity for family and friends to discuss care issues and other topics of common interest. Based on evaluation of FFC's ability and resources to provide an opportunity to engage our members, the FFC executive decided to adjust the format of our monthly meetings to accommodate more discussion. Accordingly, no further informal meetings are planned.

❖ **Special Education Presentations**

Each year the FFC organizes an Education Event as part of Family Council Week usually held in June. This Event, sponsored jointly by the FFC and Perley Rideau's management, is an opportunity to engage in discussion and explore issues affecting residents, their families, Perley Rideau staff and volunteers.

On June 8, 2017 we presented a session on the role and impact of "**PATH – Palliative and Therapeutic Harmonization**" on Perley Rideau's staff, volunteers and family and friends caregivers, followed by a moderated panel discussion by Akos Hoffer, the Perley Rideau's CEO.

FFC Membership and sustainability

New residents to the Perley are increasingly older and frailer, with complex medical conditions that require greater expertise and resources. The average age of our veterans is 93 and for the community seniors it's 85 years old. Given the changing dynamics of resident care due to increased frailty of those entering the Perley Rideau, this dynamic has impacted on FFC's ability to provide support and guidance to family and friends. The challenge facing the FFC executive is that there is an increased need for support of the caregiver as well as representing the needs of the residents.

❖ **Recruitment and retention**

With the increasing age and frailty of Perley Rideau residents and resulting decreased length of stay, the challenge is to support more family and friends while maintaining continuity and experience. Since May 2016, the FFC executive has explored ways to engage long-time volunteers and others who represent friends within the Perley. A recruitment initiative is underway to ensure that the level of experience and knowledge of issues facing family and friends is maintained.

OTHER FFC ACTIVITIES AND KEY RELATIONSHIPS

Communications

An ongoing priority of the FFC is keeping in touch with residents and their families, staff, management and volunteers; particularly as it relates to residents' care.

The FFC provides information on our activities and programs through our articles posted to the monthly "*The Perley Rideau Newsletter*" that is published in hard copy and electronically (website). We also keep our eyes and ears open for opportunities to enhance communications and provide suggestions to Perley Rideau's management.

Each month we also send notices of our meetings and updates on FFC's initiatives to our email list, and distribute notices and minutes of our meetings electronically and on notice boards throughout the Perley Rideau campus.

Key Partnerships

The FFC strives to develop and foster enhanced communication and collaboration, and advance advocacy initiatives with the Perley Rideau's management team, the Perley Rideau Foundation, the Perley Rideau Board of Directors and the Eastern Ontario (Champlain Region) health community.

❖ **Perley Management Team**

We are very fortunate to enjoy an open dialogue with Perley Rideau's senior management, the Board of Directors, and the Perley Rideau Foundation. FFC's executive meets monthly with senior management to exchange information and ideas. In addition, an FFC member sits on the Perley Rideau Board's Quality of Life and Safety Committee on the Perley Rideau's operational Ethics Committee.

We are consulted on a variety of subjects and act as a sounding board for the Perley Rideau management. Over the past year we have reviewed the following topics with them:

- PATH (Palliative and Therapeutic Harmonization) model of care
- Unit clerk transition
- Ontario Ministry of Health Inspection Reports and Critical Incidence Inspections
- Quality improvement plans and initiatives – piloting of working groups
- Review of in-house family and residents' survey results
- Veterans' transition and inclusion of "new veterans"
- Financial status and reports – budget review and fundraising initiatives
- The Operational Review commissioned by Perley Rideau's management

❖ **Perley Rideau Board of Directors**

A member of the FFC executive sits on the Board's Quality of Life Committee.

❖ **Perley Rideau Foundation**

The Perley Rideau Foundation is a key partner of the FFC and supports us with an annual \$1,000 donation. The Foundation not only assists the FFC financially, but promotes the Council's activities within the Perley Rideau and in the community at large.

❖ **Health care partners and community connections**

Members of the FFC Executive have reached out to the wider community by continuing to have an executive member sit on the Executive Committee of the Champlain Region Family Council Network, as a Board member of Family Councils of Ontario, a member of the LHIN Long Term Care Advisory Committee, and a member of the Perley Rideau's Veteran's Council. The FFC also works with and promotes the Dementia Society of Ottawa (formerly the Alzheimer's Society of Ottawa and Renfrew County).

FFC members have participated in Perley Rideau quality improvement working groups, and events including Nurses Appreciation Week, Volunteer Appreciation Day, the Village Fair and Staff Appreciation Day. The FFC was able to contribute prizes, such as gift certificates to some of these events.

FFC by Numbers

- ✓ 320+ distribution list
- ✓ 14 Meetings with Perley Rideau's management – many with its CEO
- ✓ 7 Monthly FFC meetings
- ✓ 2 Informal format meetings – pilot project
- ✓ June 2017 Family Council Ontario annual conference in Toronto
- ✓ 2 meetings with Champlain Region's Family Council Network
- ✓ Perley Rideau Village Fair

FINANCIALS

Financial Statements		
July 1, 2016 to June 30, 2017		
1. Opening Balance		<u>\$1,182.46</u>
<u>INCOME</u>		
Perley Rideau Foundation		\$1,000.00
<u>EXPENDITURES</u>		
Volunteer Recognition Day 2016/2017		\$100.62
Nursing Week 2016/2017		\$153.06
Staff Appreciation 2016/2017		\$156.12
Comfort Fund		\$405.50
Family Fun Day		\$50.00
Annual General Meeting		\$15.54
Thank You Gifts		\$60.00
TOTAL EXPENDITURES		<u>\$940.84</u>
2. NET REVENUE / CASH FLOW		\$1,241.62
3. CASH ON HAND		\$159.99
YEAR-END BALANCE (1+2+3)		<u>\$1,401.61</u>

Executive Committee

Name	Position
Ray Bailey	Chair
Doreen Rocque	Vice-Chair
Heather Moxley	Secretary
Brenda Tobin	Treasurer
Mark Bowman	Director of Communications
Fran Cordukes	Director at Large
Brent Mersey	Director at Large
Diana Hennessy	Director at Large
Joan Olinik	Director at Large



Front Row (L to R): Brenda Tobin; Ray Bailey (Chair); Doreen Rocque (Vice-Chair); Heather Moxley;
 Back Row (L to R): Mark Bowman; Joan Olinik; Diana Hennessy; Fran Cordukes; Brent Mersey

Tribute to and Remembrance of Diana Hennessy

Diana passed away on September 5, 2017 after a seven year courageous battle with cancer. She was a vital force at the Perley Rideau - a dedicated and active volunteer and generous donor. She served on FFC's Executive from 2013 until her passing, and as FFC's Director of Communications from 2014 - 2016.

Diana's late husband, Vice Admiral Ralph Hennessy, lived at the Perley Rideau for the last few years of his life and Diana was with him daily, continuing their life as a couple, until he died in 2014. Shortly after his death, Diana reflected on her experience in a tribute article in the Perley Rideau Foundation's Winter 2015 "Between Us" newsletter.

"Being a senior and having seen first-hand the wonderful, caring work of the Perley staff has opened my eyes wider than ever to the importance of long-term care and, in particular, the quality of care provided at the Perley Rideau.

"My late husband and I placed a high value on the concept of service before self. Community service has always been an important part of our lives".

Diana's actions in words and deeds truly reflect her commitment and dedication. We miss her dearly and dedicate this Annual Report to her in loving memory.

KUDOS – Joan Olinik – Recipient of Perley Rideau's 2017 Volunteer Advocacy Award

At the Perley Rideau's annual Volunteer Recognition Awards held in April 2017, Joan was presented with the Advocacy Award in recognition of her many contributions and commitment to the Perley Rideau community.

An FFC Executive, Joan wears many volunteer hats as a family caregiver to her father at the Perley Rideau, active FFC member, highly-engaged volunteer on several Perley Rideau quality improvement working groups and passionate advocate of our seniors' community at the provincial and municipal levels.

In this latter respect, Joan was the driving force in the implementation of a much-needed specialized crosswalk at the Perley Rideau on Russell Road which was officially opened in July 2017. We salute Joan who, over the past 2 years has advocated tenaciously and persistently to make this crosswalk a reality!

Contact Us

The Family and Friends Council can be contacted by e-mail at: familycouncil.prvhc@gmail.com or by phone through FFC's Chair, Ray Bailey, at 613 741-0282.

Special Thanks

The Executive would like to thank all the families and friends who are the foundation of the Council, and special thanks to **Carolyn Young-Steinberg**, Perley Rideau Resident Care Liaison, who provides such generous and excellent support.

Looking Forward

We will continue to build on our successful activities and the progress already made over the past several years in improving residents' care and caring for the caregiver. Over the coming year the FFC will be focusing on the following initiatives:

- Recruitment and Retention
- Promotion of various working groups with the PRVHC including the following areas of concern – falls, hand hygiene, pain education pamphlet, quality improvement teams
- Partnering with the Perley Rideau management in the development and implementation of key initiatives such as the Resident and Family Advisor Program and PATH model of care

Annex 'A' – Summary of Activities 2016-2017

Education Sessions

DATE	TOPIC	PRESENTERS
Sep 2016	Role and Responsibilities of Perley Rideau's Resident Care Liaisons	Carolyn Young-Steinberg, Resident Care Liaison
Oct 2016	<i>Care for the Caregiver</i> series: Circles of Care — Your Voice Matters: [1] Caring for You, the Caregiver; and [2] Caring for Your Loved One. (informal discussion group)	Sandy Woods, Facilitator
Nov 2016 Annual General Meeting	Managing Frailty the PATH (Palliative and Therapeutic Harmonization) way: Conversations and Care	<ul style="list-style-type: none"> • Dr. Ruth L B Ellen, BScH, MD, FRCPC • Kristine Haselsteiner, a caregiver daughter
Jan 2017	Circles of Care — Your Voice Matters (Informal discussion group)	Facilitated by FFC executive
Feb 2017	Care Plans: Their Role in the Life of a Resident	Jennifer Plant Perley Rideau's Director of Clinical Practice
Mar 2017	The Admission Process at the Perley Rideau	Doris Jenkins, RN Perley Rideau's Director, Nursing Operations
Apr 2017	Life Balance and Mindful Self Care	Jessie Stephenson, BA(H), MDiv Perley Rideau Chaplain
May 2017	Substitute decision-making, lying, and ethics	Josh Landry, Regional Ethicist Champlain Centre for Health Care Ethics
June 2017 Education Day	The role and impact of PATH on Perley Rideau's staff, volunteers and family and friends caregivers	<ul style="list-style-type: none"> • Akos Hoffer, MScH, MB • Dr. Ruth L B Ellen, BScH, MD, FRCPC, Geriatric and Internal Medicine Specialist, Certified Palliative and Therapeutic Harmonization [PATH] • Samantha Hallgren, RN, Gerontological Nursing Certification (GNC), Psychogeriatric Resource Nurse, PATH-5 • Loredana Nita, (RN) PT in G1N, Advance Practice Fellowship (APF) in PATH. G1N, Skin and Wound Assessments Team (SWAT) • Kristine Haselsteiner, Caregiver daughter