

Between Us... BRIEFLY

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

Volume 16-24 December 13, 2013

Holiday Greetings from Akos Hoffer, Health Centre CEO



I would like to take this opportunity to thank all of you for your hard work and dedication during 2013. Many of you have been with us for many years and our reputation for excellent care has been built by you.

We have all been challenged by the changes that were necessary to build the Perley Rideau Seniors Village at a time that we were also responding to the new regulations and increased scrutiny arising from Ontario's *Long Term Care Homes Act*.

We have achieved a great deal in 2013 including the opening of the two apartment buildings, expansion of our Assisted Living Services for High Risk Seniors, expanding

our Convalescent Care program and the completion of our energy retrofit program to name a few.

However, these changes came at some cost, reflected, in part, in the recent Internal Communication review. A good flow of information within the organization up and down and across departments enables us to feel like a team, and work together like a team. Teamwork is critically important both to the organization and also creates personal satisfaction for many of us while at work. I look forward to working with all of you as we strive to enrich our work environment.

For the upcoming holiday period, whether in December, or at other times in the year, I hope that all of you have the opportunity to celebrate with family and friends at your side.

On a personal note, I am looking forward to December 25th as I have three boys ages 4, 6 and 8 at home. However, I will also be thinking of those of you who will still be here, caring for those we serve.

***All my best to you and
your loved ones
in the coming year.***

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

The 2014 PENNY DRIVE will kick off in January 2014 --- shiny coins are welcome too!

On behalf of The Perley and Rideau Veterans' Health Centre Foundation, I wish to thank everyone who contributed to the 2013 Penny Drive drop off at the Foundation.

Every penny counts and they do add up! Together, we raised a whopping \$465.00 that works out to 46,500 pennies ---- now that's a lot of pennies! Truth be told, many nickels, dimes, quarters, loonies and toonies all found their way into the big white drop off pail.

The money raised from the 2013 Penny Drive will go towards the purchase of a much needed camera for the Foundation. The camera will permit the Foundation to take quality photos of the many acts of kindness to support seniors and veterans that call the Perley Rideau home.

Special thanks go to the Volunteer department at the Perley Rideau who set up a parallel Penny pail in their office that also formed a part of the 2013 Penny Drive. In addition, as part of their "Random Acts of Kindness Day," we extend special thanks to the law firm of Low Murchison Radnoff LLP for the coin sortation and banking to turn the coins into more manageable cash.



Ron Stein, Partner LMR (Low Murchison Radnoff LLP) & Daniel G. Clapin, Executive Director, Perley Rideau Foundation (author of article)

Gifts to Staff and Volunteers

Each year, especially during the Holiday season, some residents and family wish to recognize the excellent care received from our staff and volunteers with a gift. We have revised our policy on acceptance of gifts to take this into consideration, even though we still encourage gifts given to be items that can be shared by all staff. Should a resident, tenant, family member or visitor wish to give a gift to an individual staff member, only non-cash gifts of \$10 or less are acceptable. The revised policy indicates that staff accepting an individual gift is to report this to their manager immediately.

If you are thinking of giving a gift, please consider giving something that all staff on the unit can enjoy such as a gift basket, box of chocolates or a donation to the Foundation for the benefit of all.

A copy of the revised policy will be available the week of December 16-20 and will be posted on the family bulletin boards on each unit.

Emergency Codes for Visitors

While visiting Perley Rideau, you may have heard a code being called over the intercom and wondered what is going on. We regularly conduct drills for our emergency codes so we are prepared in the event of a real emergency. We have had some feedback from visitors about these codes. Why don't we let people know ahead of time that we are having a drill? We don't announce drills because we want the staff to react as they would in a real emergency. We also know that visitors are not aware of what the different codes mean. All of the codes colours are posted in various locations throughout the facility above the emergency telephones which are located in the halls of the facility.

The important thing to remember is that in all code situations we ask that you follow the direction of the staff. When a code is called, please find a staff member and ask them what to do. The only exception to that rule is when code white 911, which is the code for a threatening visitor, is called. In this case, please make sure that you and the resident you are visiting are safely behind a closed door. Code white 911 is our version of a lockdown in a school.

If you would like more information on our emergency codes, please contact: Cheryl Kemp, Employee Health Coordinator ext. 2231.

Perley Rideau emergency codes:

*Code blue=medical emergency
Code red= fire
Code green= evacuation
Code yellow=missing resident
Code white= responsive (aggressive) resident
Code while 911= threatening visitor/lockdown
Code black= bomb threat
Code grey=infrastructure loss/failure or air exclusion
Code brown= in-facility hazardous spill
Code orange= community disaster*

Thank you for your cooperation and understanding.

New Book by one of our residents

My name is Deborah Nicol. I am recommending a book written by one of the residents, Mr. Hugh V. Braceland, residing on Rideau 1 North, who recently published his autobiography entitled *Chasing Clouds*.

In my capacity as a Family Transitioner, I first had the pleasure of meeting and welcoming Mr. Braceland to Perley Rideau on September 9, 2011. I believe he was accompanied by his youngest son Chris.

It was Chris who put the book together and wrote the Introduction to Hugh's autobiography. The book is a compilation of stories by Mr. Braceland, as an Aeronautical Engineer, his career in the Royal Canadian Air force as a Squadron Pilot and Engineering Officer and more. To obtain copies of the book, see Mr. Braceland.

Helix Hearing Care

Helix Hearing Care is located on the main level of The Perley and Rideau Veteran's Health Centre. The friendly staff members of this clinic include **Lyne Lapensée**, Patient Coordinator and **Zofia Wald-Mroz**, Doctor of Audiology.

Lyne has a certificate in Business Administration and has worked in the health care industry for over twenty years in various managerial positions. She has also worked as an Office Manager for a Real Estate Company for 4 years. Lyne has been with Helix since August 2012 working at both the Perley and Kilborn Clinic locations in Ottawa.

Zofia has worked in the field of Audiology for more than 25 years. She graduated from the University of Manchester with a Masters in Audiology and completed her doctorate in Audiology in 2009. She has been at the Perley Centre for over 10 years and enjoys working with the patients and customizing her services to their needs.

Helix is pleased to offer hearing care services including hearing tests, all types of hearing aids, service and repairs for all makes as well as batteries. Helix also provides assistive listening devices such as telephones, FM systems and a variety of custom plugs including musician's earplugs, swim plugs, and noise protectors.

Here are some interesting myths and facts about hearing loss:

Myth:
Hearing loss only affects the elderly.

Fact:
About 50% of people with hearing loss are under the age of 65.

Myth:
If your hearing was damaged, you would notice it right away.

Fact:
Hearing loss can go unnoticed for years.

Come in to Helix Hearing Care to learn more about hearing loss and to answer any questions you may have about your hearing. We look forward to seeing you. You can reach us by phone at 613-248-2232.

Pension Information For Part-time Employees

As an eligible part-time employee, you have the opportunity to participate in the HOOPP pension plan. Part-time employees are eligible to join HOOPP after either working 700 hours of earning at least 35% of the year's maximum pensionable earnings (YMPE) which equals to \$17,885 in 2013. The YMPE for 2013 is \$51,100. Eligibility is based on the number of hours worked or wages earned in the year prior to joining HOOPP.

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 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

Payroll Winners - \$100

December 5 Draw:

Nancy Gallagher – Casual Unit Clerk
Chenai Mademombre – Rideau 1 North

Next draw: December 19, 2013

Between Us Briefly, Vol. 16-24

Editor: Sylvie Moncion

Contributors to this issue:

Carolyn Andrews, Chris Blanchette, Chantale Cameron, Daniel G. Clapin (*Foundation*), Diana Hennessey (*FFC*), Bob Loomis (Helix Centre) and Deborah Nicol (*volunteer*).

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, January 16, 2014.

Articles can be emailed to Smoncion@prvhc.com

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