



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre

## Family and Friends Council Minutes of Meeting

April 21, 2016

Boardroom, 2<sup>nd</sup> Floor

7:00 PM

**Attendees:** *Ray Bailey, Doreen Rocque, Mark Bowman, Carolyn Young-Steinberg (PRVHC Staff Liaison), George Leir, Marnie Crossley, Irene Diacol, Stephen Laurence, Lucik McGregor, Jennifer Downing, Janice Downing, Stew Nicol, Jennifer Dowell-Woods, Carole Fulton, Makie Bannerman, Kevin Blades, Dianne Leclerc, Hermin Goodridge, Debbie McCallum, Neil McCallum, Elizabeth Jong, Robert Guertin, Jim LaPlante, Margaret Becker, Brent Mersey, Joan Olinik, Heather Moxley, Mary Boutette*

**Regrets:** *Diana Hennessy, Fran Cordukes, Brenda Tobin*

1. Welcome and Roundtable Introduction
2. Review and Approval of the April 21, 2016 Agenda, and March 17, 2016 Minutes.
  - a. Motion to adopt Agenda
    - i. Motion – Joan Olinik
    - ii. Seconded – Marni Crossley
    - iii. Approved
  - b. Motion to adopt Minutes
    - i. Motion – Brent Mersey
    - ii. Seconded – Mark Bowman
    - iii. Approved
3. PRVHC Management Update – Mary Boutette, Chief Operating Officer, PRVHC
  - a. Quality of Care –PRVHC has been selected by 2 organizations:
    - i. Institute for Healthcare Improvement (IHI), the Commonwealth Fund, did a site visit last week. PRVHC to be a spotlight organization for a de-prescribing protocol and process study.
    - ii. Registered Nurses Association of Ontario – selected the PRVHC to be a Best Practices Spotlight organization.
  - b. Sub acute care unit – in conjunction with Ottawa Hospital, the Perley is proposing a sub acute unit focusing on the frail and elderly. The residents will be coming from hospital

and preparing people to return home. The application is now with the LHIN, and there will be a meeting with the Ministry of Health and Long Term Care in May. Target opening in the fall if all the approvals happen as expected.

- c. Townhalls were held this week for staff and members of the community. The recent town hall was focused on an Operational Review that will help the PRVHC benchmark operational processes relative to other Long Term Care Homes. Expect the review to wrap up late June/July. Then the analysis will happen over the summer with an expectation to share the outcomes and plans in the fall.
  - d. Status of Call Bell replacement. An RFP was issued, the responses have been received and are currently being analyzed. Generally looking to have the overhead bells alarm directly to the staff. Plan is to issue the contract late spring and with the system being replaced in 2016.
  - e. Question about the various government organizations associated with the PRVHC. The Provincial Ministry of Health and Long Term Care funds all the 450 Long Term Care Beds in the PRVHC. Veterans Affairs provides extra financial support and services for 250 of those beds that are priority beds for WWII and Korean War veterans. Average age is 90 in veterans units. In the community units it is in the 80s. The definition of Veteran is within the Canada Pension Act.
4. Presentation – The Caregiver’s Journey: a family caregiver’s perspective on caring for a loved one at the Perley Rideau. Doreen Rocque, Vice Chair, PRVHC FFC, Mark Bowman, Director at Large, PRVHC FFC
- a. Doreen provided an introduction of her experience with members of her family that she has helped move to long term care, including her husband Blake at the Perley. She provided information about the transition – the shift in care responsibility to a shared model, the emotional stresses, and the multitude of people wanting to help. How to approach the changes and any concerns that may develop. The importance of open communication with your loved one, where possible. Developing a positive and open communication with staff and how to find the right staff resource to help with different situations. There was a wealth of information presented and Doreen’s presentation is available.
  - b. Carolyn Young Steinberg presented the Resident Care Liaison role – Carolyn shares this role with Sarah Tellier.
    - i. The key function is supportive counselling and emotional support. Experience is that many family and friends feel guilty at the decision to move their loved one into long term care, and guilt at the relief of having their loved one cared for.
    - ii. Carolyn and Sarah are also very happy to help provide information about where to go for practical support within the Perley.
    - iii. Providing education – helping new families manage their expectations about what is possible, what can be done to help fix the issues or limitations families may experience.
    - iv. Assist in mediating staff and staff/family issues.
    - v. Complete a psycho/social assessment for all new residents.
5. Family and Friends Discussion - This standing item on the agenda is a confidential discussion family and friends on the quality of care provided to residents, unless otherwise noted.

6. Introduction of proposed FFC By-Law changes/clarifications. A package of proposed changes was presented. The changes will be voted on at the May meeting. If you have any questions about the changes, or would like a copy, please do not hesitate to contact Ray Bailey, FFC Chair, [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com), or by phone (613 741 0282).
7. Report of the Treasurer, presented by Heather Moxley for Brenda Tobin, FFC Treasurer
  - a. Motion to approve the Statement of Funds for March, 2016. Total funds available as of March 31, 2016 - \$1,342.45.
    - i. Motion by Heather Moxley
    - ii. Second by Mark Bowman
    - iii. Approved
8. Report of the FFC Executive
  - a. Focus has been on planning the April, May and June speakers and events focusing on the Caregiver.
  - b. Over the next while we are looking at the sustainability of the council executive. There are 9 council executive and 3 positions come up each year for candidates at the Annual General Meeting in November. We encourage family and friends to take advantage of the FCC offerings and welcome participation.
9. Other Business
  - a. Provincial Private members bill – Doreen Rocque, Vice Chair of the PRVHC FFC and also Chair of the Champlain Region Family Council Network. The CRFCN made a presentation to many of the key provincial members. A private members bill was presented today for a minimum of 4 hours of care – Nursing and PSW, does not include other services or hours that are in the measure today, such as physiotherapy.
  - b. Volunteer Awards – the Family and Friends council is very happy to report that Ray Bailey and Doreen Rocque were recognized as the winners of the PRVHC Volunteer Advocacy Award. This well deserved recognition of their contributions since the inception of the Family and Friends Council at the Perley.
10. Adjournment – 8:55 pm