



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Family and Friends Council

Minutes of Meeting

June 18, 2015

Boardroom, 2nd Floor

7:00 PM

Attendees: *Mark Bowman, Carolyn Young-Steinberg (PRVHC Staff Liaison), Joan Olinik, George Leir, Margaret Becker, Bernard Becker, Diana Hennessy, Eugenia Lockwood, Brenda Tobin, Darlene Yue, Doris Jenkins, Linda Hunter, Marni Crossley, Colleen Barbier, Barb Wilson, Rene Escobar, Ron Buck, Akos Hoffer, Fran Cordukes, Brent Mersey, Heather Moxley*

Regrets: *Ray Bailey, Doreen Rocque, Jim LaPlante were all attending the Family Councils Ontario 'Changing Lives' Conference in Toronto.*

- 1) Welcome and Roundtable Introduction
- 2) Review and Approval of June 18th Agenda and of Minutes of the May 21st meeting
 - a) Motion – Fran Cordukes
 - b) Seconded – Joan Olinik
 - c) Approved
- 2) Report from PRVHC Management – Akos Hoffer, PRVHC CEO
 - a) Update on Communications and trying to demystify the Perley for families
 - i) Example the Welcome Book that is shared with all new families, it is a work in progress and it is expected to be easier for new families to read.
 - ii) “Who’s who in the Zoo” – Unit specific sheet with photo, names, key roles and what they can help residents and family with and how to reach them. It will be piloted on Gatineau 1 North.
 - iii) Brochure on “Following the death of a loved one”. This has been revised and is available in each unit.
 - iv) Website – the Family and Friends Council has a page off the main PRVHC site where minutes, plans and other details of the FFC are available.
 - v) The main phone connection has been updated to include special messages such as closed units or other such messages that will assist callers.
- 3) A Day in the Life of a PSW – presented by: PSW Rene Escobar, Special Approach PSW Darlene Yue, and PSW Supervisors Colleen Barbier and Barb Wilson
 - a) Elements of Role of a PSW

- i) Attending report and communications with entire team – at the start of each shift – PSWs, Registered staff, doctors, dietary, housekeeping
- ii) Knowledge of high risk residents (such as falls risk, outbreak, change in condition, palliative care, high risk of falls)
- iii) Resident Care is 24 hours
 - (1) Rounding on all residents to ensure safety, comfort and that all their needs are met:
 - (a) Assisting with activities of daily living, washing, bathing, toileting, assisting with meals and snacks, providing emotional support, reporting any changes in condition both physical and emotional, portering to events
 - (i) Example of other things such as those that can be combined with bathing – checking skin, nail care, changing bed.
 - (ii) 90% of residents need some assistance with toileting
 - (2) Assist Residents to Activities
 - (a) Bingo, concerts, outdoors/BBQs, recreation, exercise, parties/legion, creative arts studio, church, medical appointments, visiting of friends/spouse, special meals, shopping
 - (b) Individual needs are catered to
 - (3) Resident Needs
 - (a) PSW communicate Resident personal needs to Families and the Care Team. Items such as but not limited to: adaptive clothing, razors, individual resident requests
 - (b) Invitation to family members to bring forwards ideas of what might enrich the residents quality of life
 - (4) Care Plan Meeting and Care Conferences
 - (a) PSW spend more time with residents than any other health care provider. Therefore, their knowledge and input is essential during these meetings
 - (b) PSW are close to both the residents with the family members and are able to identify when clothes or shoes might be needed
 - (5) Family Interaction - We are a team. Ongoing input and communication with families is an essential daily occurrence. It not only assists our staff in connecting with our residents, it improves their quality of lie. No one knows your loved one as well as you do!
 - (6) PSW students – we mentor PSW students from 4 colleges across the city. In 2014 we trained more than 101 PSW students in 2014 for a total of 13,127 hours (equally almost 7 FTE in time).
 - (a) Gives the PRVHC an opportunity for a multi-month ‘interview’ to understand how person centred and resident focused they are.
 - (b) Interview process – starts with a phone interview, direction given on paperwork needed. Observation on how the candidates interact with the residents.
 - (c) Person centred care – currently doing training with the PSW on person centred care
 - (d) A short video was shown – Empathy and Sympathy
 - (7) Are we aware? Are we aware of your loved ones top 3 priorities to enhance their quality of life?
 - (a) A form passed out to get a take at the top 3 priorities, please ask any one of the presenters for a copy of the form if you would like to fill it out.
 - (8) Darlene’s role – model care and provide training to staff. Supported by Royal Ottawa. PSW Supervisors have had same training and can support in hours beyond. Behaviour Supports Ontario is an organization that provides material and support for this specialty.

4) Other business:

- a) Ron Buck, the new Chairman of the PRVHC Board and Retired Naval Officer.
 - i) His key 3 focuses:
 - (1) Care and safety and quality of life of residents
 - (2) Veterans transition – fiscal challenges, want to ensure to keep both a community and veteran focus
 - (3) Contributing to the overall health care of the Ottawa region.
 - ii) Very impressed with senior management and also the others on staff.
- 2) Family and Friends discussion
 - a) This standing item on the agenda is a confidential discussion family and friends on the quality of care provided to residents, unless otherwise noted.
- 3) Treasurer’s Report
 - a) Next month will have a few expenses come through from the Family and Friends Education session.
 - i) Motion to approve the statement – Joan Olinik
 - ii) Second – Fran Cordukes
 - iii) Approved
- 4) Report from the Executive
 - a) Thanks to Akos for sharing the new joint communications initiatives
 - b) Next meeting – Thursday, July 16 – Social event in the pub. Come out and hear how the pub operates and have some fun with the Family and Friends Council.
- 5) Other business
 - a) Discussion about time slot for meeting – would a day time meeting be an option for those people who are uncomfortable staying out in the evening.
 - b) Next week, is Elder Abuse Awareness week – there will be events and booths around the Perley. You are encouraged to wear purple the colour of the program to show your support.
- 6) Adjournment – 8:35 p.m.