

Between Us... BRIEFLY

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

Volume 16 #21 September 27, 2013

The cold and flu season is upon us!

Here is a reminder of the preventive actions that we all need to take to prevent infections from spreading in a health care facility. The purpose is to ensure safety for residents, staff, volunteers, visitors and family members.

Firstly, before you visit the home, ask yourself:

1. Could I be sick?
2. Do I have a fever?
3. Do I have a new cough?
4. Do I have something that is contagious?

A cold or the flu are contagious and cause severe illnesses in the residents as do illnesses with vomiting and diarrhea.

If you answer yes to any of these questions: **don't visit the home, wait until you are better!** Call your loved one, care for them from a distance. Care for yourself first and get the rest that you need.

If you do decide to visit, good personal hygiene is a must. Use the conveniently placed hand sanitizers as soon as you enter the home. Clean your hands again before entering your loved one's room and immediately upon leaving the room. Cleaning your hands is only effective when

done properly. Apply a pump of the hand sanitizer on your palm and rub all surfaces of your hands including your thumbs, fingertips and between your fingers and rub thoroughly until the product is dry. Don't let the product air dry as this makes it ineffective!

If you need to cough or sneeze, do it in your sleeve or upper arm. If you use a tissue, discard it immediately and clean your hands.

Respect any special instructions that are posted.

The flu, colds, stomach or bowel illnesses and other ailments cause **outbreaks** in settings such as ours. An outbreak exists on a unit when two or more residents have the same contagious illness resulting in coughing, fever, sneezing, or enteric that include nausea, vomiting, diarrhea, fever...

When we have an outbreak, a unit is "closed". This means we cannot admit new residents, or hold any of the group activities that we normally do. It also means that residents must stay in their unit for the duration of the outbreak to prevent the illness from spreading to other areas of the home.

When there is an outbreak, we as a home, have to report this to Public Health by law.

Frequently asked questions around outbreaks:

1. ***How do I know if there is an outbreak in the unit?*** You will see signs posted at every entrance in the home and at the unit entrance. You can also follow our outbreak updates on our website:
<http://www.perleyrideau.ca/article/infection-control-advisory-349.asp>

2. ***Should I visit during an outbreak?***
If you can “*care from a distance*” by calling your loved one or leaving them messages, please do so. If you must visit, clean your hands thoroughly before coming to the unit. Only visit your loved one and leave the home immediately. Do not take your loved one to other areas such as the cafeteria. Do not visit other residents in the home.

3. ***What do I do if my loved one has a cold, or flu?***
Please co-operate with staff who will apply special “precautions” meaning that your loved one will be in their room until the illness is resolved. He or she cannot go to the dining room in order to prevent others from catching the illness. It also means that staff and visitors entering the room will have to wear yellow gowns and gloves (in addition to masks depending on the illness) and clean their hands thoroughly. When this is needed, we ask you to understand that this is to protect the safety of residents, volunteers, staff as well as you and your family if you are visiting during this time.

Keep immunizations up to date.

We encourage all family members, visitors, staff, volunteers, and residents to maintain their immunizations up-to-date. This includes tetanus, diphtheria, pertussis and pneumovax as well as the influenza vaccine

which is given annually from October to December. In late October, we will begin to offer the influenza (flu) vaccine to all our residents, staff, family, and visitors. We encourage you to get yours as well. Stay tuned for announcements on the dates of the clinics!



Fourth year nursing students from the University of Ottawa (from left to right) **Jordann Adam, Nicole Fulford** and **Casey Morrison** are completing their community health nursing project at the Perley Rideau. Under the guidance of **Doris Jenkins** (Director of Resident Care), the students are working to develop educational resource materials about immunization for our staff.

There is misinformation surrounding vaccines and these students are looking to debunk the myths and provide knowledge. Our vision for the future of our employee health program is to have a high percentage of vaccinated employees, with a high level of understanding regarding immunizations.

We will be developing pamphlets and posters which will be distributed throughout Perley Rideau, as well as a program on LMS (Learning Management System). These materials will be accessible to all employees by November 7th, and the students will be available for questions until November 24th.

3rd Annual Resident and Family Feedback Survey

Long-Term Care Homes in Ontario are required by law to administer a satisfaction survey to residents and families once a year. This year, we will be offering both a long form and short form of the survey with respondents pre-selected.

The survey period is scheduled to start the first week of October and run through the beginning of November. Sixteen volunteers will be available to assist residents in answering the questions and to encourage residents to provide comments at any time during the survey.

For residents that are unable to answer the survey, the Power of Attorney (POA) will be given the opportunity to answer the survey questions on behalf of the resident. If we have an email account on record, surveys will automatically be sent via email. If we do not have a valid email address, POAs will receive a call from one of our volunteers.

At the time of the call, you will be given the option to:

- 1) Complete the survey with the volunteer over the phone or in person;
- 2) Receive the survey via email by providing a valid email address; or,
- 3) Have the survey left in an envelope in the resident's room.

If you have any questions or concerns, please contact **Melissa (Lorrain) Norman**, Performance Improvement Consultant, at 613-526-7170, **ext. 2205** or by email at mlorrain@prvhc.com.

Reminder: Accreditation Canada is coming!

Accreditation helps the Perley Rideau improve the services it provides. Every four years (previously three years), a team of Accreditation surveyors, representing various disciplines from other accredited healthcare organizations, come to Perley Rideau to evaluate our performance against national standards of excellence. Based on the results of their evaluation, we will receive recommendations for action as well as a renewal of our accreditation.

When ?

The three-member accreditation team will be on-site:

Monday, Feb. 3 to Thursday, Feb. 6, 2014.

All staff should be prepared to interact with the surveyors during this time.

How can individuals prepare for the survey?

By completing two online surveys – *Worklife Pulse* and *Patient Safety Culture*

These surveys can be accessed at:

<https://www3.accreditation.ca/Instruments/>

The following information is required to access the surveys:

Organization Code: **PERHO** (same for both surveys)

PASSWORD (Worklife Pulse survey):

C3A9477F

PASSWORD (Patient Safety Culture survey): **74737429**

The surveys will be available until October 18th. Please make sure you take the time to complete both.

Over the coming months, we will provide training to help prepare staff for the on-site survey.

For questions or concerns about our upcoming Accreditation survey, or if you would like to be involved in preparations, please contact **Melissa (Lorrain) Norman**, Performance Improvement Consultant (and Accreditation Coordinator) **at ext. 2205**.

Family and Friends Council

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 family members, friends, volunteers, and staff. Participation is open to a family member of a resident or former resident of the Perley Rideau Veterans' Health Centre or a person of importance to a resident who is committed to acting as an advocate. The FFC monthly meeting of September 12, 2013 had in attendance, among others, Lt-General (Ret'd), Michael Jeffrey, new Health Centre Board Chair, as well as Melanie MacDonald, Chair of the Stakeholder Community Relations Committee. Also present was Akos Hoffer, the new CEO of Perley Rideau. The FFC is appreciative of their attendance and support. Ms. Carolyn Andrews and Ms. Melissa Norman as well as senior staff members conducted a focus group on various issues, such as the handling of complaints. The FFC's Annual General Meeting will be held on November 14 with guest speaker Ms. Chantale Leclerc of the Champlain LHIN. Dr. Wilbert Keon, Chair of the LHIN Board, will also attend. The following positions are open for election at the AGM: One Co-Chair, Treasurer, Secretary, and Communications Director. Inquiries about the FFC can be directed to David Doherty at 613-825-6548 or Ray Bailey at 613 741 0282; or by e-mail to familycouncil.prvhc@gmail.com

Summer Youth Program

The volunteer office would like to thank all of our youth volunteers for participating in our 2013 Summer Youth Program.

July and August saw the participation of 19 high school students bringing lively energy to the Perley Rideau. All of the youth have been exceptional and all have brought their own special qualities while serving our residents. This year the Summer Youth recognition event was held on Thursday, August 22 during Bingo.

The 2013 Summer Youth Volunteer Award is given to the student who displayed overall excellence as a youth volunteer. This year it was presented to **Rayyan Ali**. There were many positive comments from staff about Rayyan Ali (left in photo).



Staff enjoyed Rayyan's initiative, and many residents loved her bubbly personality which "always seemed to lighten the atmosphere, wherever she was."

Congratulations to **Sean Muncaster** (right on photo) for receiving the 2013 Hardest Worker Award and to **Rozaan Haji Rahman** for receiving the 2013 Initiative Award. Well done students! We hope to see you all next summer.

Internal Communication Improvement Program

Recognizing that many changes have occurred in the past few years, Perley Rideau has undertaken a review of our internal communication with the aim to make improvements where needed. The objectives of the project are to:

1. Improve internal communication – based on issues identified during the audit
2. Ensure understanding of Seniors Village concept and need for change and Perley Rideau’s long-term strategy
3. Ensure communication in Seniors Village is working well, our clients are served in the best possible way
4. Increase awareness of the need for open and effective communications within Perley Rideau, and with stakeholders in general

The program has three components: an **audit**, an **assessment**, based on the audit, but also including benchmarks to other organizations to identify best practices that we may want to consider for Perley Rideau. An **action plan** will follow that will be implemented starting early next year. There will also be a process for comments and feedback prior to implementation once the preliminary report is released later this year.

The facilitator and overall coordinator is **Sylvie Moncion**, who has been working with **Akos Hoffer**, and an Advisory Group composed of **Russ Tattersall, Ross Quane, Chantale Cameron and Kerry Kelly** who are prepared to answer questions or provide more details on the project.

A very important part of the audit will be input from you during **focus group** sessions that will be held in October starting with employees and volunteers. A representative number from all areas will be approached by their supervisors requesting their participation. The purpose of these focus groups are to identify issues including views on overall internal communication, assess understanding of the Seniors Village and develop a prioritized list of internal communication processes. Each focus group should last a maximum of 90 minutes in an open forum to facilitate dialogue and participation.

Although the initial round of focus groups will be held with employees and volunteers, we will also be seeking input from residents, tenants and FCC, co-providers in the Seniors Village and Foundation staff. Details for these groups are being developed. We will keep you informed via the BUB.

“Calling all nursing staff”

Looking for new members and a Chair for the Nursing Week Committee! If interested, please contact Melanie McCully at ext. 2875 or by email. Let’s make this year’s festivities great!

Welcoming Donations of Perennials

In an effort to enhance our courtyards for the enjoyment of our residents, we are welcoming donations of “well behaved” perennials. The following perennials have been selected as they are mostly disease resistant and non-invasive.

Russian sage
Echinacea, Tall Garden Phlox

Fall Asters, Yarrow
Rudbeckia or Black Eyed Susan
Shasta Daisies, Astilbe
Solomon Seal, Hosta
Bleeding Heart, Oriental Poppies
Veronica, Stella D' oro Day Lilly
Siberian Iris, Single peonies (the doubles
need staking and we can't keep up with this
task)

Please bring your donations to the loading
dock by car. Ask for assistance from the
staff if needed. If you have any questions,
email Barbara at BBrown@prvhc.com.

Canada Savings Bond

This year, nearly 800,000 Canadians will
be using the Payroll Savings Program to
save money. The Payroll Savings Program
runs from October 1 to November 1, 2013.

The amount is automatically deducted from
every pay cheque. To enroll there are three
easy steps done online.

1. Decide how much you want to contribute
per pay. Automatic deductions will begin
with the first pay in December and will
continue until you advise your employer
that you want to opt out.
2. Complete the application process online
at <http://wsb.csb.gc.ca/employees> and
indicate how much you would like to
contribute.
3. Record and save your confirmation
number.

If you have any questions, please visit
www.csb.gc.ca or speak with Human
Resources or contact CSB Customer
Services at [1-866-565-8405](tel:1-866-565-8405).

If you are already enrolled, your current
deductions will continue. Note that you can

change your deduction amount in October
by going online at www.csb.gc.ca/employees.

You can also enroll using the QHR Kiosk in
the Human Resources Room on the 1st floor.

*The Annual Employee Recognition Awards
will be held on Thursday, October 3, 2013 in
Lupton hall at 1:30 p.m. Please join us.*

*Akos Hoffer has been elected to the
OANHSS Board of Directors. The
appointment is effective September 20,
2013. Congratulations!*

Payroll Winners - \$100

August 29 Draw:

Aminata Fynn - Gatineau 2 South
Stanislawa (Stella) Knapczyk - Ottawa 2 East

September 12 Draw:

Philip Asiddao - Housekeeping
Chris Ukleja - Plant Services

September 26 Draw:

Debra Desroches -Rideau 1 South
Rufina Rosete -Ottawa 2 East

Next draw: October 10, 2013

Between Us Briefly, Vol. 16-21

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