

# Spirit Alive

The Newsletter for Residents, Staff, Families,  
and Friends of St. Patrick's Home of Ottawa Inc.

## St. Patrick's Home of Ottawa Inc.

### SEASON'S GREETINGS TO ALL

As I complete a most interesting six months as the Executive Director at St. Patrick's Home, I am shown on a daily basis how the people who make St. Patrick's so vibrant demonstrate their caring to our residents every day. It is a privilege to be part of the shared purpose in this strong and welcoming culture. I am grateful for Sister Mona Martin's assistance during my first week here and for the spirit, support and receptiveness to new ideas and approaches from front lines workers, the management team, Sisters on the 4<sup>th</sup> floor as well as Volunteers, Home Board and Foundation Board and staff members.



Sr. Mona Martin handing over the keys to Linda Chaplin on May 23rd, 2006

### Long Term Care— Redevelopment Background

One of our main focal points is to redevelop St. Patrick's physical plant so that it meets building standards established by the Ministry of Health and Long Term Care in 1998. In early 1998, the Ministry carried out a structural classification exercise in Long Term Care Homes throughout the province. Each Home was designated as a Level **A, B, C** or **D**. The structural classification exercise looked only at the physical buildings that were home to long term care residents in Ontario. **This process and the results did not reflect quality of**

**care or services offered.** Homes assessed as **D**-level could: 1) be redeveloped; 2) be used for other purposes or 3) close. **D**-Level homes have been brought up to an **A**-level either by retrofitting existing plants or by constructing new, for-purpose buildings. Additionally 20,000 new Level A beds were added to the system in various Ontario communities.

St. Patrick's Home is one of the approximately 200 Long Term Care Homes in Ontario classified as **C**-level. The message is clear on a daily basis that although the physical plant has many desirable attributes (e.g. our Chapel, Auditorium and Main Dining Room) and

### OUR CORE VALUES

Spirituality

Hospitality

Sacredness of Life

Justice

Growth and  
Vision

the care offered is exemplary, the buildings no longer suit the heavier and complex needs of the residents who live here.

With our collective renewal of energy comes a strengthened resolve to proceed with the significant work undertaken to-date to redevelop St. Patrick's Home. This will assure sustainability and allow continuation of the faith based Mission and Values of St. Patrick's that has made us leaders in the

sector and continues to see us maintaining healthy waitlists. Ontario now has more than 600 Long Term Care (LTC) Homes accommodating 77,000 long stay residents. St. Patrick's Home residents deserve to be cared for in an environment that reflects their significant contributions to our society. St. Patrick's Board, Foundation and staff energy will be dedicated towards redeveloping the building in a campus concept. The time lines and government approvals are uncertain with lengthy and complex processes to negotiate, but the end result will be worth it. We will be sure to keep you informed as our work progresses in the coming year.

### **Making Every Moment Count**

The ambitious future will always be balanced with delivering optimal care to our residents today. We continue to have a full house

(202 residents), a healthy Day Program and a list of 150 residents awaiting admission. Our appreciation for staff commitment and contributions of active vibrant Volunteers in all programs knows no limits! Students are welcomed throughout the year and their fresh ideas and unique energy benefits our residents. Regular Pastoral and Palliative Volunteers provide a form of caring that is always gratefully acknowledged by residents and their families.

### **Non-Smoking Policy**

In support of wellness for all, St. Patrick's became a non-smoking campus September 1, 2006. At this time we have no residents in-house who are smokers. Staff have been offered assistance in smoking cessation and visitors are requested to respect our airspace by not smoking on the grounds.

### **A Balanced Vision - Budget Planning**

Preparation for budget 2007 is well underway and we are cautiously optimistic that our hard work to maintain and improve our programs and services will be a match with the funding formula. We evaluate constantly to customize and enhance our processes for resident care. Your feedback is an important piece in our quest to make this happen.

I look forward to hearing from you if you have concerns and/or suggestions for improvement. Remember - ideas that aren't shared will never become reality.

Wishing you and yours a blessed Christmas Season and a Happy New Year.

Sincerely,

Linda Chaplin

## **PROFILES**

### **Staff: Linda Chaplin**



Appointed in May 2006, Executive Director Linda Chaplin is a diploma RN graduate of Kingston General Hospital, holding a BScN from the University of Ottawa and an MBA from Queen's University. She is also a certified health ex-

ecutive (CHE) with the Canadian College of Health Service Executives and is a Certified Administrator with the Ontario Association of Non Profit Homes and Services for Seniors.

Prior to her current position, Linda has held Administrator positions with privately owned For-Profit facilities and with Municipal Homes in Long Term Care. Her earlier management experience was in Acute Care and includes progressively senior positions including VP Clinical Services in community hospital settings. As an RN nurse clinician Linda has worked in ICU, Emergency and Operating Room settings as well as in acute and chronic hemodialysis.

When asked why she was attracted to St. Patrick's Home, Linda states that St. Pat's has a very special atmosphere that can simply be described as 'loving.' "It is a sensation of human warmth and acceptance that is palpable from the moment you step into the lobby. The world needs more places like this."

Linda and her husband Robert live just outside Perth on Otty Lake and have one son who is living and working in Beijing. She appreciates the history of the Home that has built such a unique culture and will build on the foundations to move proactively into the future so that St. Patrick's remains strengthened by its spiritual founders and supporters.

PROFILES

Resident: Julette Massel

“VARIETY IS THE SPICE OF LIFE AND I’VE HAD A LOT OF VARIETY!”

In my short time chatting with Julette Massel, I discovered a delightful, witty lady with a wealth of knowledge.

Ms. Massel was born on June 12, 1904. She attended Ihler Business College in Kitchener.

Ms. Massel’s first position in 1924 was at the Dominion Button Company located in Kitchener, Ontario. Upon her first interview, she was immediately hired as a receptionist at the largest button manufacturer in Canada. She performed many tasks including being responsible for clearing all manufacturing materials coming through customs. She knew every facet of the manufacturing process. Note of Interest: “Ivory buttons were made from the Esmeraldos and Tumaco nuts imported from South America and pearl buttons, which were made from shells shipped from Australia, were always white and had a beau-

tiful shine on them.” One of her memories of working at the factory was “one day I had a blister on my foot from my shoes, and the office manager who really looked after us, said “I’ll fix that” and so he did, “by cutting the toe off my shoe, walking was better but didn’t do too much for the shoe!”

After spending 25 years at the button factory, Julette came to Ottawa at the request of her sister and joined the government where she stayed for 2 years. She then embarked on a career in real estate, managing 18 apartments and 6 or 7 stores.

Perhaps the most enjoyable position she had was with Macintosh and Watts on Elgin Street. She started out in the office but really wanted to be on the floor meeting people. One day, pianist Liberace came into the store and she was so nervous. He shook her hand and showed his ring, which was shaped like a candle, full of diamonds as well as a watch shaped like a piano. He ordered 24 liquor glasses.

She never did put the order in, because she knew he would not be back to pick them up. She retired at 73 after 10 years of service.

In 1965, Julette went on a 23 day pilgrimage through Europe. “It was Wonderful”. She went to Fatima, Spain, England, Ireland and Italy. When she left the real estate business, she was given \$1000, “a very large sum in 1965”, and her trip cost \$1040.

In addition to a love of shopping, Julette enjoys bridge and euchre; however, because of failing eyesight, she no longer plays cards. She “played a pretty good hand of bridge” and “loved to play 6 hand Euchre”.

St. Patrick’s Home has been home for Ms. Massel since 1994. She loves the people, staff and activities.

When asked what has kept her going for more than a century, she emphatically replies: **MODERATION AND PEOPLE!**

by Carol Toth

Festive Sunday Celebrations in December

St Patrick’s Home will be featuring a special menu every Sunday Night in December leading up to Christmas. This is an excellent time to get together with family and friends and enjoy fine food and great service. Guest meals are \$12.50. Please book through the supervisors at 613-731-0094 ext 250.



December 3

Fresh Atlantic Salmon

December 10

Roast beef Au Jus

December 17

Our Famous Tourtiere

December 24

Rotisserie Chicken

## PROFILES, continued

### Volunteer: Wayne Gibbons

After a very interesting and challenging 40 year career involving Signal Intelligence for the Department of National Defense, 28 years in the Canadian Navy and 12 years as a civilian, I retired in 2002. My extensive tours of duty took me and my family to such places as Inuvik, N.W.T.; CFS Alert (North Pole); Bermuda; Washington, D.C.; and the National Security Agency in Laurel, Maryland.

My first wife and I had four children who have blessed us with nine grandchildren (and still counting). In 1990, I met my second wife, Donna, and married her a year later. Having spent five years as a single parent Donna became a loving and wonderful step-Mom to my two young sons. Being a 9-5 working girl, Donna volunteers at St Pat's on Sundays.

Upon retirement I wanted to do some volunteer work. In Septem-

ber 2003 I was accepted at St Pat's, initially offering my services two mornings a week to serve breakfast and porter residents to Mass, the hair-dresser, physiotherapy or wherever needed. Very soon this became 3, then 4, then 5 and currently 6 mornings a week.

One gets to know the residents quite intimately with such frequent contact and it has and continues to be a most rewarding experience. I consider the dear ladies and a few gentlemen my family. They are truly an inspiration on how to gently journey through the evening of life.

Over the past couple of years I have had the additional fortune to develop a friendship with a good number of the staff as well as the residents.



Their kindness, great humor and support sustain me on those days my Mother warned me I would encounter.

Regarding the good nature of the residents, the previous week one of the residents reached out and grabbed my arm and said "Wayne, when I get to heaven I am going to wait by the gate with St. Peter to welcome you in". Can't ask for better than that.

Wayne Gibbons

## WHAT'S BEEN HAPPENING

### Snippets

**September: Alzheimer Coffee Break:** every year in September, organized by Lynda McLachlan, the Home hosts a fun and very successful fundraising event for the Alzheimer Society, with donated baked goods and coffee and tea. This year's event raised an impressive \$1,130.00. That's a lot of munchies!

**Support Our Troops:** Since September, everyone—staff, residents, volunteers—have been invited to wear red on Fridays as a sign of our support of the Canadian troops overseas and the response has been very positive.

**October:** Our Ministry of Health Compliance Advisor Lyne Delorme completed the **annual inspection of the Home** according to the Ministry's "Standards". The "unmet Standards" of last year's visit, primarily concerning documentation, she considered to be resolved, and she found us to be in compliance this year with all standards. Congratulations to all!

**Mission Week:** The week of Oct. 16-20 was busy, starting with a bus trip to Montreal to see the origins of St. Marguerite d'Youville, then the commissioning of the Board and the Leadership team, a

Hospitality Breakfast and many other events.

**November: Remembrance Day** was celebrated for residents and staff on Friday November 10<sup>th</sup> with a service in the chapel, followed by a reception in the Library.

**Flu season** has begun again and with it, flu shots, for staff, residents and visitors. We're aiming (literally—our nurses are great shots) for 100%. Check out page 8 for more "infection" info.

## WHAT'S BEEN HAPPENING, continued

# Ontario Volunteer Service Awards

Volunteers play a very important role in the quality of Ontario life. Many are giving numerous hours of their time to support a good cause and strengthen our communities.

The Ontario Volunteer Service Awards are a way for the government to recognize volunteers for their undeniable contributions. The awards are also a way to thank volunteers for their continuous years of commitment and dedicated service to non-profit organizations.

A special ceremony was held May 25, 2006 to thank the many volunteers from different organizations in the Ottawa area. Volunteers were presented with a pin and certificate by the Honourable Mike Colle, Minister of Citizenship and Immigration.

Six St. Patrick's Home active volunteers were Recipients of the Ontario Volunteer Service Awards.



**Sister Grace Devine** was honoured for 25 years of service, **Sister Geraldine Daley** and **Patricia Doyle** were honoured for 20 years of service, **Odette Belanger** for 15 years, **Sr. Rita McBane** for 10 years and **Louise Bourbeau** for 5 years of dedicated service.

Congratulations to the Recipients and Thank You for making a meaningful and positive difference to the lives of others and to your St. Patrick's Home community.

## Bell Canada Employee Giving Program



We usually think of volunteers contributing their time and energy to the Home but here is a group which is also able to turn their hours into some serious money.

For the seventh consecutive year, active volunteers of the Home, all retired employees of Bell Canada, take the initiative of applying for the Employee Volunteer Program which entitles St. Patrick's Home to receive a grant of \$2500.00 each year. To meet Bell's requirements, volunteers have to contribute 500 hours of volunteer work as a team in the current calendar year.

A cheque was presented to Linda Chaplin, Executive Director on August 9, 2006. The funds will be used for video equipment for residents — VCR machines etc. — and volunteer recognition.

A sincere "Thank You" to **Michelle Bavington, Bruce and Louise Bourbeau, Kevin Foley, Mary Geraghty, Robert and Alice Haughton and Carol Toth.**

## Palliative Care: a sacred time

“Palliative care is a special kind of health care for individuals and families who are living with a life-threatening illness that is usually at an advanced stage. The goal of palliative care is comfort and dignity for the person living with the illness as well as the best quality of life for both this person and his or her family.... An important objective of palliative care is relief of pain and other symptoms. Palliative care is planned to meet not only physical needs but also the psychological, social, cultural, emotional and spiritual needs of each person and family. Palliative care may be the main focus of care when a cure for the illness is no longer possible. Palliative care services help people in later life who are ill to live out their remaining time in comfort and dignity.”

These words, taken from the Canadian Hospice Palliative Care Association web site, help to give an overview of what Palliative Care is, in a general kind of way. At St. Pat's, we are able to provide end-of-life care that is focused through the lens of our core values of Spirituality, Sacredness of life, Hospitality, Justice, and Growth and Vision.

Departments in the Home offer Palliative Care from their own perspective. It is, however, the Pastoral Services Department who offers the Palliative Care Course each year. We welcome the greater community and are looking for volunteers who will join our Palliative Care Team. Education is the key to making one feel comfortable in this sacred time and space. As well, 'in-house' staff are invited. For them, it can be considered an in-service program. The course is 10 weeks long with one 2 hour evening session each week. The topics include the following :



- Introduction to Palliative Care
- Grief and Bereavement ( in a general way )
- Grief and Bereavement ( as it relates to the Alzheimer resident)
- Comfort Care
- Spirituality of Care
- Physical Care of the Dying
- Communication Skills
- Ethical Considerations
- Care for the Care Giver
- Closing - On How to become a Volunteer

Although this course is simply a brief overview of Palliative Care, each class is interesting and delivered with “heart”. Many extremely well qualified guest speakers are invited to give a presentation on their specific area of expertise within Palliative Care. The course can accommodate 25 people. It usually begins towards the end of March. Pre-registration is required. Pamphlets will be placed at the front reception desk in February. It is a very popular course

and so if you are interested please sign up early as we operate on a ‘first come, first served’ basis.

For more information, please call:

**Marilyn O’Sullivan:** 731-0094 ext.296 (on Wednesdays or Thursdays )

**Alicia Martin:** 731-0094 ext.278

### Important December Information

Check our Web Site for  
information, as it becomes  
available, about

Seasonal Liturgies

&

Christmas & New Year’s

Meals

## Our New Logos



A small group of the Communications Committee have been working for some time to bring a new look to the much beloved St. Pat's logo, making it cleaner and simpler, while still conveying the simple yet central message about the Home:

**The Shamrock** recalls the origin of St. Patrick's Home and its service to the people of Ottawa-Carleton since 1865.

**The Open Shamrock** symbolizes our outreach to the community and our openness to respond to new and emerging needs.

**The Cross** reflects the love and compassion of the healing ministry of Christ continued in those who serve here.

**The Circle** denotes wholeness of life, the goal of care in all dimensions of life at St. Patrick's Home.

The Board of Directors of the Home approved the new look, the Foundation adopted it and the two logos were introduced to the public at the launch of Lottery 2007 on October 19th.



## Foundation

The St. Patrick's Home Foundation Annual Lottery puts the "fun" in fundraising by providing 51 chances to win \$55,000.00 in tax free cash prizes while also supporting the special needs of St. Patrick's Home.

The Lottery has raised over half a million dollars for the Home in its 18 year existence, and in the past two years has been a sell-out success!



**The Foundation Team:** Jennifer Seguin, Karen Joynt, Jane LeBreton, Louise Bourbeau

Once again, we would ask for your demonstrated support of the quality of care at St. Pat's by buying a ticket. Tickets are \$100.00 and are available at the Reception Desk seven days a week or by calling the Lottery Hotline at 613-260-2738, or emailing us at: [foundation@stpats.ca](mailto:foundation@stpats.ca). More information about The Lottery can be found online at [www.stpats.ca](http://www.stpats.ca).

**May the Luck of the Irish be with you!**

## Tourtiere Pie Contest Winner

**November 22, 2006.** The day has finally arrived, residents gather to witness the tasting of the tourtiere, as well as participate themselves.

This year, we had four pie recipes entered in the contest, the incumbent and three challengers. Paul Harris, Manager of Nutritional Services, was awake half the night cooking all the pies for the event the next day. This year, samples were provided to our residents as well as to our esteemed panel of judges from the Residents' Council.

When all was said and done, the winning tourtiere recipe was submitted by Mrs. Betty Trout. (Congratulations, Betty.) Her tourtiere will be featured on our menu cycle for the winter cycle. As well, we will be selling her tourtiere through the Coffee Shop, with all proceeds going to the Home. It will retail for \$6.99. Thanks to all who participated!

2865 Riverside Drive  
Ottawa ON K1V 8N5  
Canada

Phone: 613.731.4660  
Fax: 613.731.4056  
E-mail: here@stpats.ca

# Infection Prevention and Control Practices


All influenza viruses are spread primarily by droplet; however, it cannot be ruled out that airborne transmission will not occur. This is an issue with some controversy.

This is how you can reduce the risk of being exposed to influenza.

- Getting annual influenza immunization
- Washing your hands frequently
- Teach others about coughing in their sleeve
- Keep arms length away from anyone who is coughing or sneezing
- Avoid activities where large crowds of people gather in enclosed spaces
- Clean surfaces in your home when someone is ill
- Comply with public health measures recommended
- Stay home from work or school when ill. 5 days in recommended
- Do not visit people in hospital or LTC facilities if you are feeling ill
- Use alcohol based hand sanitizers

People can acquire influenza indirectly by touching contaminated hands, surfaces and objects. Droplets will survive 24-48 hours on hard surfaces, 8-12 hours on cloth, paper and tissue and for 5 minutes on hands. **Good hand hygiene will prevent the spread of influenza.**

St. Patrick's Home Staff were immunized starting the week of November 20<sup>th</sup>, 2006. The Residents of St. Patrick's Home will receive their vaccine the week of November 27<sup>th</sup>, 2006. We are aiming for 100% immunization rate.



**Pssssttttt**  
**A few reminders:**

- We're on the web: [www.stpats.ca](http://www.stpats.ca)
- Don't forget the "Suggestion Box" next to the stairwell in the Front Lobby. It can be used for suggestions, complaints, commendations—just remember to sign it.
- Remember that residents leaving for an outing must SIGN OUT at the nursing station and at reception
- All ELECTRICAL devices must be checked and approved by Environmental Services before being put into service.

## IF YOU WANT TO....



- Offer your "Entertaining Talents" to the Residents.....call Robert Ienzi, ext 230
- Become a Resident.....call the Community Care Access Centre, 613 745-5525
- Book a tour of the Home.....call the Reception Desk, 613 731-4660
- Compliment Us or Offer Suggestions.....call Linda Chaplin, the Exec Dir, ext 233
- Buy Seasonal Foods.....call the Food Services Supervisors, ext 250
- Buy a Lottery Ticket.....call the Foundation, 613 260-2738 or 613 260-2739
- Become a Volunteer.....call Suzanne Jeansonne, ext. 235
- Find out about our Seniors Day Program..... call Lorna Hills, ext. 244
- Check out the isolation status of the Home call the Reception Desk, 613 731-4660 or go to the website, [www.stpats.ca](http://www.stpats.ca)

*Spirit Alive* is a quarterly newsletter produced by St. Patrick's Home of Ottawa Inc, 2865 Riverside Drive, Ottawa, Ontario K1V 8N5. It is intended to keep residents, family, staff, volunteers and friends of the Home in touch with what matters to the Home, the activities in and around, past and planned. Please copy it and share it. Spread the news that we are here and we are good.