

Spirit Alive

LATE FALL 2011

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

St. Patrick's Home of Ottawa Inc.

Hard Work and Prayer Pay Off

NEW BUILDING UNDERWAY

Construction projects represent a unique set of activities to produce a unique product through a complex array of independent activities some would say is, at best, organized chaos. In order to get to our unique project's construction/'chaos' phase, years of planning and thousands of design details, negotiations and decision points have been processed.

The big news on our construction front is that approval has been achieved at all major levels to proceed with our project. Through the efforts of our Foundation and generosity of our donors, the ambitious fundraising target of \$10M was reached in March 2011. Support at the provincial level assisted us further with closing the gap that brought the project to reality.

We tendered for a General Contractor to build a fabulous \$57M St. Patrick's that will be home to 288 residents by Fall 2013. The contract was awarded to Pomer-

leau Inc. and excavation has begun. In today's intensely time-driven environments, scheduling reigns supreme; however we know that schedules do not build things — people build things and we want safety for all workers and the best outcome for all involved.

SOME CHALLENGES

There will be challenges as we make certain the construction area is fenced and secure and the rest of the site safe for residents, families and staff. Planning for all associated risks has been underway for some time. As one might expect, one of our urban challenges will be parking. Alternatives have been arranged through a combination of helpful neighbours at the Canadian Labour Congress, temporary additional spaces that will be built on the existing site plus off-site parking purchased from the Riverside Mall a short walking distance away. Please use consideration when parking to maximize space for others. For those who can, cycling or walking is also encouraged.



SOME ARE ON THE MOVE

Because the Foundation House was the first area impacted by construction, our three Foundation staff members relocated to the Ground Floor of the main building across from the Chapel at the end of June.

MOST ARE STAYING IN PLACE

We will remain fully operational for all functions including new admissions during construction and we will be able to see each phase as it unfolds. The projected finish date and move is still scheduled for Fall 2013.

(Continued on page 2)

NEW BUILDING UNDERWAY, continued

(Continued from page 1)

Demolition of the existing building and site works such as landscaping and paving for much needed additional parking will follow in late Spring, 2014.

SEEING IS BELIEVING

When all design details are complete and materials e.g. flooring, colour path etc., are finalized, architectural renderings and poster boards will be displayed so all can experience how the new environment will look and feel. The

landscape architect brings beauty and function to the exterior of the site and we promise that these areas will not disappoint with beautiful plantings, walking, seating, social and conversing areas aplenty.

During the time this project is brought to its big, bold, structural life, we ask for your understanding and patience. It has been a long wait for all, but the results will be well worth the inconveniences and worthy of the investments in time and dollars by our

many friends and supporters. Your continued support in making our new building a home will be critical in maintaining the special spirit that nurtures all of us and assures continued commitment to the people and the values at the future St. Pat's.

Sincerely,

*Linda Chaplin
President & CEO*

Changes in Spiritual Care >>>

Kevin Quinn joins the Team of Spiritual & Religious Care

We have been fortunate to have had the services of Barbara O'Connor over the past year. She has chosen to spend more time with family and friends. We thank her for her loving presence as well as her care and commitment to all of us at St. Pat's. While Barbara left us on September 15th, she has already returned as a volunteer. Thank you, Barbara.

At the same time, the good news is that Kevin Quinn has been invited and agreed to become a member of our department. We have had the privilege of working with Kevin on the Mission and Ethics Committee and have come to appreciate his insights and balance in dealing with challenging situations. In addition, his calm and gentle manner will be well received by the St. Patrick's Home family. Welcome, Kevin.



*Alicia Martin, Patsy Siwanowicz
Managers, Spiritual & Religious Care*



MISSION, VISION, VALUES and a NEW STRATEGIC PLAN

A Strategic Plan must take into account the current circumstances of an organization, the good and the challenging, as well as the environment in which the organization exists, that is, the external forces working upon the organization. At the end of the process, an organization will have a high-level plan that will guide its work over the next few years.

Over the last year and a half, the Board of Directors of St. Patrick's Home, with management, staff and other stakeholders, have worked to develop a new Strategic Plan for the Home. After much consideration, they now have a three year Strategic Plan. The following 3 Strategic Directions were chosen for the Home for the period 2011-2013:

#1: BUILD ON OUR LEGACY OF CARING

- ◆ Be a Home where each person enjoys a quality living experience;
- ◆ Be proactive & responsive to emerging needs of residents/families
- ◆ Optimize service by effective management & creative, progressive leadership
- ◆ Integrate ethics into the fabric of the organization
- ◆ Achieve a shared commitment & accountability to quality & performance management

- ◆ Manage risks effectively at the individual, team, organizational & governance levels

#2: CELEBRATE OUR HERITAGE AND PEOPLE DURING CHANGE

- ◆ Honour and promote our spirit through our history and the people who continue to shape St. Pat's
- ◆ Establish a fulfilling work experience for all persons in our community of care
- ◆ Guide and support persons in our community of care through periods of change

#3 GENERATE THE OPTIMAL CONTINUUM OF CARE MODEL

- ◆ Develop a Master Plan for the St. Pat's site
- ◆ Be creative in securing resources for our growth and to benefit those we serve
- ◆ Continue to be strong advocates and active participants in the health service system and its networks

NEW MISSION, VISION AND VALUES

In addition, the Board revisited our Mission, Vision and Values. The following is the result of that work:

Our Mission is to continue the ministry of Christ as a Catholic, long-term care home dedicated to providing compassionate services to persons of all religions and cultures in our community.

Building on our heritage, our Values are

Compassion

Spirituality

Hospitality

Respect

Integrity

Accountability

Our Vision is to grow, together with our partners, as a continuum of care community.

ministry of health and long-term care >>>

New Inspection Process: Residents, Families, Staff will be interviewed.

A key feature of the Ministry of Health and Long-Term Care's Quality Inspection as it is phased in during 2011 will be in-depth interviews with residents, family members and staff. Other features include compliance inspectors arriving on site as a team to offer consistency, adherence to the inspection protocol and follow-up where non-compliance is identified.

The system differs from the previous one in that inspectors now are going to front line staff and residents first. A minimum of 40 residents will be interviewed at each home during the inspection process; this is a significant and positive change. In the past, inspectors (formerly known as 'Advisors') would ask to see charts, complete paperwork, and talk with management. They may have spoken with staff or with a resident briefly. With the new process, they will be talking to

the residents and asking up to 130 questions per resident and/or family member.

We have people who cannot speak for themselves and may not have family. Their primary advocates may be staff, perhaps volunteers or the Ministry of Health and Long-Term Care. As a service provider we always need to look through the eyes of the person receiving the service. We need to ask, "Are you satisfied with the care and services that

you are receiving from this Home?" and then be prepared to act on issues identified.

Although we will continue to operate within the same finite resources, we believe in an enhanced focus on customer experience and satisfaction and that care and services can always be improved and customized so that each person's living experience is the best that it can be.

Accreditation 2011 November 14 and 15 >>>

Accreditation Survey with CARF

In 2010 the Board of Directors decided to have the Home surveyed under the Standards of CARF, recently approved for use in Ontario by the Ministry of Health and Long-Term Care.

For more information go to www.carf.org

What is Accreditation?

Accreditation is a process that demonstrates a provider (i.e. St. Pat's) has met standards for the quality of its services. CARF International establishes these standards to guide providers in offering their services and also

uses the standards to evaluate how well a provider is serving people and how it can improve.

Two Full Days

Two surveyors from CARF, Heather Janes and Elmer Heiland visited the Home on November 14 and 15 to evaluate our services for quality. The surveyors consulted with staff members and interviewed Residents and family members. These days were very busy for

the surveyors, who also examined many of the policies and procedures that support and give shape to our work.

Parting words from the surveyors:

'SPH is an incredibly special place. "It's all about the spirit" at St. Pat's, which is evident from the minute you walk in the door.'

“Just Wash Your Hands” campaign successful >>>

Outbreak-Free & Preparing for 2011-2012 Influenza Season



The Home has not had an outbreak for eleven months as of October 31, 2011. This great success can be attributed to the “Just Wash your Hands” campaign and staff diligence.

We are now heading into the 2011-2012 flu season and staff are gearing up for both Staff and Resident flu shots. Sisters, Family members and Volunteers who visit regularly should also make arrangements with their family physician to receive this vaccination.

Recreation becoming more Resident-Centered >>>

House Reflection Groups

As of December 2011, each RHA (Resident Home Area) will have a House Reflection Group that will be facilitated by a Recreologist. This is a new group that will meet once a month for 30 minutes to discuss recreation programs and any social issues or concerns at the RHA level.

This is a great opportunity for residents and/or their delegate to have input into the types of recreation programs offered on their RHA. Based on the group's discussion the Recreologist will implement changes or improvements to programs and address any social issues or concerns.

Notices will be posted in advance of the meetings; residents and/or delegates are invited to check the RHA bulletin boards. This is an opportunity to have input in what types of programs are offered in your area.

Notice from Spiritual and Religious Care >>>

Funerals at St. Pat's during Construction Period

It has been our privilege to work with you, our families, to prepare and carry out your loved ones' funerals.

At this time, due to the limited parking, this service may not be possible. Large funerals in particular present some very significant challenges and while we will do our best to mitigate these difficulties, it may not always be possible to do so. Therefore it is important that you be informed of the situation and begin to think of alternative arrangements that would be acceptable to you. Please be assured that we will make every effort to be of assistance to you.

When words leave off, music begins.

...Heinrich Heine



instruments, and sharing memories which are triggered by the music. The group atmosphere is warm, friendly, fun, and engaging. This is all done 'through the music' as we sing in harmony, write songs together, learn to play new instruments, and encourage each others' contributions.

programs in long term care. Studies have shown a multitude of positive effects including: better awareness and concentration, enhanced interest levels and social interaction, increased sharing and co-operation, improved memory and recall, increased mobility and coordination, decreased physical pain and improved recovery time after surgery, reduced tension, and increased relaxation. Music therapy also provides a supportive and acceptable outlet for emotions which promotes a happier outlook on life and increased self-esteem. In end-of-life care it can decrease the perception of pain and facilitate the release of endorphins. The results are staggering!

Music therapy is also client-centered and family-focused. Family members are encouraged to participate in sessions with the residents. Sharing music can be a meaningful way of connecting with loved ones who may no longer be able to communicate verbally.

It's been over two wonderful years since the music therapy program began at St. Patrick's Home of Ottawa. Many new residents have participated in the group and individual programs on all floors and units. Rachel Ringland, Music Therapist Accredited, continues to visit the home each week to facilitate sessions.

Group music therapy is a dynamic and creative process that uses a variety of techniques to stimulate active participation while working towards improving self-expression, communication, cognition, social interactions, and motor skills. Residents are encouraged to participate spontaneously by singing, playing

The individual program provides room visits to residents. These sessions tend to focus on creating personalized music in-the-moment. The goal can be to calm or to stimulate, depending upon the resident's mood and needs. Types of activities include: listening to the therapist play music of their choice on the violin or guitar, improvising on the instruments together, learning how to play familiar songs, singing, or chatting about fond memories associated with the music. At times, these visits can be an important outlet for feelings and thoughts.

More and more, exciting research is emerging about the effectiveness of music therapy

Rachel Ringland

"The most important thing in communication is hearing what isn't said."

Peter F. Drucker, writer and management consultant

Foundation Update >>>

It was a busy and productive summer for the Foundation!



It was a busy and productive summer for the Foundation. Although we were sad to say goodbye to the Little House, "home" to the Foundation for over 8 years, we are now very happy to be located in the Home! We are located across from the Chapel and continue to enjoy the warm reception we have received. Fittingly, we hosted a proper send-off from the Little House for staff, volunteers and 30 donors and friends.

The annual Emerald Evening on June 2nd was a tremendous success again; His Excellency Mr. Ray Bassett, Irish Ambassador to Canada, graciously opened his home to over 250 friends of St. Pat's. We were one of three benefit Charities for this event, sharing with the other two recipient charities; The Ireland Fund of Canada and Saint Brigid's Centre for the Arts, home of the Irish Canadian Cultural Centre. Key event volunteers included Mr. Pat and Mr. Brian Murray. The Heart & Crown Irish Pubs were the signature sponsor, providing food, beverages and first-rate serving staff.

The Heart & Crown also held their annual summer Golf Tournament to benefit our Home. As a sold out success, it is a favourite among our corporate friends and donors, raising approximately \$35,000 for St. Pat's. What an honour to be associated with the staff and owners, Pat Kelly and

Larry Bradley at the Heart & Crown. A special thanks to Julie Donnelly for managing the event with expertise and enthusiasm.

Our annual Walk the Block event was held October 1st. This popular event is driven by the spirit of our amazing volunteers and raises funds for the recreation program; for Residents outings, entertainment and recreation supplies. This is always a fun and spirited event under the spirited and capable leadership of volunteer Mary Ann Ladd. As of October 25th, \$7500 has been received as proceeds of the Walk.

Lottery 2012 has launched and we look forward to another great year fundraising for the current Home. Raising \$200,000 annually, the Lottery is the Foundation's single largest fundraising project. We depend on generosity of our friends in the community, parish family, next of kin, volunteers, staff and donors to make it a success. Tickets are available at Reception or through the Foundation Office.

Campaign Chair, Larry Kelly and his Cabinet, Board Chair, Jan Kaminski Jr and Foundation Board Directors, volunteers, Campaign donors and friends look forward to "breaking ground" for our new Home and to see how the ten million dollars raised will positively impact the new St. Pat's. Building on the success of raising \$10M, we are further inviting in-

vestment to ensure that our new Home is an extraordinary place for all. Our 'Beauty Boot Camp' health and wellness lunch event for staff saw many staff members sign up to donate to the Campaign via payroll deduction, showing that they share in the spirit and excitement of our new Home. What a tremendous sign to our community of care that, in addition to providing exceptional care, staff are also committed to supporting the new building.

We will continue to provide opportunities for the community, our internal family, loved ones of Residents, volunteers and staff to donate to the new St. Pat's. If you would like to learn more about the Campaign, please contact Jennifer Conley, the Foundation's Executive Director at 613.260.2739, email jconley@magma.ca or drop by the Foundation Office.

Please continue to watch the Foundation's website for updates. Should you wish to receive our electronic Foundation newsletter via email, please let Jessie-Lee Wallace, our Fundraising Officer know at 613.260.2738 or email foundation@stpats.ca.

Our very popular Caring Tree Mass will be offered again December 17th. Jane LeBreton, Fundraising Manager, will be working with our Spiritual & Religious Care Team to make it a

(Continued on page 8)

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Foundation Update, continued >>>

special and significant Mass and project. Please contact Jane at 613.260.2740 or email janeleb@magma.ca to learn more.



Pssssttttt

A few reminders:

- We're on the web:
www.stpats.ca
- You can send an email to your relative via **residents@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.

TO CHECK THE ISOLATION STATUS OF THE HOME

Call the Reception Desk (613)731-4660

or

Go to the website: www.stpats.ca



IF YOU WANT TO	CALL (613)731-0094
Become a Volunteer	Kathy Thompson Ext 235
Entertain Residents	Robert Ienzi, Ext 230
Book a Tour	Kathy Thompson Ext 235
Learn about Respite Care	Cheryl Ford, Ext 260
Suggestions/Compliments	Linda Chaplin, Pres. & CEO, Ext 233
Buy Seasonal Food	Food Service Supervisor, Ext 250
Learn about the Day Program	Lorna Hills, Ext 244
Support the Foundation's Work	(613)260-2738 or 260-2739
Become a Resident	CCAC (613)745-5525

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.