

Spirit Alive

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

St. Patrick's Home of Ottawa Inc.



LifeMark Eldercare, a division of LifeMark Health Inc. is the current physiotherapy provider at St. Patrick's Home. John Fung and Tiffany Fraser are the physiotherapists at St. Patrick's Home and Vlad Pavlenko and Leo Singh are the physiotherapy assistants. Physiotherapy is currently covered through OHIP and therefore there is no direct cost to the resident or family.

What is Physiotherapy?

Physiotherapists manage and prevent many physical problems caused by illness, disease, sport and work-related injury, aging, and long periods of inactivity. (Canadian Physiotherapy Association, 2009) In long term care, our goal is to maximize the independence of all residents, helping each individual reach their potential. Our programs include: functional exercises, balance exercises, walking programs, stretching, strengthening, transfer training, Neurogym sit-to-stand and bungee walker training. We also use modalities such as ultrasound, TENS, heat, ice and acupunc-

ture. All programs are specific to each client and are adjusted as each resident's needs change. Residents are reassessed every three months or if there has been a change in medical status.

What does OHIP Cover?

OHIP pays for 100-150 visits per resident per fiscal year (April 1-March 31). Power of Attorney (POA) consent is required prior to the commencement of treatment; without consent, treatment will be delayed. Only the Power of Attorney for care listed in the resident's chart will be contacted to be informed that the assessment has been completed and to discuss the treatment plan. Treatment can be provided by the physiotherapist or assigned to a physiotherapy assistant who has been trained to provide that specific treatment.

Beyond OHIP Coverage

Once a resident has exhausted their OHIP coverage for physiotherapy services, they still have access to private physiotherapy services which can be provided by the onsite physiotherapy team. To get more information on how to access these services, speak with your onsite physiotherapists. The cost of private physiotherapy is \$25/15minutes for services rendered by a physiotherapist and \$15/15 minutes for services rendered by a physiotherapy assistant.

Communication with nursing and restorative staff is integral to the success of the service. Our objective is to create a **collaborative approach** to care with nursing, restorative, and physiotherapy working as partners. Collaborating closely with St. Pat's restorative care staff, as a team, we have ensured that residents get mobility exercises five days per week.

LifeMark Eldercare has a proven reputation in retirement homes and long-term care residences. We are the **FIRST** and **ONLY** long term care physiotherapy provider to have successfully completed an external **accreditation** through the Canadian Physiotherapy Association. What this means to you is that you can rest assured that you are receiving the best possible physiotherapy service in the industry. More information about us can be seen at www.lifemark.ca

Our Core Values
 Sacredness of Life
 Spirituality Hospitality
 Justice
 Growth and Vision



Linda's Corner



RENEWED HOPE, OPTIMISM AND GRATITUDE

Who among us was not invigorated by the renewed sense of hope and optimism associated with the January 20th inauguration of the 44th President of our closest neighbour, the United States of America. President Obama's inaugural address contained vital messages that we needed to hear and believe in as societies and as individuals. It is a reminder that the three great Christian building blocks of Faith to ground us, Hope for the future and Love for each other can be resurrected in a powerful manner as we advance in intercultural respect, world citizenship and our shared call to service.

I give thanks to our dedicated staff, volunteers and family members who go out of their way to maintain a normal, safe and comforting environment for our residents.

ACCREDITATION UPDATE

Based on actions taken in response to identified areas for improvement in the preliminary report, we received a full three-year (2008-2011) accreditation

award from Accreditation Canada. This means that we have incorporated the principles of accreditation into our programs and remain fully committed to providing quality care and services to our residents. St. Patrick's Home exceeded national averages in all eight quality dimensions: 1) population focus 2) accessibility 3) safety 4) worklife 5) client centred service 6) continuity of services 7) effectiveness and 8) efficiency. Accreditation is a dynamic process and our work continues with action plans and monitoring improvements throughout the term of the award.

REDEVELOPMENT

The Ministry of Health and Long Term care has announced the funding formula to redevelop B & C-level beds. Our work continues through the Board's Corporate Development Committee's ongoing liaison with Infrastructure Ontario, architectural firm Barry Hobin & Associates and the Ministry of Health among others. Board Chair Don Burke, Corporate Development Chair Ken Tammadge and Executive Director Linda Chaplin met with Ministry officials Jan. 15 to review current cost estimates and reaffirm our commitment to a new affordable building to meet the needs of current and future residents.

The Foundation's Steering Committee remains very busy soliciting solid financial support from top donors so that we can concretely demonstrate to key decision makers that St. Pat's supporters believe in a redevelopment project.

PRACTICAL SAFETY MATTER

On a practical note, it is no secret that many of our rooms have serious space constraints – hence the need for redevelopment. Increasingly, care delivery requires the use of mechanical lifts and almost all residents use a wheelchair or walker that needs a safe turn radius. Declining vision and balance are realities for seniors and when combined with many personal items (some of which may be unused or in poor repair), risk factors for falls, trips and other injuries for both residents and staff escalate.

Resident rooms at St. Pat's that are overloaded with furniture or belongings have been identified and we will be asking residents (families) to assist by removing unused or items in disrepair that pose a safety risk. If items are not removed within a reasonable period of time after our request, they will be removed by staff.

The standing offer of my open door (on site, by telephone or e-mail) remains if you have concerns or suggestions for improvement in the care and services we offer.

Wishing everyone an abundance of Faith, Hope and Love throughout 2009.

Linda Chaplin
Executive Director
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Resident Profile: Robert McKay

I knew this interview was going to be a bit different from the moment I walked into Robert McKay's room. A very organized and computer-literate Mr. McKay greeted me warmly and handed me a "press kit" that he'd prepared for me – a brief profile and personal history – to assist me during the interview. With his Mac laptop humming away in his work area, we proceeded to review and discuss his profile together.

Robert was born in Winnipeg in 1920 and was visiting the United Kingdom in 1939 when World War II began. He went home to enlist in the 13th Battery RCA and returned to England with his unit in 1940. Commissioned in 1942, he served throughout Europe, proceeding to Northwest Europe after D-Day. Following a stay in the hospital after being wounded, Robert spent the remainder of the war as an instructor in gunnery at the Canadian Artillery Reinforcement Unit in England.

Upon return to Canada, Robert attended the University of Manitoba and completed a "no-frills" degree in Architecture – a condensed two-year version of a four-year degree, customized for World War II veterans. While he learned much that would help him in later years, Robert chose to return to the military, rejoining the Royal Canadian Artillery.

While at university, Robert had met and married his wife, Shirley. They and their two young children, Robert and John, moved to England in 1952 so that Robert could attend a one-year

course at the esteemed, international Staff College at Camberley. For those not familiar with the College, it provides a valuable post-graduate educational experience for military officers from around the world. Apparently Camberley provided other cultural benefits too, with Robert noting that he fondly remembers the weekly Scottish country dancing sessions. Following Camberley, Robert was posted to the War Office in London for two years but, with the family missing Canada, he returned home and served out the rest of his military career in various locations, including Winnipeg, Petawawa, Montreal, and Ottawa.

After he left the military in 1971, Robert moved to old Barrhaven and worked with the Ottawa-Carleton Regional Government, in the Roads Engineering shop, until 1980. He then retired and began spending more time on a passion he was introduced to by Bob Kerr, a master carver in Smiths Falls. Robert, who had enjoyed hunting ducks for most of his life, started carving and painting them. Combining his experience and interest in nature, science, architecture, hunting, and painting, Robert created 204 intricate and beautiful carvings over 20 years. While he never sold any pieces ("I kept my amateur status"), he commented that his carvings are "across Canada now, in the homes of friends and family."

When he was no longer able to carve, Robert turned his focus to reading thrillers and to keeping in touch with

his children and grandchildren through daily emails on his laptop. With one son in Toronto, one in downtown Ottawa, his wife of 61 years still living at home in the Centrepointe area, as well as three grandchildren who are young adults, Robert has a lot of news to keep up on.



Robert has news of his own to share also, keeping active at St. Pat's. He is currently a member of the Residents' Council and enjoys the discussions they have on residents' issues, such as "food services, staff reports, life in general – we discuss everything. The two-way communication is very important in this type of facility." Robert emphasized that the staff here "go beyond what they have to do. The regulars – they've been here for years, but they still work hard and they still care."

An active, interested, and caring individual, Robert will surely have more accomplishments to add to his profile in the years to come.

by Mary Neilans, Volunteer



Celebration of Committed Service

On November, 2008, 51 employees celebrated milestones in their time with the Home, marking either 5, 10, 15, 20 or 30 years of service with St. Pat's. Altogether, these

people represented 470 years of dedicated service to the residents of St. Patrick's Home. They came from all departments: Nursing, Nutritional Services, Maintenance,

Housekeeping, Laundry, Administration, Resident and Family Services and Physicians.

These people are:

Five Years

Navin Datta
Mary Ombiga
Nyekah Blackburn
Xiao Huang
Freddie Valerio
Cinda Meisenheimer
Melinda Meldrum
Jose Rivas
Jane LeBreton
Dragana Ghezzi
Dan Anderson
Jason Delorme
Tanya Fex
Helen Sansterre
Sally Weber
Virginia Lugo
Patrick Allmand
Liling Villamore
Wen Lin
Christine Gordon
Minela Vijackic

Kristy Ivanski
Marilyn Gajason
Julie Bergeron
Hana Raska
Kolos Koselak
Jasmine McKee

Ten Years

Barry Martin
Marilyn O'Sullivan
Marilyn Willms
Branka Puskarevic
Cindy David
Ursula Gola
Valerie Voth
Malgorzata Wieczorek
Surinder Bal
Anna Rembisz
Maria Lourenco
Dr. Daniel Levine
Dr. Lyla Graham

Fifteen Years

Ismail Ocal
Debbie Cleland
Joanna Zawadka
Sharon Racine
Angela Bellantoni

Twenty Years

Rob Turnbull
Roger Fex
Justin Barry
Shirley Anne MacPherson
Claire Irwin

Thirty Years

Mary Anne Nugent

“Thank You” to All

Snoezelen Is Coming to St. Pat's!

Those of you familiar with Snoezelen will be delighted to learn that the Home will soon have its own Snoezelen Room. Neophytes to Snoezelen will quickly recognize the benefits of this therapy.

The term Snoezelen derives from two Dutch verbs: *snuffelen* (to seek out, sniff, explore) and *doezelen* (to relax). The concept was defined in the late 1970s by two Dutch therapists, who were impressed by the positive response of cognitively impaired clients to multi-sensory stimulation. This discovery was the starting point for the highly effective therapy we have today.

Snoezelen is a wonderful environment filled with sights, sounds, textures and aromas, which are used to stimulate, calm, relax or energize. In healthcare facilities, this controlled environment is usually created in a room dedicated to this therapy. Ideally, the room is easily darkened to maximize the impact of visual modalities. It helps, too, if the room is centrally located in the facility, so therapists and residents spend less time in transit and more time engaged in therapy.

After careful consideration, we plan to convert Paul Harris's office on the first floor to our Snoezelen Room. This office is centrally located, and because it is windowless, it is nice and dark. Which raises the question, Where is Paul to go? He needs to stay close to the action in the kitchen, so Paul will establish base in what is now the Conference Room.

Taking Care: Precautions for Infection Control

In long term care, all staff practice what is called “Routine Practices” or “Routine Precautions” every day, to prevent the transmission of infections between residents and to the staff. The prime practice as always is handwashing, which can never be over-emphasized. IT IS THE MOST EFFECTIVE WAY TO PREVENT THE TRANSMISSION OF INFECTIONS.

There are, in addition, other “Precautions” that are necessary under certain circumstances.

Contact Precautions is the term that describes additional precautions used to reduce the risk of transmitting infectious agents that are normally spread via contact with a person who is infectious. They should be used in addition to Routine Practices for illnesses such as *Clostridium difficile*, MRSA (Methicillin resistant

Staphylococcus aureus) and VRE (Vancomycin resistant enterococci).

Droplet Precautions is the term that describes additional precautions used to reduce the risk of transmitting infectious agents that are normally spread when droplets of respiratory secretions come in direct contact with mucous membranes of the mouth, nose and possibly eyes of another person. They should be used in addition to Routine Practices for illnesses as RSV (respiratory syncytial virus), influenza, and parainfluenza.

Direct Contact Direct contact transmission occurs when transfer of microorganisms results from direct physical contact between an infected or colonized individual and a susceptible host (body surface to body surface).

Indirect Body Contact involves passive transfer of microorganisms to a susceptible host via an intermediate object, such as contaminated hands that are not cleaned between residents, or contaminated instruments or other inanimate objects in the resident’s immediate environment.

Droplet-Contact There may be occasions when you need to use both droplet and contact precautions together (such as with patients suffering from RSV, Rhinovirus, parainfluenza, etc). In these cases and after a risk assessment, use the following PPE (personal protective equipment) in this order—hand hygiene, procedure/surgical mask, eye protection, gown, gloves. Remove PPE in this order—gloves, gown, hand hygiene, eye protection, mask, hand hygiene again.

Snoezelen, continued....

We recognize that you and your loved ones appreciate the Conference Room, where you can share a meal, celebrate a special occasion or just enjoy some privacy. We all treasure these central activities of family life, which are so important to our sense of belonging. The Home is committed to creating a space where you can continue these essential practices. Consequently, we are creating a new Conference Room in the north-west quarter of the main dining room (where the credenza was previously located). The team from Environmental Services are applauded as

their skills created this warm, welcoming and private space.

A final word for now about Snoezelen. We believe that the most effective and just use of this therapy is to focus our efforts on residents who have behavioural disturbances and those who are not able to participate in our current range of recreation programs. If being in the Snoezelen Room for half an hour helps a resident feel less fearful, less agitated and less anxious, then the quality of that resident’s life has been increased, at least during that half hour.

Training is critical to the success of Snoezelen, so certified trainers will instruct the recreation team on its proper and most effective use.

If you would like to learn more about Snoezelen, please call David Wainwright at ext. 280 or check out the Flaghouse website at www.flaghouse.com/SnoezelenAL.asp.

David Wainwright



Snippets of News & Information



Great News from Accreditation Canada In mid-January, Linda Chaplin received the “official” letter from Accreditation Canada announcing that St. Pat’s has received its three-year Accreditation award. Taken from the Report:

“Congratulations on reaching this important milestone on your accreditation journey. We salute and celebrate your achievements, and look forward to continuing to work with you as accreditation increasingly strengthens and supports your quality improvement and patient safety initiatives.

*Wendy Nicklin
President and CEO, Accreditation Canada*

Note to Staff Your qualification for the uniform allowance starts as soon as your probationary period ends. It is at this time that you can take your receipts to Dragana.

International Volunteer Day

On December 5, 2008, St. Patrick’s Home welcomed Federal Minister Diane Finley from the Ministry of Human Resources and Social Development to the Home to celebrate International Volunteer Day.



What a Team! Did you know that, at the time this newsletter went to press, very few staff members had been absent or late due to the bus strike. Staff have walked, ridden bicycles, even taxied and shared their drives back and forth with each other and, one way or other, have made it to work. And by now, well into February, it has almost become a way of life. The Home recognized these effort this week with free coffee/tea/hot chocolate and home-made pastries that looked an awful lot like the tails of our national animal. Staff are finding great companionship in these shared trips and one group, coming in from Orleans, numbers five and has several stops, with the driver going out of his/her way to make four other people’s lives easier. Thus, the St. Pat’s Spirit - Alive and Well!

Another “St. Pat’s Spirit” Story

In this story, Father Peter Cody realized that the cloth lining the inside of the Tabernacle needed replacing and this is where the “St. Pat’s Spirit” comes in. Many people got involved in this project and, due in part to the bus strike, it took two months to complete. The project was completed mostly on volunteer time and money. Jim V. and Frank G. from the Maintenance Department provided serious technical expertise since the Tabernacle was last repaired by the sisters, who had an eye to military precision and the side panels refused to come apart. Paul H. from Nutritional Services chauffeured Michael H. (Housekeeping) out to the fabric store to buy the fancy satin with Linda M.’s (Volunteer) money. Fr. Cody donated brocade crosses made of gold thread to be sewn on the satin and Anna N. did the mounting of the satin on the panels. Then

the staff from Maintenance put it back together again. **Now that’s teamwork!**

Students Students train at St. Patrick’s Home through our affiliation with the University of Ottawa, Carleton University and Algonquin College. You may notice students who are assigned with our staff as part of their educational experience. All students are supervised by their clinical leaders.

Clothing We recommend that residents have a supply of washable, dryable clothing, enough to last at least seven days, including something to wear outdoors. Clothing should be comfortable and easy to put on and take off. Closet space is very limited. We would appreciate one season’s worth of clothing in a resident’s room at a time.

Personal Property Residents or their appointed Power of Attorneys are asked to acknowledge in the Home Contract that St. Patrick’s Home cannot accept responsibility for the safety of personal property, including eyeglasses and dentures or other prosthesis. Any loss, theft of or damage to personal property while at St. Pat’s is not covered under our insurance policy.

Parking for Staff This is a gentle reminder for staff from your friendly Maintenance Department. Please be sure to park in the North Parking lot or South Parking lot or the one next to the Foundation House. This leaves the parking lot adjacent to the Home clear at night for snow clearing and available during the day for visitor parking. As the men in maintenance say “Failure to comply may leave your car buried in snow.”



Spirit Alive Foundation Update



The Foundation's focus for 2009 will be to continue to support the needs of our current residents while also focusing on building support for our future St. Patrick's Home. These are very challenging economic times for our fundraising efforts; however, we are confident that our loyal and dedicated supporters and investors will continue to make our cause a high priority.

Tickets for our Annual Lottery are still on sale at Reception or at The Foundation House. The \$100.00 tickets will entitle you to have 51 chances to win \$55,000.00 while supporting the capital and equipment needs

for St. Pat's. As the Lottery is a sell out success every year, and tickets are only on sale until March 13th, we would encourage you to participate as soon as you can.



Plans are already underway for the Annual Erin Luncheon sponsored by the Irish Society. Tickets for this signature Irish Week event, that will be held on March 13th here at the Home, are only \$35.00 and are available from the Reception or at the Foundation House.

For more information about how you can support the work of the Home through the Foundation, please contact Jennifer Conley at 613-260-2739 or via email - jconley@magma.ca.

What You Should Know About Vitamin D Deficiency

Who is at risk of Vitamin D deficiency?

Everyone.

Is Vitamin D deficiency common?

Yes. Approximately 60% of all Canadians have this deficiency; there is a higher number among darker-skinned people and older people.

What is Vitamin D?

It is a fat soluble vitamin.

What does it do?

Its major function is to maintain normal blood levels of calcium and phosphorus. Without Vitamin D, bones can become thin, brittle and soft.

How much do we need?

1000 IU per day.

How do we get Vitamin D?

Sun, foods and supplements. It is difficult to get enough Vitamin D through diet alone.

Can you make any Vitamin D in the winter?

Very little.

Does taking calcium and Vitamin D work to counter osteoporosis?

Yes.

Mary Merrigan RN

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Canada

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Making Teamwork Work Even Better

You are invited to participate in an important new study that St. Patrick's Home has chosen to participate in.

More and more scientific research is showing that when different health professionals collaborate effectively to provide care, the results are positive for patients/residents and for care providers. We also know that bringing diverse health professionals together to communicate and work effectively in inter-professional teams can be challenging.

That's why the Government of Ontario has provided funding for a study on interprofessional collaboration in health care. The study is being led by a new organization – the Academic Health Council, Champlain Region – which brings together representatives of the health sciences faculties of the University of Ottawa, Algonquin College and la Cité Collégiale.

The study will look into different challenges that might be preventing inter-professional teams from working as effectively as possi-

ble. Through surveys, focus groups and interviews, the research team will explore the impact of many different factors, from communications and culture, to curriculum and policies. The results will help us understand what is helping to make inter-professional collaboration work in our region, and what is possibly getting in the way.

A certificate of Ethical Approval from the University of Ottawa is in place and you will see posters that describe the survey. Survey activity will be launched in the next few weeks and will involve voluntary participation from staff, residents and their families.

You can learn more about the Academic Health Council and the study by visiting www.ahc-cas.ca. Please share your opinions and ideas on this important topic. You can visit the survey website at www.visionresearch.ca/interprof. Hard copies of the survey are available in-house from David Wainwright, Manager of Resident and Family Services 613-731-0094 x280.



Pssssttttt
A few reminders:

- We're on the web: www.stpats.ca
- You can send an email to your relative via resident@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.....CALL
Become a Volunteer	Suzanne Jeansonne, ext. 235
Offer your "Entertaining Talents" to the Residents	Robert lenzi, ext 230
Become a Resident	Community Care Access Centre, 613 745-5525
Book a tour of the Home	Suzanne Jeansonne, ext 235
Compliment Us or Offer Suggestions	Linda Chaplin, the Exec Dir, ext 233
Buy Seasonal Foods	Food Services Supervisors, ext 250
Support the Foundation's Work	Foundation, 613 260-2738 or 613 260-2739
Find out about our Seniors Day Program	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

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.