

THE PEOPLE OF ST. PAT'S

Every employee at St. Patrick's Home contributes to the care of residents



"May God Bless all staff and residents. We, the volunteers, are praying for you and hope to see you' soon!"

Here we celebrate (but a handful) of the remarkable employees that are putting residents' needs first and working through the COVID-19 crisis.

"I miss everyone very much, and pray every day for the staff at St. Pats who are taking care of the people we love."

"I'd like to convey the gratitude that my brothers and I feel towards St. Patrick's Home and the care team who are doing all they can to support, not only our family, but all those who remain anxious during this period of lockdown. They are truly dedicated and caring, and doing a great job.."



Keeping the SPIRIT ALIVE

SPRING 2020

FOUNDATION NEWS

It takes teamwork, compassion, creativity, and dedication



to keep residents safe, connected and well cared for during the COVID-19 crisis

It's March 30, 2020. Eighteen days since the Chief Medical Officer of Health directed long-term care providers in Ontario to limit access to their facilities. Eighteen days since loved ones, volunteers and private caregivers were allowed inside St. Patrick's Home.

choose or particularly like, but one that is necessary for the sake of our residents' health and safety.

needs to properly staff the Home. It is a tremendous responsibility to provide care, follow infection control guidelines, keep residents and their loved ones informed and connected, and maintain a vibrant, warm, person-centred environment in the Home. Yet every day, our staff shows up to work, and rises to the challenge!

Today, only essential staff and suppliers enter the Home, but before they are fully inside, their health, core body temperature and travel history are screened, and of course, all hands are sanitized. This is the 'new normal' at St. Pat's. Not the normal we'd

Inside St. Pat's the leadership team ensures that St. Pat's is complying with the new directives - released almost daily by the provincial government. The COVID-19 situation is changing at a rapid pace, and as more is understood, new processes and regulations are put in place to protect residents and staff, and provide homes like St. Pat's with the flexibility and resources it

In the following excerpts, you'll see how they are taking on new roles, working together, getting creative, and remaining wholly dedicated to the needs of the residents!

Here is a peek inside our doors...

7:00 A.M.
Alan (from Nutrition) screens staff as they arrive at St. Pat's. All staff is screened for symptoms and travel history before they enter the Home. Their temperature is also taken twice per shift.



8:00 A.M.
Sally (from Housekeeping) cleans and disinfects commonly touched surfaces like handrails, doorknobs, counters, desks and telephones. This already vital work is completed with increased frequency throughout the day.



... continued on page 2.



2865 Riverside Drive, Ottawa, ON K1V 8N5
T: (613) 731-4660 E: foundation@stpats.ca stpatsfoundation.ca

Charitable Business No. 88897 0399 RR0001

9:00 A.M.

Janet (President & CEO) reviews the newly released and updated directives from the Ministry of Health for personal protective equipment, infection prevention and control, and ambulance services. As the COVID-19 situation, and Ontario's response to it changes daily, the leadership team at St. Pat's works diligently to comply with all ministry guidelines and ensure the best care for its residents.



10:30 A.M.

Daily mass begins with a small group of residents in The Gathering Place. Others watch the service on a large-screen TV in their dining room. Daily mass lends structure to each day, while the familiar prayers provide peace and comfort. These small gatherings create a sense of belonging and community.



11:00 A.M.

Lydia (RPN) prepares a round of medication on Galway, but takes a brief break for a dance party! Twice per week, a new song is played through the PA System at St. Pat's - and the staff, wherever they may be, take a moment to spread joy and dance with the residents.



11:30 A.M.

Many mornings after mass, Suzanne and a small group of ladies spend time in the chapel - at a safe social distance - reciting the rosary. Today, without volunteers in the Home, Mary (Liturgical Coordinator) steps in to help Suzanne return to her room.



12:00 P.M.

Shawleen (a Ward Clerk) provides meal assistance in Kilkenny House. Family members, friends and private support workers often provide assistance during meals. Now employees from administration, nursing, housekeeping and nutrition come to help with hand hygiene, meal selection, nudging, and feeding as needed.



1:00 P.M.

Elsa (from Recreation) helps Claire to return a phone call. Facilitating phone calls, Skype and Facetime visits between residents and their loved ones is a top priority for staff. The visits help to boost a person's mood, reduce loneliness and reassure loved ones.



1:30 P.M.

Angela (a PSW/BSO) brings Agnes downstairs for a window-visit with her daughter, Angelica, and her private sitter and friend, Marilyn. Using speakerphone, they have a lovely chat that lifts everyone's spirit.



2:30 P.M.

Elsa facilitates a Skype call between Violet and some of her loved ones. Soon, with the help of our donors, we will have many new iPads to facilitate even more family visits.



3:00 P.M.

As shifts change, Tracey (from Human Resources) reveals the latest winner in the Staff Appreciation Raffle, a new initiative that takes place twice per week to express our appreciation for the extraordinary employees at St. Patrick's Home of Ottawa!



YOUR SUPPORT MATTERS HERE

Community donations play a VITAL role

in providing staff with the resources they need to provide the highest quality care.

This is true at the best of times. Today, it means more than ever! If you have the means to make a contribution, you can help St. Pat's get through this difficult time together, by supporting the:

1. Purchase of 9 iPads.

Skype visits between residents, their families and friends take place every day now that visitors are not permitted inside St. Patrick's Home. The number of visits completed each day, however, is limited by the number of laptops in the Home that are shared with other staff and used for other purposes. Nine iPads (one for each home area) will significantly increase our capacity to support these visits - that are a lifeline, a source of comfort, and quite a bit of fun - via Facetime, Skype or Zoom.



2. Staff appreciation initiative.

While many people work from home, the employees of St. Patrick's Home report to work every day with two goals in mind: a). to provide care and support, and b). to keep the residents safe! As an expression of appreciation, we've initiated a twice-weekly draw for things like candy baskets, wine, and gift cards.



3. Staff reserve fund.

The Ontario government has agreed to provide each long-term care home with emergency funds to increase their capacity to contain the spread of COVID-19. These funds will help St. Pat's to screen all staff and essential visitors when they enter and depart the Home, increase cleaning and infection control, and schedule additional staff to help residents at meal time. However, as we can't foresee how the next weeks and months will unfold, we're establishing a Staff Reserve Fund to ensure our ability to properly staff the Home and deliver the best care possible.



4. Staff accommodation fund.

In the unfortunate event that COVID-19 rears its head at St. Pat's, this fund will help to cover the cost of alternate accommodations for staff that wish to self-isolate - away from their family or housemates - between shifts.



5. Spiritual, pastoral and palliative care program,

and other priorities as identified by St. Patrick's Home.



"I appreciate the excellent communication from the nurses, recreation staff and leadership team. I give you 6 stars out of 5 for keeping families 'in the know' and in touch via Skype and phone calls."

"To everyone at St. Pat's - thank you for going to work everyday to care for our dear residents. I hope that everyone is healthy, and able to get the rest they need to keep going."