

## A Morning In The Life Of A Personal Support Worker (PSW)

Just what does a PSW do in a day? I had the opportunity to shadow Veronica, one of our many great PSWs, for a morning at the Glebe Centre Long-Term Care Home.

Veronica reports to her assigned home area just before 7:00 a.m. She has worked here for several years and knows the 32 residents, staff and routine. The morning begins with a team meeting. There is a lot to cover including which residents had a good night, which were up wandering around and how many times they were put back to bed. Wandering and walking at night is common for people with dementia as the disease often upsets normal sleeping patterns.

Veronica and her fellow PSWs then plan their resident duties: waking them, getting them washed, choosing clothing for the day, brushing and styling their hair and brushing their teeth or putting their dentures in. Veronica knows her residents well and which ones were vulnerable and at risk of falling. They needed to be attended to first. She knocks gently on the first door and explains to me that this is the resident's home and it is respectful to always knock before entering. Most require two staff with a mechanical lift to move them from their bed to a wheelchair. On this particular day Veronica has a PSW student helping her. To protect the resident's privacy, I wait in the hallway. I hear Veronica offer the resident a choice of blouses. If a resident is able, they are offered the opportunity to choose their clothes each day. This inspires independence and shows respect.

Every day is busy, but today will be especially stressful as one of the regular PSWs is off sick. This has been a significant problem during Covid as many staff have families and if anyone in the household tests positive, all the family has to isolate. With no replacement available today each PSW on the home area will have



Veronica caring for one of her residents.

to provide care for at least two additional residents. With one resident now ready for the day the student wheels them to the dining room.

As Veronica and I walk down the hallway we stop at the "spa room" where I can hear a resident being bathed on the other side of the door. Veronica explains that a PSW has to wear a large plastic apron and a pair of rubber boots. Apparently it is quite the sight and definitely not out of Vogue Magazine! I can hear laughter as this resident is enjoying her shower and the attention it brings. This is not always the case as some residents don't want to shower at all! This can play havoc with the shift schedule as the shower area has to be cleaned and disinfected after each use. Shower times are pre-arranged and scattered throughout the day and each resident gets a minimum of two showers a week.

Veronica has a spare minute and has a few words with her student. They discuss the information that must be inputted to each resident's electronic chart. It's then into the room of the resident being showered so that the bed linens can be changed. With that work done it's into the next room as this resident is just waking up. Veronica chats softly with her and coaxes her out of bed. This resident can still move on

her own so her walker is brought over. Veronica has a gentle way about her and she chats, sings to and engages residents regularly. She compliments her student for a job well done and they both grin. It is a sweet moment.

I am practically running to keep up with Veronica who is charging ahead into the next room. Her resident is out of bed and tottering towards the washroom with no wheelchair or walker. Veronica explains as she grabs him gently that sometimes when a person first wakes up, they are a bit confused and are very focused on getting to the bathroom. You don't have to be in long-term care to understand this! As Veronica prepares this gentleman to start his day, her attention is drawn to a noise in the hallway where I am standing quietly. I see a sweet-faced grandma bearing down on me! Veronica jumps through the doorway and quickly takes her hand and asks where she has left her walker. The student PSW goes off to look for it and I try to strike up a conversation with the resident while Veronica once again sanitizes her hands and returns to her gentleman. Keeping even a dear little grandma engaged until her walker arrives is certainly a challenge. She wanted to walk not talk! Walker in place the student and I carefully guide her to the dining room. Meanwhile, Veronica works at getting all her charges on and off the toilet or incontinent products changed.

In the dining room I settle down to watch the dynamics. Many residents need assistance cutting up their food and some are simply not capable of

feeding themselves. I am amazed at the patience and compassion exhibited by the PSWs as they assist the residents with this process. Some PSWs are singing softly as they feed while others are stroking the resident's cheek to encourage them to chew their food. Soft music is playing in one corner. I watch a resident spit their food at their PSW. Another resident tips her plate of food onto the table top. No one panics. The messes are cleaned up and work continues.

Following the meal everyone is toileted. By 9:15 a.m. some residents are dawdling over their coffee or tea. A few are seen chatting. The PSWs take residents where they need to go if they are not able to take themselves. Programs (like art or music) begin at 10:00 a.m. and they all seem to enjoy the various activities. On this particular home area it is a sing-a-long with residents. Once activities start, the PSWs can take a short break.

One thing that I noticed is that there is a real team atmosphere on the home area. PSW's watch out for each other. Several times I overheard them asking each other if they needed help with a resident.

It is noon, and according to my Fitbit, I have done 8,800 steps! I am totally exhausted and I was only observing and not doing the actual work. My conclusion: this job is tough both physically and mentally but so rewarding watching the smiles on the residents faces as they interacted with their PSWs.

Story by Donna Hicks, the daughter of a resident



## The Ins and Outs of Getting Into Ontario Long-Term Care

In Ontario there are 627 long-term care homes of which 16% are not-for-profits and run by charities like the Glebe Centre. If you need to place a loved one in a long-term care home you need to understand the process as it can take more time and effort than you imagined! These are the steps:

1. Call the Ontario “Home and Community Care Support Service” organization at 310-2222 (no area code) to request a “referral of services.” You will speak with an information clerk who will then assign you to a Care Coordinator.
2. The Care Coordinator will conduct an interview with you and your loved one. This will consist of functional, behavioural and consenting capacity assessments. These outcomes will be used to determine if your loved one qualifies for a long-term care room and how pressing the need is.
3. A list of publically owned homes can be found at the “Retirement Homes Regulatory Authority (rhra.ca/en). This site also provides tips when looking for a long-term care home.
4. Be sure to do thorough tours and talk to as many staff and residents as possible (especially the floor nurses) to assess the quality of care provided.
5. You must then complete an application and this will include your top three home choices.
6. Wait times vary widely but once you apply you must be ready to move. When a spot becomes available you have 24 hours to accept or reject the offer and up to five days to move in.
7. If you are offered placement in a home that’s not your first choice and you reject the offer, you will be removed from the waiting list and will have to wait 12 weeks to re-apply.
8. Documents needed for admission are: the Ontario Health Card, cards for private medical insurance, emergency contact numbers for family or friends, a void cheque, power of attorney documents and a list of all medications.



Rolfe, a Glebe Centre resident since 2018, with his loving wife, Monique.

### What Is The Difference Between a Long-Term Care Home and a Retirement Residence?

Long-term care homes are regulated and funded by the provincial government and must have a licence or minister approval to operate. These homes can be run by for-profit companies or as not-for-profits run by charities like the Glebe Centre.

Long-term care homes are for seniors who require constant care (e.g. eating, bathing and dressing). These homes have 24-hour monitoring and round-the-clock nursing and staff within the residence.

The Provincial Government pays for the cost of nursing, food and some personal care options. However, residents are still responsible for paying a co-payment for accommodation fees, with semi-private or private accommodation costing more.

Retirement residences are privately run and regulated by the Retirement Homes Regulatory Authority (a non-profit organization). These residences are not subsidized by the government.

Retirement residences are for seniors who can direct their own care. These residences are best suited for individuals who want an independent lifestyle but may need a bit more support with their daily living activities.

Residents sign a lease for a suite and may pay for additional services such as housekeeping, meals and laundry.



# Thank You For Your 2021 Charitable Donations That Supported These Projects!

## Glebe Centre Long-Term Care Home

### 43 New Electric Bed Purchases



Marilyn, a PSW, is thankful for electric beds that are easier to manipulate.

### New Call Bell System



Emily, a nurse and, Anjean, a PSW, know the new wireless call bell system will result in a faster response to resident needs.

### Chinese Unit Solarium



When the sun shines our 6th floor residents can enjoy that scene 12 months of the year with the soon-to-be installed solarium.

### Butterfly Model of Care Training



Julie Beth, a PSW and Barbara, a resident. Julie Beth benefited from Butterfly training teaches staff and volunteers how to better connect with residents.

## Why Your Gifts Are Important

In Ontario, long-term care homes are regulated and funded by the provincial government. Funding covers all staff and supplies related to nursing and personal care, Resident social and recreational programs and support services as well as raw food used to make meals. In addition, long-term care homes receive other government funding for specific needs, such as falls prevention equipment. Residents pay an accommodation fee to the long-term care home that is used to pay for expenses such as non-care staff, utilities and building maintenance. Other projects like electric beds and special programs (like the Glebe Centre's Butterfly Model of Care) are covered through charitable donations.

Projects at Abbotsford House also require charitable donations to be fully funded.

## Abbotsford House

### Renovated Porch



Donations from many enabled the methodical reconstruction of the Abbotsford porch to its former glory. Karen Anne says a big "thanks" to those who brought this project to reality.

### Member Registration System



Elleni and the rest of the Abbotsford staff will benefit from the new member registration system funded by donors.

### New Roof & Soffits & Restored Gables



Now 150 years old, Abbotsford House benefited from a new roof, soffits and gables. Jane says thank you for no more floods!

## Please Give to our 2022-2023 Equipment, Program and Renovation Needs

### Long-Term Care:

Butterfly Model of Care staff training (\$367,583)

Painting (\$169,938)

Table projection system for seven floors (\$14,500)

Other equipment (\$62,440)

More electric beds (74 to go!!)

### Abbotsford House:

Craft room I (\$15,000)

Pottery studio renovations (\$10,000)

Programs (\$50,000)



Muchmor student, Melody, crafted this beautiful thematic drawing for the September 11th Abbotsford House Grandparents Day Walk.

## Upcoming Events

(All welcome to attend)

**Sunday, September 11, 2022 10:00 a.m. – 2:00 p.m.**

Abbotsford House Grandparents Walk

~~Abbotsford House, 950 Bank Street~~

A fundraising ~~walk~~ to support Abbotsford House programs

**Saturday, September 17, 2022 10:00 a.m. – 2:00 p.m.**

Glebe Centre Resident Art Show

Bronson Place Parking Lot, 77 Monk Street

A sale of resident artwork

**Saturday, October 1, 2022 TBA**

Abbotsford House Wine, Cheese, Elegant Art, Treasures and Jewels

Abbotsford House, 950 Bank Street

An afternoon sale and gathering in support of Abbotsford House programs

**Wednesday, October 19, 2022 5:30 p.m. – 9:30 p.m.**

Abbotsford House Gala: A Night to Remember

Lansdowne Horticulture Building, 1525 Princess Patricia Way  
Cocktails, dinner, live entertainment and auctions in support of Abbotsford House programs

**Friday, November 18, 2022 6:30 p.m. – 9:00 p.m. &**

**Saturday, November 19, 2022 10:00 a.m. – 3:00 p.m.**

Glebe Centre Art Show

Amica The Glebe, 33 Monk Street

An art sale featuring the works of Pat Doyle, Ellen Showalter and Gerd Schneider with all net proceeds to benefit the Glebe Centre's resident Art Therapy Program

**Sunday, November 26, 2022 10:00 a.m. – 2:00 p.m.**

Abbotsford House Crafts Fair

Abbotsford House, 950 Bank Street

Crafts and teddy bears for sale and a tea room to support Abbotsford House programs

**FOR MORE INFORMATION ON THESE EVENTS PLEASE CALL:**

**613-238-2727 ext. 316**



## A Generous Tweet

When James Bowie, an Ottawa lawyer who serves on the Glebe Centre's board of directors, suggested to his 30,000 Twitter followers that they make a charitable donation to the Glebe Centre, the response was wonderful! People from Elko, British Columbia to Portugal Cove – St. Philips, Newfoundland responded. Donations totaling \$6,023.22 were given by 184 people.



## Do You Live in The U.S.A.?

Thanks to a partnership with Charities Aid Foundation (CAF) America, a registered charity, friends and family of the Glebe Centre living in the U.S.A. can make donations to the Glebe Centre. Gifts to CAF America trigger a USA tax receipt. The process is very simple. Register at <https://www.cafamerica.org>, choose the Glebe Centre as the charity you would like to support and CAF America handles the rest. Gifts can be made by credit card or appreciated securities. For more information please call Bruce Hill at the Glebe Centre at 613-238-2727 ext. 316 or email him at [BHill@glebecentre.ca](mailto:BHill@glebecentre.ca)



## Abbotsford House Crafts

Abbotsford House member, Gina, remembers learning how to knit at the age of ten and how this skill stayed with her over the years. This memory was echoed by other members of Abbotsford's Craft Group who meet once a week to create a wide variety of beautiful hand-crafted items. Anne-Marie learned the basics of arts and crafts as a brownie in Toronto. Lindsay started at Abbotsford teaching a stained glass class and soon joined the craft group where she has been making a wide range of crafts for over twenty years.



All of these group participants liken the gathering to a social club where they can leave their worries behind and relax in the large craft room on the second floor of Abbotsford House. The crafters share ideas and offer support and suggestions to each other on projects. The shelves are jammed with all the necessary supplies to create virtually anything – beads, shells, pompoms, lace, fabric, wool and the list goes on. Organization and storage of crafts and supplies is an ongoing process. Looking around the room it is easy to see how better cabinets and lighting, a wash basin or two and a fresh coat of paint would make the room more functional.

The group is always ready to welcome new members. Anyone with some crafting, knitting or sewing experience is encouraged to drop by. All crafted pieces are sold at Abbotsford and help to fund the organization's operations.



A peach pit skillfully hand-crafted into a small decorative loon.



Crafting supplies are so very critical to creativity!



Christmas ornaments are a favourite for those in the crafts group. Shown here is a hand-stitched decorative piece that will be ready for your tree in December!

## A Day Away

“If it’s an hour, a day or a week and I feel that I have made a positive difference in the life of someone, I consider that a job well done!” These words were equally shared by Abbotsford House Day Away Program staff, Shirley and Cassandra, as they talked about the fulfilling work they do helping people with early to mid-dementia. Attendees who come to Abbotsford House for engagement are sometimes shy and withdrawn. With a ratio of staff to participants of 1:4, classes are purposely capped at eight people (12 before Covid) so that staff can focus their attention on individual needs. Fewer numbers also means attendees can get to know each other – friendships often develop!

Long before the arrival of participants, staff meets to discuss who is coming, their interests and learning level and what programming should be undertaken to address their needs. Each day starts with staff and participants seated in a circle and everyone encouraged to participate in a light conversation. A question might be asked as to where they were born, the name of their spouse or children or a favourite family memory. While some are more conversant

than others everyone’s input is important. Exercise also plays a critical role in the day and includes regular movement. Over 45 minutes or so, people may be doing light weight training, walking, playing bean bag toss or shuffleboard. Laughter is often heard from all as the mood lightens.

A change of environment from one room to another is encouraged. Abbotsford mimics most homes with two living rooms and a kitchen, among other spaces. Mental stimulation comes by way of a crossword puzzle, bingo or a trivia game. By following these engagement steps, participants become more comfortable and look forward to their time at Abbotsford House.

Abbotsford House is part of the Glebe Centre and the latter is a registered charity. Looming funding cuts at Abbotsford may threaten its ability to deliver on valuable programs like the Day Away. A donation payable to the Glebe Centre and directed to Abbotsford House will help reduce this funding gap.



Rhoda, a program facilitator, leads a fitness class with balls and weights.



Physical activity like Abbotsford’s shuffleboard helps with fitness and overall coordination.



Cassandra engages clients at home through computer crossword classes.

## Volunteers Wanted!

### Abbotsford House

The Members Council helps plan, organize and operate activities. For more information call 613-230-5730

### Glebe Centre

The Family Council offer support, education and the exchange of information to friends and relatives of family members who resident in the Glebe Centre. Call: 613-238-2727 ext.353

## Gifting Securities Is Simple!

When Gord Fazil's mother, Norma, passed away in 2020 at the Glebe Centre, the family wanted to recognize the expertise, compassion and care provided by Glebe Centre staff. Gord and his wife, Marilee, decided to make a charitable donation in Norma's honour and were prepared to write a cheque for this purpose.

A meeting with their financial advisor on an unrelated topic had him suggest a donation of appreciated securities instead of donating cash. This was the first they had heard of such a gift but it made the most sense for many reasons.

A gift of securities entitles you to a donation receipt for the full market value of your contribution. This gift will result in a non-refundable tax credit that will reduce your income taxes. You can use it in the year of your gift or carry it forward for up to five additional years.



Gord and Marilee Fazil, donors to the Glebe Centre

If you would like more information on gifts of appreciated securities please contact your financial advisor, accountant or lawyer.

## A Great Love of Abbotsford House

Joan Denis' story of charitable giving is rooted in her great love for Abbotsford House nurtured over many years as a member.

Joan was raised in Hampstead, Quebec and obtained a degree in Social Work from McGill University. She met her late husband, Henri, there and following graduation they married and moved to Yellowknife. Henri's untimely passing in a plane crash a number of years later led Joan to the decision to move with her daughter to Ottawa.

Following a rewarding career in social work, Joan retired. With that shift in her life came a search for social engagement, lectures and fitness. She did not have to look far as Abbotsford House was conveniently located in her neighbourhood. Joan's first annual membership was in 1983 where she participated in Indoor Gardening and Keep Fit.

When Abbotsford put a call out to members asking for help with organization management, community outreach and program development, Joan readily answered the call. She became Chair of the Abbotsford Members Council and a member of the Glebe Centre's Board of Director's Community Services Committee.

Friendly and outgoing, Joan was passionate and fierce in her advocacy for causes in which she believed. She was admired and respected by all.

Despite a terminal diagnosis, Joan continued to participate in various Abbotsford programs. Ultimately she called upon Abbotsford's Community Support Services for her own home care before entering palliative care.

With Joan's passing in 1999 Abbotsford House staff was informed that the organization was a beneficiary of Joan's will. For this

heartfelt generosity, the Abbotsford House lounge was renamed in her honour.

If you would like information on giving through a will or other vehicle please consult your lawyer, accountant or financial advisor.



Joan Denis, a long-time member of Abbotsford House

Stories by Donna Hicks, volunteer, Co-Chair, Charitable Giving Committee and Bruce Hill, Director of Charitable Giving

