

The Perley Rideau News

Vol. 21-07

Newsletter For Residents,
Tenants, Family and
Friends, Staff and
Volunteers of Perley Rideau

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EXEMPLARY STANDING



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Our Mission:

To achieve excellence in the health, safety and well-being of Seniors and Veterans with a focus on innovation in person-centred and frailty-informed care and service.

Inside:

- Introducing SeeMe: Understanding Frailty Together, page 11
- A look back at the many events of the past two months, page 15
- Perley Rideau Foundation news, updates on employee engagement and more

"Together we improve the well-being of the people we serve."



Our Strategic Plan 2010-2025

Through a series of five-year business plans, the Perley Rideau 15-year Strategic Plan runs to 2025. In 2017, the plan was updated to address key challenges, such as demographic trends, and takes advantage of our facility, and staff expertise and experience.

Our Vision: Leading innovation in frailty-informed care to enable seniors and Veterans to live life to the fullest.

To realize this Vision, we will pursue four major strategies: Excellence in Care and Service; Ensure Sustainability; Maintain a Quality Workforce; and Lead and Advocate for Change. These four pillars support the Strategic Plan and guide our annual objectives.

Every initiative can be linked to one of the four pillars. As a way of organizing newsletter content, information and news will be linked to a dominant pillar, although many items can be linked to more than one pillar.

Strategic Plan 2010–2025

Phase 1: 2010 >

Broaden The Spectrum Of Care

Phase 2: 2015 >

Adapt To The Changing Veterans' Population

Phase 3: 2020 >

Be Recognized As A Centre Of Excellence in Frailty Informed Care

Four pillars support the Strategic Plan and guide the Perley Rideau's annual objectives



Excellence in Resident Care and Services

Deliver high-quality care in a happy living environment



Ensure Sustainability

A sustainable centre delivering best value for money



Maintain a Quality Workforce

An effective, high-quality workforce operating in an exciting work environment



Lead and Advocate for Change

A credible, nationally recognized leader in frailty-informed prevention and care. A valued partner to government, community and other healthcare providers.

The updated Strategic Plan is on our website: www.PerleyRideau.ca





Nancy Do

Formerly a Social Work student at The Perley and Rideau Veterans' Health Centre, Nancy is now a Registered Social Worker working as a Resident Care Liaison for the Centre's Gatineau Building. Nancy has established experience in anti-oppressive practice rooted in client advocacy and empowerment through working with seniors, families, youth, women, and newcomers. Predominantly, she has worked in community-based program development and evaluation for marginalized communities where she applied and promoted client-centered practice. Furthermore, her studies in Social Work, Social Service Work and Health Science continue to foster her passion in combining health care and social services to support the development and maintenance of her clients' optimal psychosocial well-being.



Jennifer Parker

I am extremely thrilled for the opportunity to be part of the amazing Occupational Therapy Team here at Perley Rideau. It has been a place that I have always hoped that I could be part of one day. I received my Bachelors in Human Kinetics from University of Windsor in 2006. I then began my Masters in Occupational Therapy at Dalhousie University and graduated in 2008. Shortly after graduating, we received a posting message for my husband and we were stationed in Ottawa, which, as a home grown Ontarian, has made me feel right at home. For the past 10 years, I have been working as a Community Occupational Therapist to help keep seniors safe and functional in their own homes. I spent a short time working in long term care in the South East region before going on maternity leave. As for my non-working world, I am a busy mom of 3 girls (2, 5 and 7) who are the light of my life. I have enjoyed every minute so far with the amazing residents and staff here at Perley Rideau, and I look forward to what the future might hold.

Grace Muhuni

I am pleased to announce the appointment of Grace Muhuni, PSW Supervisor to the position of Sub-Acute Transition Care Coordinator effective Thursday, December 20th, 2018. Grace is an RPN, and will bring her clinical experience to her new role. Grace will assist with admissions and transitions from the home for all Sub-Acute Programs. Thank you, Grace, for taking on this innovative new role.

Doris Jenkins RN
Director of Nursing

Bill Potvin

I would like to announce the appointment of Bill Potvin to the position of PSW Supervisor for the Ottawa Building. We thank Bill for his commitment to the Perley Rideau for the past nine years and welcome him to his new role!

Doris Jenkins RN
Director of Nursing



Dear Samantha,

As the Manager of Resident Care for the Rideau Building at the Perley Rideau, I am writing you on behalf of my brothers and sisters. Our family wishes to extend a sincere thank you to all of the staff at Rideau One North. Dad arrived at the Perley Rideau in February 2016 and was there for almost three years.

During his time there, he was cared for in the most loving and caring manner by several staff members. Although we can't name all of them, our family would like to send a very special and heartfelt thanks to several people in particular. This group includes Dr. Chadha, Don, Marie, Paulette, Lorraine, Laurie, Esther, Susan and Jackie. He was also treated with great respect and friendliness by support staff including Chris, Lawrence and Wickley.

Our family often referred to those working and caring for Dad as "Angels". We are so grateful for their genuine care, help and patience. Dad loved living at the Perley Rideau and was always treated with dignity and respect. It is a true testament to the dedication of the Perley Rideau employees.

Regards,
Mark S.

The purpose of this message is to provide some overdue feedback regarding Bree F. of your (Therapeutic Recreation and Creative Arts Programing) team.

For the past 15 months I have accompanied my mother every Wednesday afternoon to "Art With Bree" in the Creative Art Studio. During these weekly sessions, I have had the opportunity to be part of the group and also quietly observe.

Bree has all the skills that one would expect of someone who is trained in her field. However, there is one skill that she has that was not learned in school and that sets her apart - particularly for someone of her age. This is Emotional Intelligence.

Examples of this include:

- speaking to each person as they enter the room. In our case, she always addressed my mother first and then me (even though my mother rarely responded)
- asking residents a bit about themselves each day so that they felt important yet respecting that invisible line between being engaging and becoming too personal
- managing teenage volunteers who were still learning what was appropriate conversation in front of residents.
- recognizing that each resident has differing and often declining abilities. Her ability to adjust and accommodate at a moment's notice is outstanding.

As someone who has spent the bulk of his career managing people, I can tell you that I had many who were good solid employees and that did a good job. However the ones that were my stars were the ones who displayed this extra emotional intelligence. It is a skill that I observe all too rarely and you either have it or you don't.

To summarize, Bree is an excellent employee who displays a special quality. You are very fortunate.

Regards
David S.



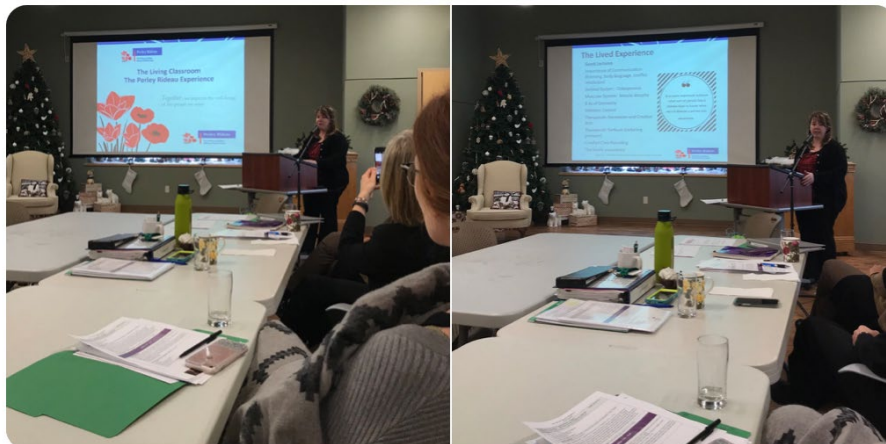


Tributes



Ontario CLRI @CLRI_LTC · Nov 23

“Aging well is rooted in living well. In order to fulfill our mission and vision, we need dedicated people” @jennplant @prvhc_seniors The #healthhumanresource challenges in LTC are complex and require creative strategies- Living Classroom is one strategy. #clricconnects



AdvantAge Ontario



The Royal @TheRoyalMHC · Nov 30

The Royal's President & CEO visited @prvhc_seniors yesterday. We have a great partnership through the Specialized Behavioural Support Unit, where our staff supports people in long-term care with complex behavioural challenges.



PerleyRideauSeniors @prvhc_seniors

Thanks for visiting Joanne Bezzubetz, PhD, President and CEO, @TheRoyalMHC. The photo backdrop is an Exit Diversion Door on a secure unit painted by the talented staff of Therapeutic Recreation and Creative Arts...



AdvantAge Ontario @AdvantAgeOnt · Oct 30

Great to see member home @prvhc_seniors profiled for its innovative SAFE: Sub-Acute care for Frail Elderly program. This is just one example of how that staff at Perley Rideau are #AdvancingSeniorCare



Ottawa Citizen @OttawaCitizen

Hoffer: Pilot project at the Perley could help seniors live independently for longer
ottawacitizen.com/opinion/column ...



Perley Rideau



Perley and Rideau
Veterans' Health Centre
/ Foundation



PerleyRideauSeniors;
@ prvhc_seniors





Tributes



John Fraser @JohnFraserOS · Nov 11

Honoured to lay a wreath today at @prvhc_seniors Rememembrance Day Ceremony. Thanks to everyone who participated and worked so hard to make the ceremony a wonderful tribute to those who have served and continue to serve #CanadaRemembers #LestWeForget



John Meiring Thank you all for your service and your sacrifices!!!



Like · Reply · Message · 4w



Amanda Jiron Such a beautiful ceremony ❤️ a huge thank you to the organizers, volunteers and fellow colleagues! It was definitely an honour to assist the Veterans ❤️



Like · Reply · Message · 4w



Fida Khan • 1st

2mo ...

IPAC Officer and Chair IPAC Committee - Six Nations Health Service...

The best caring people keep up all the good work and dedication in serving the most frail and voluberable community of Ottawa



Melanie Hodge Angels in scrubs 🌟



Like · Reply · Message · 7w



Perley Rideau



Perley and Rideau Veterans' Health Centre / Foundation



PerleyRideauSeniors; @prvhc_seniors





Tributes



CTV Ottawa @ctvottawa · Nov 9

17 veterans from the Perley and Rideau Health Centre are out for dinner when a stranger picks up the tab. @JoelCTV meets the dad of a US soldier, honouring some Canadian heroes #ottnews #RememberanceDay @prvhc_seniors



Peter McKinnon • 1st

Writing, strategic communications, editing and video production; bili...

1mo ...

May this act of kindness inspire us all strive to make the world a little better today.



Jill Ronan As a family member I am so amazed at the care and friendliness throughout this whole amazing little village. I am there daily and see the sheer amount of effort and work that goes into making PRVHC a top notch place. It really does take a village to ... [See More](#)

Like · Reply · Message · 6w



Tony Cobden As a volunteer I see first hand the love and care that the staff at Perley provides to the residents and veterans alike. They have a large number of programs which keep the residents engaged and provides them with a enjoyable experience. I

Like · Reply · Message · 6w



Tracey Wilson I struggled terribly when we had no choice but to place him somewhere he could be properly cared for. It was just too much for my mother at home alone with him. I've cried in the hallways of this place more times than I like to admit, and every time a warm pair of arms wrapped around me and assured me they would take good care of him. They have kept that promise. I will be forever grateful and indebted to this incredible place for making him comfortable in the difficult times. It really is a home.



Like · Reply · Message · 6w



Perley Rideau



Perley and Rideau
Veterans' Health Centre
/ Foundation



PerleyRideauSeniors;
@ prvhc_seniors





2018: A Year In Review

By Amber Rinfret, RPN, BPSO Liaison

As the year is winding down and coming to an end, it's nice to look back on our BPSO journey and reminisce on our accomplishments, successes and hard work. We are currently in our 3rd and final year of being a BPSO Pre-Designate and will, with pride, become a Designate in April 2019.

Taking a look back, it's been an amazing year here at Perley Rideau. We've seen big accomplishments; we've had small victories, but most importantly, we have improved the well-being of our residents. There have been many moments and too many to list; so here's a quick look back on our year.

- Jennifer Plant (Director of Clinical Practice) and Danielle Charbonneau (RPN, BPSO Liaison) attended the Annual BPSO Knowledge Exchange Symposium where they presented on the work done here at Perley Rideau.
- We successfully hosted a Champion workshop that saw 60 attendees eager to learn and become RNAO Champions from not only Perley Rideau, but other health care facilities too!
- A permanent BPSO Board located in the central area of our facility has been installed to showcase our work and what BPSO is all about!
- Nurses' Week included a BPSO celebration in Lupton Hall. Akos Hoffer (CEO), Doris Jenkins (Director of Nursing), Stephanie Kim (BPSO RNAO Coach) and MPP John Fraser. Coffee, snacks and thanks all around happened in Lupton Hall where we celebrated Nurses' Week that day. We also had the chance to watch our wonderful Nurses Week and BPSO video!
- Three of our RNs have applied and been accepted for the RNAO's Advanced Clinical Practice Fellowship this year which is an outstanding accomplishment. I would like to take the time to congratulate this year's ACPF RNs Samantha Boulerice, Caitlyn MacMillan and Samantha Hallgren on their successes and thank them for hard work and dedication to our residents.

- We were able to send two staff members to the RNAO's Summer Institute in the Foundational and Advanced Stream.
- A Best Practice Champion Toolkit was developed here at Perley Rideau, to guide new Champions through their new role. This project will be disseminated to other homes to aid their Champions throughout their BPSO Journey.
- Through the summer months, we showcased our BPG's teams work to not only our staff but to our residents and families. Each BPG team had their own ways of reaching the staff, residents and families; between walk and talks, quizzes (with prizes), poster boards or mock code white drills, they made these activities fun and memorable!

Without the commitment and hard work of not only nursing staff but all disciplines throughout our facility, this could not have been a success and for that we thank you all. Not only have we made a difference for our staff and our residents, but we've been able to share Perley Rideau's work with other LTCHs across Ontario to help them implement these positive changes too.

Again, I want to thank you all for your hard work in making a positive difference for those we care for.

Happy Holidays and cheers to a wonderful year!





Developing a Centre of Excellence in Frailty-Informed Care

By Danielle Sinden, Manager, Centre of Excellence and Applied Research

Many programs and initiatives are underway to support the establishment of a Centre of Excellence. The successful implementation of the Centre of Excellence relies on three distinct pillars as depicted below.

Centre of Excellence Pillars



Although conceptually distinct, when applied, the Centre of Excellence pillars are highly interconnected. For example, research priorities will be determined based on organizational strengths, expertise and ability to make a meaningful contribution to the Perley Rideau community and beyond. This will create opportunities for knowledge translation where findings can be shared and applied to help further develop and enhance clinical care. This symbiotic relationship between the pillars will promote a culture of continual learning and research that will promote excellence in frailty-informed care.



Examples of Centre of Excellence Initiatives

Pillar 1: Excellence in Care of the Frail Elderly

Example 1: Development of a Frailty-Informed Approach to Care as Part of Standard Clinical Practice

Example 2: Implementation of a Sub-Acute Unit for Frail Elderly (SAFE Unit)

Example 3: Specialized Behavioural Support Unit (SBSU)

Pillar 2: Innovation in Education, Best Practices and Knowledge Translation

Example 1: Transforming the Learning Experience through an Integrated PSW Training Program

Example 2: Becoming a Best Practice Spotlight Organization (BPSO)

Example 3: Centre for Interprofessional Health Care and Research

Pillar 3: Applied Research to Advance the Care of Frail Elderly

The Perley Rideau is in the process of developing a robust research program with a focus on frailty. As leaders in caring for frail elderly and an expanding continuum of innovative programs and services, there is significant opportunity to conduct and facilitate actionable research on the Perley Rideau campus. Perley Rideau is working on developing a formalized approach to leading and collaborating with organizations to conduct innovative research that will advance the care of frail elderly.

Research Chair in Frailty-Informed Care

Perley Rideau is currently seeking to hire a Research Chair to help accelerate this work towards establishing a dynamic and sustainable research program focused on frailty management in long-term care.

Building on the priorities of Perley Rideau, the Research Chair will: identify opportunities for innovation; leverage partnerships across academic and health sectors; attract highly skilled researchers and students; help establish secure funding; facilitate and conduct impactful research and promote knowledge translation activities that will ultimately advance care for the frail elderly.

For more information on the Centre of Excellence please contact Danielle Sinden, Manager, Centre of Excellence and Applied Research (dsinden@prvhc.com).



Artists Are Painting Trompe L’Oeil Murals to Soothe People with Dementia. Read more here:

<https://www.artsy.net/article/artsy-editorial-artists-painting-trompe-loeil-murals-soothe-people-dementia>

Diversion mural by Andréa Fabricius.





SeeMe™

Understanding frailty together.

Developing a Centre of Excellence in Frailty-Informed Care

By Andrea Liu, Coordinator- Centre of Excellence and Interprofessional Clinics

Introducing Perley Rideau's very own frailty-informed care framework: *SeeMe: Understanding Frailty Together*.

SeeMe: Understanding Frailty Together is an approach to care that:

- Recognizes and assesses frailty as part of a person's overall health;
- Considers the whole person and what matters to them as an individual;
- Helps inform decisions around care and treatments that may be helpful or harmful; and
- Involves a true partnership between the healthcare team and the person/family.

The *SeeMe: Understanding Frailty Together* approach begins with a comprehensive frailty assessment, followed by dialogue with the person/family about the impacts of frailty on care. Care and treatment plans are aligned with individual preferences and degree of frailty.

SeeMe: Understanding Frailty Together is unique from all other frailty-assessment tools because it is a comprehensive framework designed for long-term care.

It offers a customized, streamlined approach that has been tailored to suit the Perley Rideau environment. The program includes a scalable train-the-trainer model with registered staff champions to support sustainable implementation across the organization. It also equips staff with training and certifications that they can carry with them through their careers.

SeeMe: Understanding Frailty Together will be rolled out on Ottawa 2 East (O2E) and Rideau 2 South (R2S) in January 2019. The approach will be implemented on other long-stay units throughout 2019. Staff will be informed of implementation plans as they are further defined. Please watch for monthly *SeeMe: Understanding Frailty Together* status updates via All User Emails, newsletter articles and Town Hall meetings.

A consistent organizational awareness of frailty is critical to the successful implementation of this innovative new program. A Surge Learning Module is now available to all staff. Physicians and Registered Staff on all units will complete an additional Surge Learning Module with further education on the *SeeMe: Understanding Frailty Together* process and tools available in the coming days.



The SeeMe Model Explained

By Andrea Liu, Coordinator- Centre of Excellence and Interprofessional Clinics

According to the Canadian Frailty Network, frailty is defined as a state of increased vulnerability with reduced physical reserve and loss of function across multiple body systems. This reduces the ability to cope with normal or minor stresses, which can cause rapid and dramatic changes to health.

The **SeeMe** Model for Frailty-Informed Care consists of 3 dynamic stages: Comprehensive Frailty Assessment, Dialogue about Impact of Frailty on Care, and Care aligned with Quality of Life Goals. The assessment stage involves the Comprehensive Frailty-Informed Assessment which reviews several drivers of frailty and assigns a frailty score. There will also be a more streamlined frailty re-assessment to track the trajectory of frailty over time. The dialogue stage occurs through education and discussion during care conferences, and through the Goals of Care planning tool which reflects the resident's values and preferences about future health and personal care approaches. There is also ongoing dialogue with the team, particularly when there are significant changes in the resident's condition. The provision of care aligned with quality of life goals means that daily care is aligned with appropriate courses of action based on the resident's level of frailty and personal preferences. With acute health events, the resident/family are supported in making informed decisions about the next steps of care based on their goals, values, and an understanding of potential risks associated with certain interventions.

With **SeeMe**, we strive to see our residents for who they are and what matters most to them. **SeeMe Registered Staff Champions** are currently being trained to be able to teach the new tools and processes to other staff members as the model spreads throughout the home in an incremental roll-out.

Congratulations to the following **SeeMe Champions**:



- Daniela Acosta
- Ayan Ahmed
- Mildred Apostol
- Bryana Baker

- Danielle Charbonneau
- Samantha Hallgren
- Laura MacIntyre
- Caitlyn MacMillan

- Christopher Jason Myette-Trahan
- Teresa Roy
- Marley Walker





2018 EMPLOYEE ENGAGEMENT SURVEY

By Rebecca Wilson, Strategy, Transition and Workplace Consultant

Thank you to everyone who participated in the 2018 Employee Engagement. Some highlights from the survey are presented below.

363 Survey responses received (similar to the 2017 response rate)

This year's aggregate employee engagement score was the highest score to date. We were pleased to learn that more than 80% of respondents agreed that:

- They know how to do their jobs safely;
- They try to find better ways of doing things;
- They know what is expected of them at work;
- The work they do matters;
- They see their personal values in the Perley Rideau Mission, Vision and Values; and
- They are proud to work at the Perley Rideau.

We were also excited to see a noticeable improvement in the number of employees who agreed that.

- They have had opportunities at work to learn and grow in the past year;
- Their supervisor treats them with respect; and
- Their supervisor gives them honest feedback.

Similar improvement opportunities emerged this year compared to previous years. Specifically, the survey results continue to tell us that many employees do not feel that:

- They have enough time to do their jobs adequately;
- They've received recognition or praise for good work in the last 30 days;

15/16 Questions where scores have improved since 2015

- They have the materials, supplies and equipment they need to do their work; and
- They feel safe to give feedback about things that matter to them.

These results are important indicators for us as we work towards ensuring that the Perley Rideau truly is a great place to work for people dedicated to enriching the lives of seniors. We'll continue to monitor the results of the Annual Engagement Survey to help us know where we're doing well, and where we can do better.

An Employee Workshop will be held from 8am-12pm on February 20th with the following objectives.

- Discuss the meaning of Employee Engagement
- Review Employee Engagement Survey Results
- Discuss priorities for 2019
- Brainstorm potential Employee Engagement strategies/initiatives
- Rate the impact and effort associated with implementing various initiatives
- Recommend the highest priority initiatives to implement in 2019

Please contact Rebecca Wilson (rwilson@prvhc.com or x2225) by December 31st if you are interested in attending the workshop.



Outreach

Sharing our knowledge on a living classroom, establishing a specialized unit and creating a new website for active seniors. Our team is busy at the poster session of the annual meeting of Regional Geriatric Program of Eastern Ontario (RGPEO)



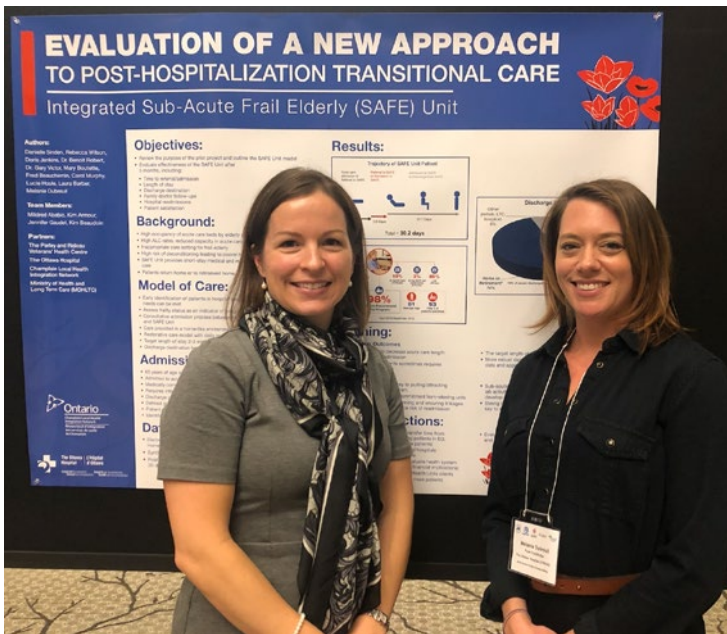
Robyn Oraziotti and Rachel Dobson explain Perley Rideau Active Seniors and Therapeutic Recreation and Creative Arts



Kerry Tubman, Manager of Resident Care, Gatineau Building introduces the Specialized Behavioural Support Unit



Research Coordinator Enrique Soto profiles the PSW Living Classroom at Perley Rideau.



Danielle Sinden, Manager, Centre of Excellence and Applied Research (left), and Melanie Dubreuil, Flow Coordinator, represented Perley Rideau at Ottawa Patient Safety Conference showcasing the work of the SAFE (Sub-Acute for the Frail Elderly) Unit.



Hoffer: Pilot project at the Perley could help seniors live independently for longer

AKOS HOFFER Updated: October 29, 2018



Akos Hoffer, CEO of The Perley and Rideau Veterans' Health Centre, is overseeing a project called SAFE to help get seniors out of hospital more quickly and back to independent living. TORY CALDWELL / OTTWA

The following is offered in response to an Oct. 6 editorial from the Citizen, entitled *Funding more long-term beds isn't enough*:

In a recent editorial, the Citizen called for innovative approaches to caring for seniors who can no longer live independently. An innovative pilot project underway for the past six months at The Perley and Rideau Veterans' Health Centre demonstrates some of the benefits and challenges of health care innovation.

In April, Perley Rideau, in collaboration with The Ottawa Hospital and the Champlain Local Health Integration Network (LHIN), launched a six-year pilot project known as SAFE: Sub-Acute care for Frail Elderly. SAFE is a 20-bed unit designed to combat a contributing factor to the growing problem of so-called "bedside medicine": elderly patients who no longer require hospital care but are not well enough to return home. During peak times, such as flu season, The Ottawa Hospital can have 600 to 700 patients who fit this description. Under SAFE, eligible patients can undergo transfer to

"We are confident, with time and support from our partners, that SAFE (Unit) will demonstrate its value to the health care system."

Akos Hoffer, Perley Rideau CEO

<https://ottawacitizen.com/opinion/columnists/hoffer-pilot-project-at-the-perley-could-help-seniors-live-independently-for-longer>





Recent Events



Thank you (left to right) Kathy Turner, Mark and Joanne Wilson for generously sharing your expertise in the free lecture Packing and Moving from the Family Home. Part of the Lifelong Learning Fall series, participants appreciated hearing the facts needed to sell a home in today's market and the steps to make the downsizing process easier. We hope to host you again soon.

At Halloween, we were Rockin' Around the Clock, Bopping to Barbara Ann, & Singing more Rock'n Roll favourites!

Thanks to all the members of the Perley Rideau community who dressed up and participated in the costume contest!





Welcome, partner: Thanks for touring the 20-bed Specialized Behavioural Support Unit and viewing the Perley Rideau custom additions, Joanne Bezzubetz, PhD, President and CEO, The Royal Mental Health Centre.



Thanks for your interest in our achievements and aspirations. Dr. Rueben Devlin, Chair & Special Advisor Premier's Council on Improving Healthcare & Ending Hallway Medicine joined by Melissa Farrell, Assistant Deputy Minister, Health System Quality and Funding, Ministry of Health and Long-Term Care to tour Perley Rideau.

Pictured (left to right) Kristan K. Birchard (Perley Rideau Board Chair), Dr. Devlin, Ms. Farrell, Akos Hoffer, Perley Rideau CEO.



Remembrance Day 2018 at Perley Rideau. Thank you to all who attended to pay their respects. A special thanks to the team from Therapeutic Recreation and Creative Arts for organizing and supporting residents and staff.

Credit to Andrea F. for capturing the day in photos.



Sunday Smiles: Christmas gifts arrived generously donated by Royal Canadian Legion Branch 616 West Carleton. Thanks to Bill Black, President, The Korea Veterans Association of Canada, for visiting and delivering the gift bags to Veterans. His first stop was to meet with Gerry Bowen, Major (Ret'd), a Veteran of the Second World War and the Korean War.





Research Project Update: Maintaining a Quality Workforce

By Kelly Donahue, Special Approach PSW

Maintaining a quality workforce is one of the four pillars of the Perley Rideau’s strategic plan. Maintaining an engaged and healthy workforce is critical to the sustainability of our organization, and burnout is one of the most significant challenges facing employees in our sector. Apart from the immense strain on individual employees, burnout has been linked to adverse organizational impacts including a decrease in employee satisfaction, engagement, retention and performance. In response to this issue, the Perley Rideau has established a Quality Improvement Team to target staff burnout and to build resiliency across the organization.

The project was developed this summer and to be completed by Feb. 2019. Currently the study is limited to PSWs on these two units. However, successful findings will be spread to the whole facility and all disciplines as soon as possible.

Since the beginning of October, we have been collecting baseline data on G2N and G2S based on the single item burnout measure. The measure, which has been validated in research, consists of the single question (see example ballot picture below):

Overall, based on your definition of burnout, how would you rate your level of burnout?

- 1= I enjoy my work. I have no symptoms of burnout
- 2= Occasionally I am under stress, and I don’t always have as much energy as I once did, but I don’t feel burned out.
- 3= I am definitely burning out and have one or more symptoms of burnout, such as physical and emotional exhaustion.
- 4= The symptoms of burnout that I’m experiencing won’t go away. I think about frustrations at work a lot.
- 5= I feel completely burned out and often wonder if I can go on. I am at the point where I may need some changes or may need to seek some sort of help.



We will continue to collect baseline data on a weekly basis in order to be able to detect if there are any significant changes in burnout scores once change ideas are implemented. Please continue to give us your feedback by visiting “Joy” (photo below) and filling out this survey at the end of every shift.



In past focus groups that were held to better understand some of the contributing barriers to Joy in Work, participants identified several problem areas that can be related to teamwork:

Problems Identified by Root Cause Areas

- Teamwork - Process
 - Call Bell not answered
 - Unbalanced task assignment
 - No support for new/casual staff

- Teamwork – Dynamic
 - Respect and validation
 - Share the work and support each other
 - Communication



Change Idea

Team Work is
Dream Work!

With these factors in mind, the team was able to generate a change idea to improve on teamwork.

In the coming weeks, PDSA cycles (tests) and staff training will commence on the target units, to formulate this change idea.

Stay tuned for more information...

Perley Rideau In The News

Specialized unit aims to curb aggression in dementia patients (CBC)

<https://www.cbc.ca/news/canada/ottawa/dementia-behaviours-healthcare-long-term-care-1.4867064>

Hoffer: Pilot project at the Perley could help seniors live independently for longer (Ottawa Citizen)

<https://ottawacitizen.com/opinion/columnists/hoffer-pilot-project-at-the-perley-could-help-seniors-live-independently-for-longer>

American trucker treats busload of Canadian veterans to dinner (CTV)

<https://www.ctvnews.ca/canada/american-trucker-treats-busload-of-canadian-veterans-to-dinner-1.4171268>





Appreciating the Value of PSWs

By Lacey Sheng, Performance Improvement Consultant



Ricardo Vega (right), PSW, was the guide on Gatineau 2 North for Lacey Sheng, Performance Improvement Consultant

I had the privilege to shadow Ricardo Vega on his regular unit Gatineau 2 North. Looking forward to the shadow shift, I was nervous but excited at the same time. The first difference I noticed is that I had to wake up much earlier than my regular routine. I can't really imagine what it's like coming in the winter when everything is still dark at 7am. I really appreciate how all PSWs who work on different shifts have to adjust their lives in order to provide around-the-clock care for our residents.

When I arrived at the unit at 7:01 am, everyone has already started their day and the unit is running like a train full steam ahead. After report, Ricardo and I dived right into the “morning madness” to help all the residents get ready for breakfast. This means that we have to help them with grooming and dressing, transfer into a chair, and make sure they arrive at the dining room on time so we can start serving breakfast. It was hard for me to imagine how someone can remember all the small preference details for this many residents. Luckily, Ricardo knows these residents like the back of his hand.

This is even more important when it comes to behaviour. For example, one of the resident's triggers for responsive behaviours is movement of the curtains. Usually the curtain is closed for residents during care to protect privacy. However, when we were caring for this resident, Ricardo specifically asked me not to move the curtains to avoid the resident becoming responsive. For every resident he cares for, Ricardo knows them for who they are, their likes and dislikes, and how to best care for them.

I also observed a strong team helping and supporting each other during my shift there. When Ricardo was describing the key activities to me, he mentioned helping his partner as part of the shift. That seems to be the commitment of every team member. The team worked as one throughout the shift, especially during meal times. It was not “your resident” or “my resident” but “our residents”. Everyone supported each other and ensured everyone had a chance to break as well.

The biggest learning for me is realizing how much value PSWs bring to the residents' lives, and what an intimate relationship they have together. They are the ones who residents spend the most time with, and they know about the residents like a second family. It is truly my honour to witness such beautiful connections being established everyday between our residents and amazing PSWs like Ricardo.

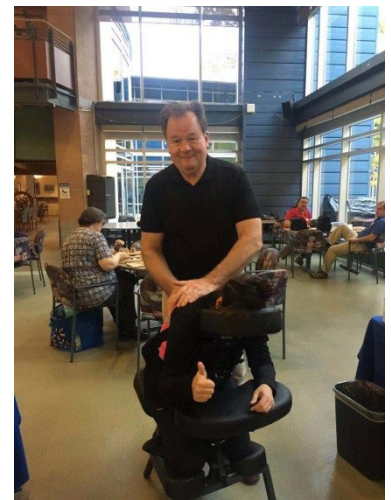


That's a Wrap for Safety Week

Thank you for everyone who supported Safety Week 2018. We have seen a historical high of 173 participants in the events (in-person sessions or at the Safety Celebration on Friday in the cafeteria). This is the third year that we have hosted Safety Week to highlight both resident safety as well as employee safety, as this is what is meant by the Internal Responsibility System(keep each other safe).

We continue to raise awareness of the following themes: Speak Up, Listen Up, Infection Control, Medication Safety and Wellness. We received positive feedback by bringing education to the front line staff. Thank you for Tanya Holmes and Bill Potvin for doing in-person sessions at every unit and department.

The Friday Safety Fair was a huge success. Thank you for all who joined us in setting up a poster or a stand. We challenged staff to a TRIZ, an inventive problem solving method to generate ideas about what is opposite of wellness, in order to think about how we can promote wellness. We also asked people for Kudos cards to those they would like to recognize.



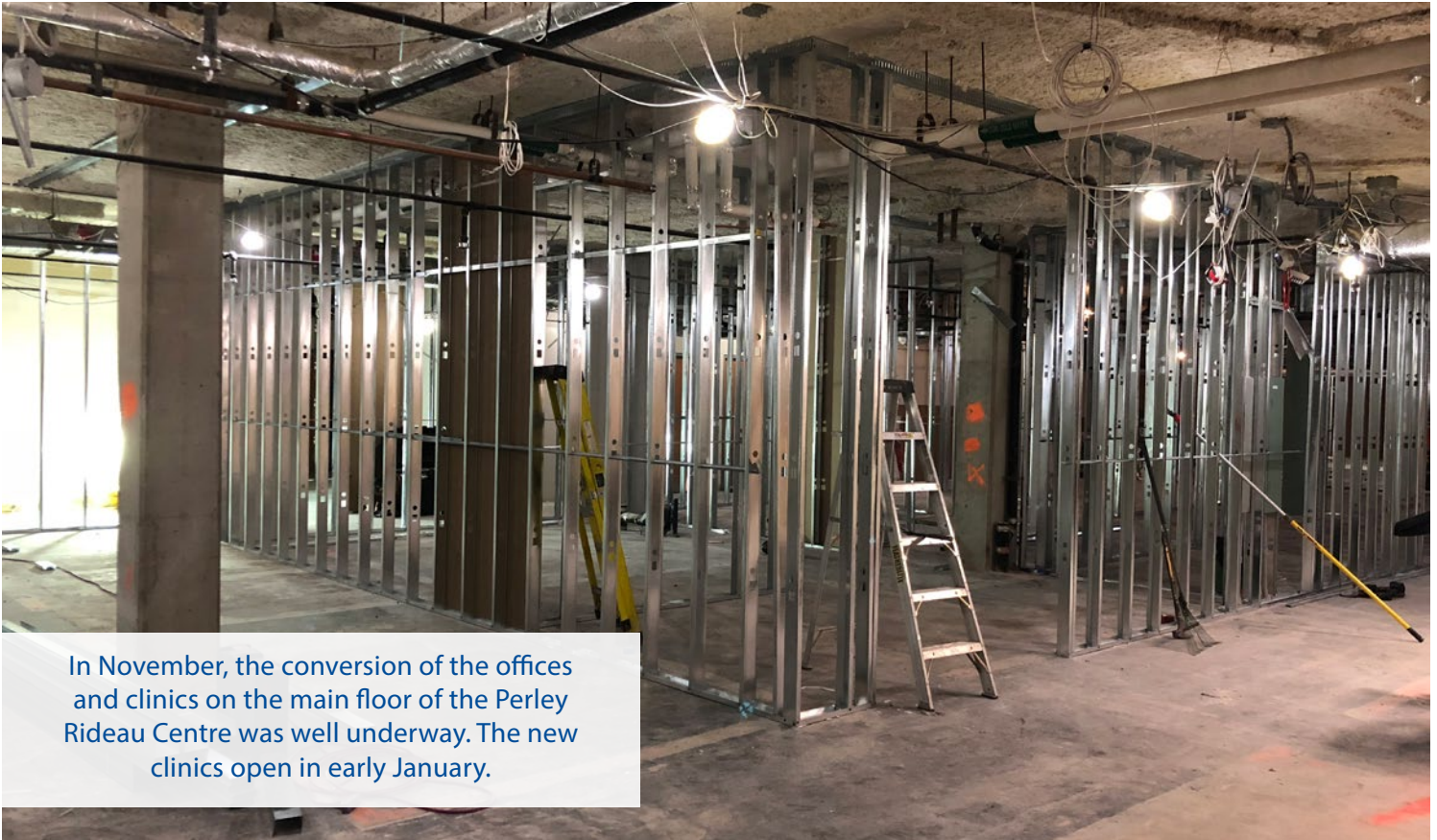
Also special thanks to the Perley Rideau Physio & Massage Therapy Clinic for providing staff with free massages!

Volunteering



This past summer, we lost the founding manager of the Perley Rideau gift shop. Even while grieving the loss of their friend, our resilient team of volunteers upheld Deborah's legacy by keeping the boutique open every single day and ensuring it was renamed in her honour. Extra special thanks to Gail, Linda, Judy & Christiane for stepping into the management role. These dedicated ladies are ensuring Deborah's Gift Boutique remains a completely volunteer-run entity, providing a quality, affordable shopping experience in our Seniors' Village, while raising funds for the Perley Rideau Foundation.





In November, the conversion of the offices and clinics on the main floor of the Perley Rideau Centre was well underway. The new clinics open in early January.

New Clinics to Open Soon at Perley Rideau

We are pleased to inform you that the Interprofessional Clinic will open in early January. The team is comprised of students supervised by clinical educators registered with their respective professional colleges.

We offer services in audiology, occupational therapy, speech-language pathology, and physiotherapy to children and adults in both French and English.

The current available services are :

Services for children:

Interprofessional services (where more than one profession is involved) :

- Children presenting with difficulties participating in school (listening, reading and writing, math, anxiety, motor function, sensory, oculomotor, games, sports and leisure). All children meeting these criteria can benefit from interprofessional assessments in audiology, occupational therapy, speech-language pathology and physiotherapy (depending on the identified needs), as well as interventions in the required professions.

Services in audiology:

Peripheral hearing tests:

- Children 3yrs and up require a hearing assessment. Typically, only one appointment is necessary.



Assessment of auditory procession disorders (APD):

- Children 7yrs and up. The assessment generally includes up to three sessions of approximately 90 minutes each. If needs are identified, intervention sessions and consultation are also available.

Services for adults :

Uniprofessional or interprofessional services

- Priority clientele : clients with a neurological condition
- Cerebral vascular accidents (CVA)
- Parkinson's disease (LSVT Big® and LSVT Loud® and LSVT eLoud® available)
- Multiple Sclerosis
- Guillain Barré Syndrome (GBS)
- Chronic Inflammatory Demyelinating Polyneuropathy
- Spinal cord injury
- Other neurological conditions.

Services in audiology

- Wax removal
- Hearing screening/assessments/consultations
- Hearing Aid Cleaning
- Hearing Aid Repairs
- Hearing Aid Verification and validation
- Hearing Readjustments
- Batteries
- Otoclips available
- Oil for wax removal can be purchased



On October 24th Canada Post unveiled a new stamp commemorating the 100th anniversary of the First World War Armistice. The unveiling took place at the Perley Rideau and attendees were fortunate to hear from Major (Ret'd) Jerry Bowen, who spoke about his memories of his father, a WWI Veteran, and what this commemorative stamp means to him. Thank you to all who made this important event possible.

The Foundation was proud to join with VIA Rail Canada for a special ceremony to launch VIA Rail's official partnership with the Royal Canadian Legion for the 2018 National Poppy Campaign on October 31st. As proud supporters of the Canadian military and Veterans, VIA Rail unveiled a special locomotive to highlight the importance of our history and commemorate the 100th Anniversary of Armistice Day. L to R: Foundation Advisor Daniel Charron, Foundation Advisor Alan Gill, Mrs. Sevilla Gill, Foundation Vice-Chair Keith de Bellefeuille Percy, Foundation Chair Doug Brousseau, Foundation Director Sandra Perron, VIA Rail President and Chief Executive Officer Mr. Yves Desjardins-Siciliano, Foundation Executive Director Daniel Clapin.



The Foundation has been the official charity of HMCS Ottawa since 2016 – and we are so grateful for their generosity! Crew members of the ship visited on November 1st for a tea with Navy Veterans and to present a cheque for their fundraising in 2018: \$14,127! In total HMCS Ottawa has raised \$31,861 for the Perley Rideau, supporting everything from Sit-to-Stand lifts, to the duck pond, to the renovation of resident bathtubs.

L to R: HMCS Ottawa Crew Members, Foundation Vice-Chair Keith de Bellefeuille Percy, Cdr Alex Barlow, Foundation Chair Doug Brousseau, Chair Kris Birchard, Foundation Executive Director Daniel Clapin, (front row) Ms. Doris Hope.



The Foundation was thrilled to host the Latvian National Guard Orchestra Saxophone Quartet on November 1st for a resident concert. Our partnership with the Embassy of Latvia has grown from the Ottawa Service Attaches' Association's gala held at the Perley Rideau in the Fall of 2017, to wonderful resident activities like this performance. Thank you to the musicians and members of the Embassy of Latvia in Canada for your dedication to seniors and Veterans.

A powerful moment listening to Sienna, Brocco, Rio, and Cruz read about the roles their great-great-grandfather Russell and great-great-grandfather Nelson played in the First and Second World Wars. The children came to share their family history before donating a painting that belonged to their grandfather.

It is inspiring to see how the attitude of #honourandcare continues through to the next generation!



Thank you to members of the Royal Canadian Legion Br. 105 for purchasing a new Hi-Lo bed for Perley Rideau residents with your donation of \$2,750! Your support of the Veterans in our care is greatly appreciated. L to R: Br. 105 Treasurer Paul Lacroix; Br. 105 2nd Vice President James Edwards; District G Deputy Commander Joel Van Snick; Perley Rideau Foundation Executive Director Daniel Clapin; Br. 105 Poppy Chairman Bill Aitken; Br. 105 President Dwane Crawford.





We're grateful for being given the opportunity to share the Perley Rideau experience on 1310 News with Sam Laprade! CEO Akos Hoffer, family member Jill Ronan, Foundation Executive Director Daniel Clapin, and volunteer Gail Lalonde all spoke about the different ways they see the impact of the Perley Rideau in their lives. The interview aired on November 11th, but you can catch it on PerleyRideauFoundation.ca if you missed it!

Thanks to the generosity of the Trinity Foundation, Veteran residents watched the Ottawa Senators vs. the New Jersey Devils on Canadian Armed Forces Appreciation Night (November 6th) at the Canadian Tire Centre. We are grateful for the support of the Trinity Foundation – and we were glad to see the Senators win with an impressive 7-3!



The Royal Naval Engineers' Quart Club (RNEQC) continued their annual tradition of visiting with Perley Rideau residents over a pint or two on November 11th. The RNEQC is a strong supporter of the Foundation and donated a total of \$6,370 in 2018, for which we are extremely grateful! In total the RNEQC has donated \$35,098 in support of seniors and Veterans – thank you for your unwavering commitment to high quality of care. L to R: Commodore Ret'd Bill Broughton, VP RNEQC Canada, Development Coordinator Sara Francis, Foundation Chair Doug Brousseau, resident Lorne Hooper, Captain(N) David Riis.

Foundation



Members of the Veteran Society Motorcycle Club (VSMC) came to the Perley Rideau on Remembrance Day to socialize with their Veteran peers. The VSMC members are all CAF Veterans or immediate family members of Veterans, and aim to continue their tradition of honouring Veterans by supporting residents of the Perley Rideau. Thank you for sharing your time with us on November 11th.

The ladies of the tenants' Knitting Club enrich the Perley Rideau in so many ways, and they decided to give back even more by donating the proceeds of their most recent knitting sale to the Foundation - \$600! Thank you all for your hard work and caring attitude, you are a big part of why the Perley Rideau feels like home.



The Foundation is thrilled to announce that we are one of the recipient charities for the 2019 Big Rig Brewery Presents HOPE Volleyball Summerfest! This annual event has raised over 3.5 million dollars to over 110 charities since its inception 37 years ago, and as anyone who has ever attended knows, is always a blast. Keep your ears open for calls for volunteers in the New Year! L t R: Foundation Chair Doug Brousseau Foundation Development Coordinator Sara Francis, Foundation Development Manager Delphine Haslé, and Foundation Executive Director Daniel Clapin.





The Benefit Fashion Show and Shop event has quickly become a highlight in the calendar of many at the Perley Rideau, and we are so grateful for the generous support of the organizers, vendors, and everyone who participated! \$2,330 was raised at the most recent event and will go to support the Music Therapy Program. We're already looking forward to the next event! L to R: Kathy Watson-Leblanc, Foundation Development Coordinator Sara Francis.

Thank you to everyone who participated in the first ever #TeddyTuesday celebration of #GivingTuesday! \$330 was raised through the #TeddyTuesday contest, and over \$3,000 was raised in total on November 27th to support resident comfort, care, and services at the Perley Rideau. This is a fantastic feat and proof of the generosity of the Perley Rideau community! You'll see Teddy again during Giving Tuesday 2019.

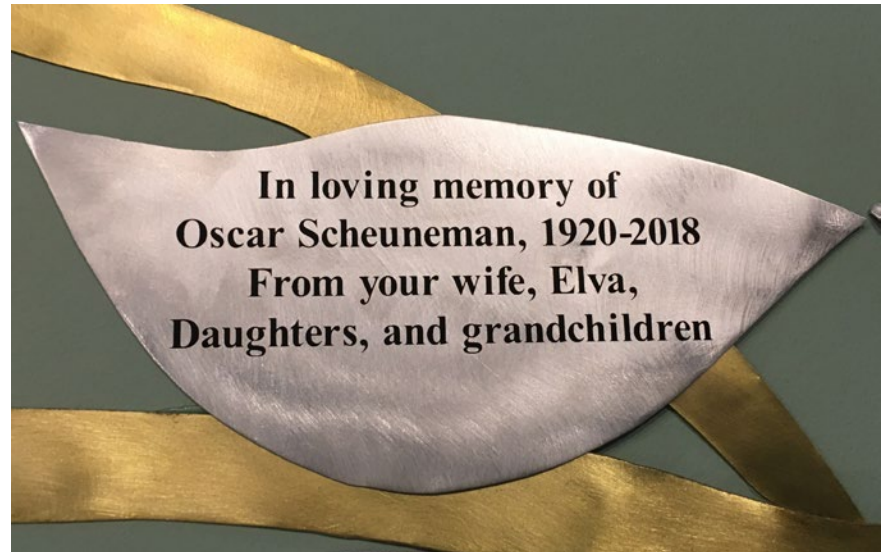


Foundation

Thank you to the Chatelain family for adding a new Gold Leaf to the Tree of Life, in memory of Bernard Chatelain. This powerful act of remembrance made possible new blinds in Lupton Hall and a new commercial dishwasher on a resident unit. L to R back row: Mario Bentivoglio, Foundation Director Tony Boettger, Foundation Chair Doug Brousseau, Luc Chatelain, Pierre Chatelain, Helene Chatelain, Foundation Vice-Chair Keith de Bellefeuille Percy, Foundation Director Marc Caron. L t R front row: Foundation Development Manager Delphine Haslé, Andre Chatelain, Bonnie Chatelain, Sylvie Bentivoglio, Susan Chatelain, Foundation Development Coordinator Sara Francis, Foundation Director Sheila Venman, Foundation Executive Director Daniel Clapin.



Elva Scheuneman wanted to recognize the excellent care her late husband Oscar received at the Perley Rideau, and she chose to do so with an impactful donation and new Silver Leaf on the Tree of Life. Thank you Elva for your generous donation, and thank you to the Perley Rideau staff for the wonderful care you give.



Thank you to members of the Royal Canadian Legion Br. 58 Pointe-Gatineau for your donation of \$2,500! This gift will be used to purchase a new resident Hi-Lo bed. We are so thankful to the Legion for helping Veterans continue to live life to the fullest! L to R: Br. 58 member Hermann Croteau, Foundation Development Manager Delphine Haslé, Foundation Executive Director Daniel Clapin, Pointe-Gatineau président sortant Paul Gendron, Br. 58 member Gilles Lamoureux.



It's always a pleasure to show donors like Support Our Troops the impact of their giving! The Foundation was pleased to take members of Support Our Troops on a tour of the Perley Rideau to view the refurbished dining rooms that their generous giving made possible. Since 2013, Support Our Troops has given \$332,905 in support of the Perley Rideau. Thank you for your life-changing support! L to R: Foundation Director Marc Caron, Foundation Chair Doug Brousseau, (back) Steve Fash, VP Corporate Services Support Our Troops, Larry Mohr, VP Commercial Services Support Our Troops, (front) Sandy Gauthier, Associate Director Support Our Troops Operations, Foundation Development Manager Delphine Haslé, Foundation Executive Director Daniel Clapin, Foundation Director Sandra Perron.



On December 9th the Nepean Kings came to the Perley Rideau to get to know some Veteran residents, sharing their favourite books, some tasty Christmas goodies, and they even brought mini hockey sticks for the Veterans to sign! The Kings are participating in the Good Deeds Cup, and are giving back to the Ottawa community by engaging with seniors and Veterans and learning about the men and women and who fought to protect our way of life. In addition to this visit the Kings went to a service on Remembrance Day and have a trip to the War Museum planned. We thank the Kings for choosing the Perley Rideau for their participation in the Good Deeds Cup, and we look forward to having you back soon!

*2018 Perley Rideau Foundation
Christmas Cards*

SOLD OUT

*Thank you to everyone who supported the Foundation
with a purchase of Christmas Cards*



Perley Rideau

The Perley and Rideau Veterans'
Health Centre Foundation



We are pleased to partner with TF Moving And Delivery to be able to offer a special donation opportunity to our supporters! If you use TF Moving And Delivery, present your Donation Card and 5% of your bill will be donated to the Perley Rideau Foundation.

TF Moving And Delivery feels strongly about supporting Veterans in their community, and this donation program is their way of giving back.

Donation Cards are available online at PerleyRideauFoundation.ca, and at the Foundation office.





Pinkie Up!

2nd Annual High Tea at the Perley Rideau

5 | March 2019
14h00-15h30

...at the Perley Rideau, with some of Canada's foremost Pioneers of women in the service.

Perley Rideau
The Perley and Rideau Veterans' Health Centre Foundation
La Fondation du Centre de santé Perley et Rideau pour anciens combattants



Perley Rideau
The Perley and Rideau Veterans' Health Centre Foundation
La Fondation du Centre de santé Perley et Rideau pour anciens combattants

Come Celebrate International Women's Day!
EVENT THEME: WOMEN AND STRENGTH
Don't forget to wear your best fascinator (fancy hat)!

WHERE: The Perley and Rideau Veterans' Health Center
1750 Russell Road, Ottawa, ON K1G 5Z6

WHEN: March 5th, 2019 14h00-15h30

EVENT FORMAT: A High Tea featuring guest speakers to honour the women veterans who call the Perley Rideau home.

This event is FREE. Donate online at www.perleyrideaufoundation.ca

Please **RSVP** before March 1st 2019, to:
Sara Francis, Development Coordinator
The Perley and Rideau Veterans' Health Centre Foundation
613-526-7180 x 7150 | sfrancis@prvhc.com

The Amazing Connie Sandillands
Nursing Sister WWII
Resident of the Perley



Doherty & Associates Presents: 18th Annual Perley Rideau Night at the Races

Thursday, June 13th, 2019

Buffet dinner 6:00 p.m. Post time 6:30 p.m.

Rideau Carleton Raceway Casino

\$75 includes reserved dinner seating, live race program, \$2 betting voucher, and \$25 income tax receipt.

Silent auction and great raffle prizes to win!



SAVE THE DATE!



Reserve Your Seat Today at the Foundation office, phone 613-526-7173 or online at:

perleyrideaufoundation.ca/events/upcoming/doherty-associates-presents-18th-annual-perley-rideau-night-races

Deadline for seat reservations is Friday, May 31st

Take our Kids to Work Day



On November 14, Perley Rideau welcomed this fantastic group of Grade 9 students to experience a day in their parents' workplace.

They were a great help to residents in the Creative Arts Studio and the Ice Cream Parlour.

Thanks for joining us!





Perley Rideau

The Perley and Rideau
Veterans' Health Centre

CURRENT VOLUNTEER REQUESTS

December 2018

To sign up or for more information, please contact Volunteer Services at:
volunteer@prvhc.com **(613) 526-7170 Ext. 2356 or 2305**

Gift Boutique:

Tuesday 1:00p - 4:30p

Comprehensive training is provided.



Friday Anglican Mass: 10:30a every 2nd Friday:
Porter and attend mass with residents.

Creative Arts Classes: Weekdays 9:00a - 12:00p

Monday - Woodworking or clay classes

Tuesday - Woodworking classes only

Thursday - Clay classes

Porter residents to class and enjoy each other's company while creating with clay.



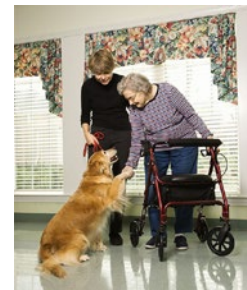
Recreation Ottawa Building: Weekdays 1:00p - 3:30p

Wednesday - Porter & enjoy a visit with resident over Ice Cream.



Certified Reiki Practitioner:

Provides treatments to tenants at a mutually agreed upon schedule.



Pet Therapy:

Certified teams needed for day & evening visits.

Must be open to visiting persons with dementia.

Tips for a Happy and Healthy Holiday Season*Happy
Holidays!*

The Holidays are great opportunities to connect with family and friends and celebrate our many blessings. However, for some it could also be a challenging and busy time that might impact their health. Here are a few tips to help you stay healthy while enjoying this most wonderful time of the year:

1- Stay Eating Healthy

Don't skip meals and keep track of your portions while enjoying your favourite foods.

Use the healthy plate method. It is simple; just allot half your plate for a pile of veggies, then leave a quarter of your plate for carbohydrates and a quarter of your plate for lean protein.

**2- Stay Hydrated**

Drink plenty of water and limit your intake of alcohol and the rich holiday drinks (e.g. peppermint lattes, eggnog, Irish coffee)

**3- Stay Active**

Try and maintain your usual activity level regardless of how busy the season is. If it's cold and icy outside, go for a walk in the mall or do some indoor stretch exercises.

**4- Stay Well**

The holiday season coincides with the flu season. Get your flu shot today, if you haven't already. Keep taking your medications as prescribed and if you are going away, make sure you have enough medication supply to cover the duration of your trip.

**5- Stay Involved**

Spending time with family and friends is the most important part of the holiday season. By staying healthy, active, hydrated, and well this holiday season, you will be able to stay involved in all of the festivities!

**References:**

Diabetes Canada, 7 tips for a Diabetes-Friendly Holiday Season, November 27, 2013





THE DEMENTIA SOCIETY IS HERE TO HELP

WHO WE ARE:

We are a not-for-profit organization serving Ottawa and Renfrew County to ensure that **No One Faces Dementia Alone™**. We are located in the Perley Rideau Veterans' Health Centre in suite 1742, across from the pharmacy.

HOW WE HELP:

We support persons with dementia, caregivers, and their families through support, education, referral, navigation, and empowerment. We serve over 4,000 clients each year.

The
**Dementia
Society**
Ottawa and Renfrew County



La
**Société de la
démence**
Ottawa et comté de Renfrew

Stop by or call us today to learn more about how we can help.

613-523-4004

Make smart spending a reality



The holiday season doesn't have to wreak financial havoc – not if you're a smart spender. Smart spending is not about scrimping and saving and doing without. It's about investing your money and time into things that improve the quality of your life – throughout the year.

Smart spending

Financial planners divide our expenses into two categories: needs and wants. Our needs are things we require – clothes, housing, food, etc. Wants are basically the fun stuff – the latest electronics, a bigger home or more shoes.

Often what we think we need are in fact wants – and once the thrill of the purchase has worn off, they don't make us any happier.

The key to smart spending is to free up money for those wants that truly enhance our happiness by accumulating experiences, not things: vacations, having fun with family and friends, nights out with our spouse or giving to charity.

Tips to become a smarter spender

It's tough to be a smart spender during the holiday season but here are few ideas to create wonderful memories without breaking the bank:

- **Allow time to comparison shop and get the best price.**
- **Set a holiday budget – and stick to it.** Look at how much you can spend without having to rely on credit. Include expenses such as gift-wrapping, entertaining and charity.
- **Use cash whenever possible.** Only use a credit card if you have the money to pay it off right away. And speaking of credit cards, shop around for the best interest rates and rewards.
- **Plan for next year.** Open a holiday savings account and make monthly contributions to it, so that when the holidays roll around next year, you'll have money in the bank to cover expenses. You can start with as much or as little as you can.

You can increase those monthly contributions by finding ways to reduce the costs of your wants. True, giving up your daily low-fat cappuccino or cable TV may sting for a while but you'll save hundreds of dollars a year that can be redirected to something you really want – like visiting your parents for the holidays.

Free Wi-Fi is now available in the Perley Rideau Cafeteria

Responding to public requests, Wi-Fi is now available in the Cafeteria of Perley Rideau Centre.

The network is: **PRVHC GUEST**. A password is not required to log in.

The Perley Rideau Community is reminded to use this service responsibly. Thanks for sharing this news.

Perley Rideau Christmas Variety Show, December 19th at 2 pm

The Perley Rideau Christmas Variety Show will be on Wednesday, December 19th at 2pm in the Cafeteria.

This is your opportunity to shine on stage and sing your favourite Christmas song.

The show is open to all residents, tenants, family members, staff and volunteers. You can sing or play an instrument, by yourself or in a group.

Come join in the Christmas cheer!

Trudy, Pegi and Patricia

Paypool Winners: \$100 each

October 18

- Kim B - Nursing Admin
- Edel N - Gatineau 2 South

November 1

- Frank C - Plant Services
- Tao T - Casual Nursing

November 15

- Chrisinte C - Casual Nursing
- Carey T - Ottawa 2 West

November 29

- Herminigildo C - Gatineau 2 North
- Silvestre M - Gatineau 2 North

December 12

- Julia J - Nursing Casual
- Caitlin O - Laundry

Vol. 21-07

Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public. Excerpts from the newsletter will be treated with the utmost respect and shared through our various social media channels. For questions, concerns or to share story ideas, please contact Jay Innes at jinnes@prvhc.com. Please note that the newsletter is available online at www.PerleyRideau.ca.

All submissions are welcome.

Want to stay in touch with Perley Rideau?

Follow us on these social media sites and watch for frequent updates:



Perley Rideau



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation