

Between Us... *Briefly*



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

Vision Care Arrives *page 13*

Updates from the
Foundation *page 14*

Celebrating Therapeutic
Recreation *page 9*

Your Questions from the
CEO Town Hall *page 5*

Friends and Family
Council *page 7*



Volunteer Service Clerk



Please welcome Bernadette Lee-Wo as the new Volunteer Service Clerk. With more than two decades' experience in volunteer engagement, Bernadette brings with her a deep knowledge of this sector that is matched by her awareness of the Perley Rideau community.

Many of you may already be familiar with Bernadette as she has been working at the Alzheimer Society for the past four years in Administration where she reported to the Director of Administration & Operations. Her duties spanned client services through to review of procedures and database work. Prior to that she was the program manager at ComputerWise, a computer-based work program for people with disabilities.

Bernadette has a Bachelor's degree in Commerce with a major in Finance and has completed the Ottawa Pastoral Care Training program. In addition to her paid experience, she has volunteered with the Children's Aid Society, CIC Immigrant Centre and continues to be a volunteer with the

Alzheimer Society Speakers' Bureau Program.

Bernadette's office is located adjacent to the Volunteer Lounge. She can be reached at ext. 2305.

Perley Rideau Curling Team

The Perley Rideau Curling Team participated in the inaugural National Defence Directorate of Aerospace Equipment (DGAEPM) Perley Rideau Veterans' Bonspiel on January 30th at the Nepean Sportsplex.

Team members are Vicki Einarsson, Terri Reeve, Daniel Clapin, Booby Thomson.

The National Defence Department is hoping the Bonspiel will raise \$15K. A formal donation ceremony is planned for this later this year.



Pharmacy Manager



Lisa Reny is the new Pharmacy Manager at Medical Pharmacy Perley Rideau. Lisa brings over 25 years of pharmacy practice and management experience to her new role. Lisa's passion for patient and resident care has led her to attain certifications in both diabetes (CDE) and geriatric care (CGP).

Additionally, as a successful business owner and manager, Lisa recently sold her medical pharmacy located at The Ottawa Hospital - Riverside campus. She spent 22 years of her professional career at this location collaborating with many physicians, nurses, and pharmacists to provide continuity of care to their shared patients.

Please welcome Lisa to our team!

Thank You, Perley Rideau Community!

We would like to take this opportunity to thank everyone for your cooperation and understanding during the closures due to the outbreaks. With everyone's help, we were able to contain the illnesses, and help minimize the spread throughout The Long Term Care home and our community.



Parking Lot Maintenance Improvements

January 26, 2015

Over a quarter of a million dollars raised by over 600 walkers at Alzheimer Society Walk for Memories held on January 25

Walk for Memories, Ottawa's premier indoor fundraising walk, held in support of the Alzheimer Society of Ottawa and Renfrew County on January 25th inside Carleton University Fieldhouse raised over \$250,000 with the participation of 616 walkers. The success of Ottawa's 20th Walk was made possible with the generosity and hard work of its Leading the Walk sponsor of Collins Barrow Chartered Accountants, dozens of sponsors, thousands of donors, and over 150 event volunteers who worked together with the Alzheimer Society in making a difference for local families living with dementia. And for those who weren't able to make it out on event day, there's still time to give and make a difference as donations received until February 28 will add to the Walk total. Dementia is difficult, but this event is something positive we can all do to reach out and help.

Visit www.walkformemories.ca or call 613-523-4004.

THANK YOU to our local fundraisers.

Our care and property maintenance staff have the opportunity to develop a close relationship with our tenants and this enables staff to provide extra attention to those tenants who may be at risk.

In addition to the regular maintenance routine that has been established with tenants to move their vehicles in advance of -- and following -- a snowfall, we have recently implemented the following measures:

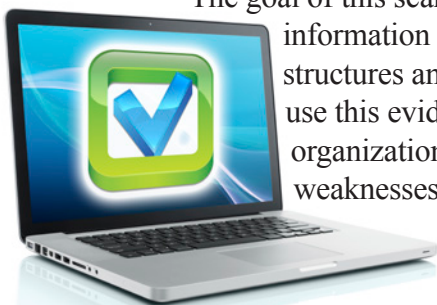
- Our snow removal contractor was directed to clear and salt between parked vehicles as necessary;
- An additional cleaning of the parking lots where tenants park their vehicles was completed;
- Our staff are available to clear snow off vehicles for tenants if they advise us in advance of their travel plans.

As a result of these measures, vehicles are now easier and safer to access.

We will continue to monitor the situation and make further improvements as necessary and we welcome all feedback from tenants on these arrangements.

We Want To Hear From You!

As part of the ethics services being provided to the Perley and Rideau Veterans' Health Centre, the Champlain Centre for Health Care Ethics is conducting an organizational scan of the Perley Rideau.



The goal of this scan is to gather information about existing ethics structures and support, and to use this evidence to determine organizational strengths, weaknesses, and areas of improvement in regard to the ethics

services. We are seeking your help and would like you to participate in a short survey to gather information on the ethics services at the Perley Rideau.

The survey will not take more than 20 minutes to complete and all responses are confidential and anonymous. The closing date for completing the survey is Tuesday March 3, 2015.

Below please find the link to the survey:

<https://www.surveymonkey.com/s/BQWFFL6>

For additional information on this survey please contact: Joshua T. Landry MSc., CCE, PhD(c) Regional Ethicist joslandry@toh.on.ca

THANK YOU FOR JOINING THE CONVERSATION.

By The Numbers - CEO Town Hall:
The Budget & The Year Ahead

6 Total number
of CEO Town
Hall Meetings

3 Number of shifts
(Day/Evening/Night)
attending Town Halls

14 Hours between
first Town Hall
and last Town Hall

201
Total attendance
for 6 Town Halls

74%

Percentage of feedback forms
and online Surge Learning
Surveys completed

22%

Percentage of written feedback
on forms and online survey

1

Number of times that Surge Learning has been used to survey staff



Mary Boutette, Chief Operating Officer, joined Perley Rideau in 2014 after working at the Ottawa Hospital where she served as the Director of Service Excellence and Director of Quality and Patient Experience. Mary holds a Master in Health Administration from the University of Ottawa and a Bachelor of Science, Life Sciences, from Queen's University.

Perley Rideau Management Responds to Town Hall Feedback

Meeting our commitment to provide timely responses to your comments and questions emerging from the CEO Town Hall on January 15-16, members of the leadership team are being interviewed for the Perley Rideau newsletter.

The first in a series of chats with the management team, Mary Boutette, the Chief Operating Officer of the Perley and Rideau Veterans' Health Centre, responds to the questions and concerns raised following the January Town Hall meetings. Please note that where the opportunity presented itself, the newsletter editor asked one original question.

As always, our doors – and email inboxes – are open to receive new questions and comments resulting from the Town Hall or any follow up questions or remarks.

Email your questions or comments to Jay Innes, Director of Communications, at jinnes@prvhc.com.

Mary Boutette Responds to Your Questions and Comments

Q: The changes made in response to the budget shortfall seem to indicate that frontline staff will have to do more with less. How is this possible?

Mary: Yes, we have to do more with less but it's not just frontline staff, we all have to do more with less and that's the general trend within healthcare.

This will only be possible through teamwork; supporting and helping each other out. This will also require all of us to change the way we work.

Looking forward we have to examine our roles and responsibilities, our work processes, and consider how best to deliver resident and client services. That includes PSWs, RNs and RPNs on the clinical side as well as Programming, Support Services and Administrative staff. We will be asking, "What are the right roles and responsibilities of

our staff members and how can we best support each other?"

From the perspective of our management team, we have been looking at our roles and responsibilities and making some changes to make sure the staff is getting what they need and that means continued visibility for our whole management team.

On the frontline, that includes leveraging the tools and technology available and investing where possible. The investment in Point of Care is one good example because it helps to improve communications while streamlining documentation, thereby saving time so that frontline staff has more time to care for residents.

This also requires us to prioritize based on the needs of our residents. Resident quality and safety are top priorities and those goals help us to delegate our priorities.

I'd like to highlight the example of the RAI RPN team. This

group provides a great example of teamwork and prioritization that helps to advance resident care. Our RAI RPNs are primarily responsible for documentation and the RAI process but we recently have made changes that enable them to leverage their training and passion to provide hands-on help on resident care units when needed. In part, this was done in response to concerns raised in the Ottawa building around the workload and the acuity of residents. This hands-on resource was right in front of us. The primary responsibility of RAI RPNs will always continue to be documentation and RAI processes but this is a really good example of people pitching in and helping out in ways that align with their responsibilities.

Looking forward we have to examine our roles and responsibilities, our work processes, and consider how best to deliver resident and client services.



Q: How will the scope of work change as a result of these staffing changes?

Mary: Rest assured that we know that there are still only eight hours in a shift. This is not about turning up the heat; it's very much looking at how we work.

Obviously, we will be following the guidelines of our collective agreements. We will be working with staff to maximize and enable performance at their full scope of practice and to maximize skills and abilities.

Q: What kind of change is possible? (Note: follow up question from the newsletter editor!)

Mary: We continue to be an organization that is really focussed on providing excellent, quality care to our residents. Staff is really committed to doing the right thing for our residents and we have wonderful examples of that happening each day. Unfortunately, we did have an outbreak of Influenza and Parainfluenza here, however we have been able to bring it under control relatively quickly and that's a result of team work; people pulling together. There are some other really good examples of people achieving amazing things when resources have been flat or shrinking. I have been looking at the performance data related to our Quality Improvement targets and the team has done some really amazing work around restraint reduction. It's not like they got a whole bunch of money to do that, they achieved it by changing the way that they worked and changing their approach with residents. They looked at the assessments they were using and deliberately asked the question,

"Does this resident need a restraint?" It didn't take any new dollars. It didn't take any new equipment. Now we are below the provincial benchmark in that area.

Another good example is the percentage of our residents who are on anti-psychotics, without a diagnosis of psychosis. We are way below the provincial average. That is largely because our physicians are diligent about not prescribing anti-psychotics unless the resident is referred to the Royal Ottawa and unless they have a confirmed diagnosis.

And for this year, we are looking at reducing resident falls. We want to repeat our successes and cut down on the number of falls. It's not necessarily about a new piece of equipment or even additional staff, it's about changing the way that we assess and respond to individual resident needs.

Q: What supports will be provided to staff during this time of change?

Mary: We know that part of being able to manage change means that you have to have the information you need. We want to reduce uncertainty as much as possible.

People supervisors and managers are there and they want to hear from staff about what's working well and where they have concerns or challenges. As a reminder, our PSW Supervisors come in and provide coverage on weekends, every weekend. That's pretty incredible.

As part of our commitment to employee health and safety our leadership team is out doing *Walk and Talks*. This is another opportunity that we have to connect with staff

in all areas of the organization. This isn't limited to clinical areas; it's Programming, Support and Administrative Services as well. This is an opportunity to dialogue about employee health and safety and it provides the chance for staff to raise examples of things that they see. We want to know what they think is going really well and we can all be proud of, but we also want them to share their concerns.

As for our managers, they are often here early in the morning and the evening shift staff can often catch them before they go home, so they are accessible. As well, we are always available through email, voicemail or just something simple like a note slipped under an office door.

Our commitment to ongoing communication and open forums is also important to highlight. We have already committed to three Town Hall meetings each year for all shifts. That's 18 face-to-face meetings and that doesn't cover June's Staff Appreciation Day and other events throughout the year. In the spring we will be conducting a Town Hall on the Veterans' Transition and we will share some of the plans we have to help address and manage that change while protecting and supporting our employees through that transition.

In the March edition of the Perley Rideau newsletter...

Q & A with Linda Hunter, RN, MScN, PhD (IP), Chief Nursing Officer, on more of your questions and comments emerging from the CEO Town Hall Meetings.

Be sure to reserve February 19th when Linda Hunter, RN, MScN, PhD [IP] Chief Nursing Officer will introduce “The Perley Rideau Model of Care”. This vision for the future is the result of work recently done to establish the best ways to provide a high level of quality clinical care to residents. Linda will introduce Lean, a quality improvement process which formally defines the current state of care delivery as well as the potential future state. She will describe the roles and expectations for different care workers and future behaviours specific to care giving along with the benefits to residents. This evening will provide a perfect opportunity to increase our knowledge of “who does what” when it comes to how staff care for our residents.

Pretty well everyone in our community recognizes the profound impact Recreation, with its creative and dynamic staff, has on the lives of residents. March 19th, we’ll welcome two of its well-known members Recreation Therapists Cassy Hopkins and Robyn Oraziotti, BA [Therapeutic Recreation] who will describe how Recreation Therapy is integrated with residents’ lives from admission

through to incorporating the five domains of health: physical, emotional, cognitive, spiritual and social. They will describe how programmes are designed to meet all these needs and how they create and execute event planning. Be sure to join us for this evening.

At January’s meeting, we had an excellent opportunity to hear occupational therapists Laura Barber, OT Reg [Ont] and Monica Bourque, OT Reg [Ont] describe how occupational therapy can promote independence and safety, enhance quality of life, the referral process and funding options for equipment — it was a most informative evening and as always, participants’ questions were insightful and welcomed.

In between recent Thursday Council meetings, your Executive has been active participating in a seminar on Care Plans: How they are Constructed, Implemented and Monitored and is now collaborating on the update of the *Welcome Book — Important Information for Residents and Families at Admission*.

Why not add these meeting dates to your calendar...

19th March: Recreation Therapy

16th April: Food & Dietitians

21st May: Music Therapy

3rd June: Family Councils’ Network Seminar:

“Let’s Talk about Pain Management and Chronic Care”.

Presenters include Dr. Jose Pereira, Professor and Head of Palliative Care at the University of Ottawa and Medical Chief, Palliative Care programmes at Bruyère Continuing Care and The Ottawa Hospital with Perley Rideau physician Dr. Cuong Ngo-Minh. Stay tuned for further details.

18th June: A Day in the Life of a PSW – Details to come in the weeks ahead.

July: At press time, details for this gathering are being worked out. Please watch for developing news about this event which replaces the December meeting

The Mission of the Family and Friends Council:

The mission of the Family and Friends Council [FFC] is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support amongst family members, friends, volunteers and staff. Participation is open to family members of residents, former residents of the Perley Rideau Veterans’ Health Centre, and persons of importance to residents who are committed to acting as advocates.

Council meets the third Thursday of each month at 7:00 pm, except in July and August. Meetings provide opportunities to learn more about life at Perley Rideau, to share experiences and to support one another.

For questions about the Council please contact Ray Bailey, Chair at 613-741-0282 or by e-mail at: familycouncil.prvhc@gmail.com



Thanks to Everyone For Your Amazing Resident—and Family—Focused Care!

Dear Mr. Hoffer,

I am writing to express my profound gratitude to the Perley and Rideau Veterans' Health Centre for providing most competent and compassionate care to my mother, Adelaide Dubovitsky, in the last four months of her life.

Please pass on my special thanks and appreciation to the staff of Ottawa 1 West who did their very best to make my mother's last days as comfortable and free of suffering as they possibly could. Dr. Ngo-Minh, and all the nursing and personal support staff - every single one of them - treated my mother with respect and compassion that warmed my heart and made my pain easier to bear.

I am also grateful to Joan Harding, a generous Perley volunteer, who stayed with my mother and held her hand when we were not able to be there.

Thank you, Ottawa 1 West, one and all, for your gentle hands and big hearts, your warm smiles and lovely hugs that will stay with me forever.

Sincerely,
Eugenia Lockwood

At a recent 'Rideau Resident Meeting', one of the residents said, "There should be a special place in heaven for the volunteers who come in and look after us. The younger volunteers are great; the ones doing their community service for high school. They make us feel young again."

The Perley Rideau staff has gone above and beyond the call of duty in helping my mother and I wanted to share a recent positive experience. A few weeks ago, I walked into my mother's room and noticed that her credenza had been moved. Its position in the room was all wrong, which could be unsettling for mom and a nuisance for staff moving throughout the room.

It was a late Friday afternoon and I happened to pass by the office of the Manager of Resident Care. I mentioned to her that the credenza had been moved and assumed she'd pass the matter on to one of the staff. No sooner had we chatted, when the Manager said she would personally look after it. She did more than that and also sent me an email that afternoon to say she'd readjusted the furniture.

Smiles all around for pitching in. As someone who has been visiting for almost a decade attending care conferences, family events and other meetings, I am really impressed by this ongoing commitment as everyone seems to be pitching in to exceed expectations.

Thank you!

Mark Bowman, Family Caregiver and Perley Rideau Volunteer



Celebrating Therapeutic Recreation Awareness All February

Believe, Belong, Become

By Robyn Oraziotti, BA (Therapeutic Recreation) Recreation Therapist

Did you know that the month of February is Therapeutic Recreation Awareness month?

Do you know what Therapeutic Recreation is?

Please read on to learn a little more about what Recreation Therapy is and what it looks like here at the Perley Rideau.



Dave Harris, Robyn Oraziotti, Cassy Hopkins, Carolyn Vollicks

A Recreation Therapist utilizes recreation to maximize independence and promote an optimal leisure lifestyle. The purpose of Therapeutic Recreation is to enable all individuals to achieve quality of life and optimal health through meaningful participation in recreation and leisure. The profession recognizes the importance of the recreation experience and supports all individuals in having full access to and the freedom to choose recreation and leisure opportunities.

The Recreation Therapists at the Perley Rideau work with residents and family members to identify resident's interests and abilities by doing assessments upon admission so that they can then guide residents towards

various programs. All Therapeutic Recreation programs are designed to promote well-being and quality of life in the following five domains of health: physical, social, emotional, cognitive and spiritual. Here at the Perley Rideau all Recreation and Creative Arts Programs are designed to fit into one of the five domains. Some examples of such programs are: bowling, social tea, reminiscing groups, trivia, and yoga.

The Recreation Therapists at the Perley Rideau are responsible for developing the monthly activity calendars with collaboration from the members of the Recreation and Creative arts team. We organize monthly outings, special events, all entertainment bookings, holiday meals and summer BBQ's and so much more. In each building we help to lead a diverse group of Recreation Programmers, Musicians, Artists, Rehab Assistants, and Music and Horticultural Therapists.

For more information on Recreation Therapy and recreation activities please contact the Recreation Therapist for your building.

- Dave Harris Gatineau Building ext. 7735
- Robyn Oraziotti Ottawa Building ext. 7435
- Cassy Hopkins Rideau Building ext. 2125



Presented by: Support Services, Recreation & Creative Arts

MARDI GRAS



Wednesday March 11th , 2015
PRVHC Cafeteria
Seating at 4pm Serving at 5 pm

TICKETS:

FREE FOR RESIDENTS - must sign up!
\$19.99 - FAMILY, FRIENDS & TENANTS

BUY THEM:

MONDAY FEBRUARY 9th - MONDAY MARCH 2nd
COMMISSIONAIRE (AFTER 3PM & CASH ONLY)
IN THE CAFETERIA (UNTIL 3PM)

QUESTIONS ?

CONTACT: CASSY EXT 2125
ROBYN EXT 7435 DAVE EXT 7735

MARDI GRAS MENU:

Black Bean Soup
Cajun Chicken Leg (not spicy)
with a side of Mardi Gras Rice,
Corn & Peppers
Coffee, Tea & Punch
Pecan Pie for Dessert !!

ENTERTAINMENT:

Trillium Dixie Land Band at 6pm





Communications and Connections Strengthened Through Donation from Elder Care Foundation

New iPads engage residents through the use of technology and enhance programs

By Cassy Hopkins, Recreation Therapist

Recreation & Creative Arts Service is thrilled to announce that we have been the recipient of a grant from Elder Care Foundation which assisted us in the purchase of iPad Airs for programming use. iPads have been a long-awaited wish list item amongst our service as we have continuously read articles, heard from other professionals in our field, and attended conferences that have outlined how our programs can be enhanced with them. Over the past few weeks we have begun training our 40-person staff on the use and benefits of iPads within our diverse Recreation and Creative Arts Service. In so many ways, these iPads are allowing us to engage our residents in a new way through the use of technology and enhance the programs that we offer.



Resident Bill Cooper tackles the apps with help from recreation programmer Josiane Laferriere

During the last week of January we began launching these iPads in both our one to one and group programs. We have watched the incredible reactions of residents and their amazement at all that is available through the use of these devices. Different Apps allow us to use the same device to reach residents with whatever their needs and abilities are. For some of our residents, the iPads allow us to use Apps like Google Earth to enter an address of their old home, a place they've travelled, etc. and we are taken to a street view on the screen. Resident are able to show us their homes, reminisce about their memories, and see how places have changed or stayed the same over time. We are able to connect them to a place in time that they haven't seen in years. Andrea, one of our Artists, worked with a resident, Shirley, to use Google Earth. "Shirley grew up in Carleton Place. She has a picture of a house her father designed (maybe built) in her room. She remembered the street it was located on and we used Google Earth to locate the same house today. Her family also used to have a shoe store on the main street and we found that building as well. Shirley told me several stories about the neighbourhood and other merchants. We put her maiden name into Google and found her entire



Thanks to the generous donation from the Elder Care Foundation resident Mary Johnston keeps in touch with her daughter and dog (Sammy) while they vacation in Florida.

father's side family tree with her father's name and all of her aunts and uncles. She was amazed."

From facilitating programs in an activity room, to using the iPads in our studio spaces, to bringing them on an outing with us, to doing a 1:1 activity with a resident in their room and at bedside, the diversity of where we can program with the iPads make these devices a great resource in our service. During this recent outbreak, many of our staff have been able to use iPads during their visits with residents on affected units. Kathleen, a music therapist at the Perley Rideau, describes her time with a resident: "I had a really fun experience with Muriel. She was born and raised in Cape Onion in Newfoundland and she often references her childhood in our music therapy sessions. The house she grew up in is now called the "Tickle Inn" in Cape Onion. I was able to find a YouTube clip of

Edgar Scully and his daughter benefit from the generous donation from the Elder Care Foundation.



a man singing a song called “Ode to Newfoundland” in the parlour of that house. Apparently everyone in Newfoundland knows this song (I didn’t) and Muriel sang along. Then the camera panned the room and she pointed out the organ (still there apparently) that she used to play for her family. She even commented on the wallpaper that her Mom had ordered and is also apparently still there!”

It has been incredible to watch residents eyes light up as staff have been able to find songs on demand that they want to hear. Guitre, one of our Rehab Assistants spent some time recently with a few residents. “I asked Ralph who his favorite singer was and he said Bing Crosby. He then started to name a few songs. I went on YouTube and looked for the songs. He was singing along, but at the same time he was full of questions. For example he wanted to know if it’s a ‘miniature television’, ‘how many songs are on it’, etc.” Then turning to another resident, Syd, he noted he loved listening to Willy Nelson but doesn’t like looking at him, commenting, “the amount of money he makes, he should be able to buy decent clothing!” The conversation is endless. Units throughout the

Perley Rideau have also been sharing in this excitement with iPads and music. Megan, one of our Recreation Programmers noted, “I had a great experience with Eli and Cecil looking up their favourite songs! Elie was dancing with the iPad listening to brown eyed girl. Priceless!! Cecil now wants to get an iPad for his room!!”

These iPads not only allow us as staff to engage with residents in a new way, but also open doors for our residents to communicate with their loved ones no matter where they are in the world. Skype is a program we began over a year ago bringing residents to the computer lab and facilitating video calls with them and a loved one. We have had residents who have been able to converse with a son or daughter who has gone south for the winter, or a resident who has Skype with a sibling living across the country. The advantage of having Skype on our iPads is that this program can happen right in a resident’s room. A resident is now able to show their family exactly where they live, or Skype with their spouse who’s unit is closed on outbreak, or have family Skype in with a resident at the end of their life if they are unable to make it to the Perley Rideau in time. The opportunities are endless. As we have been training and testing out our iPads over the past few weeks, staff recently facilitated a call between two residents during outbreak.

“We tried a Skype session between residents upstairs and downstairs. Using the iPad we connected two residents who were both growing amaryllis bulbs in their rooms. Downstairs Sydney showed us his

Feature

bulb which he had just planted the week before, and there wasn’t much to see. While upstairs Helen had a bulb in full bloom. We told Sydney this is what happens when you sing to your flower. . . . And we all had a good laugh.” – Barb, Horticultural Therapist.

As we continue to implement this new technology into our service we do so with excitement at all we will be able to do and offer our residents. If you would like to participate in the Skype program with a resident, please feel free to contact the Recreation Therapist in your building (Dave – Gatineau ext. 7735, Robyn – Ottawa ext. 8235, or Cassy – Rideau ext. 2125).

A huge THANK YOU again to Elder Care Foundation for this generous grant which enabled this purchase!

Here’s a list of some Apps that are favourites of Perley Rideau residents:

1. Google Earth
2. Skype
3. YouTube
4. Jigsaw Puzzle
5. Drawing (*literally, that’s the name of the app!!*)

Are there any other apps that our team should know about that would be enjoyed by our residents? Please forward all suggestions to (Cassy Hopkins (chopkins@prvhc.com or ext. 2125), Robyn Oraziatti (ext. 7435) or Dave Harris (ext. 7735) and we will share them throughout the Perley Rideau Community.

Vision Care Arrives for Residents of Perley Rideau



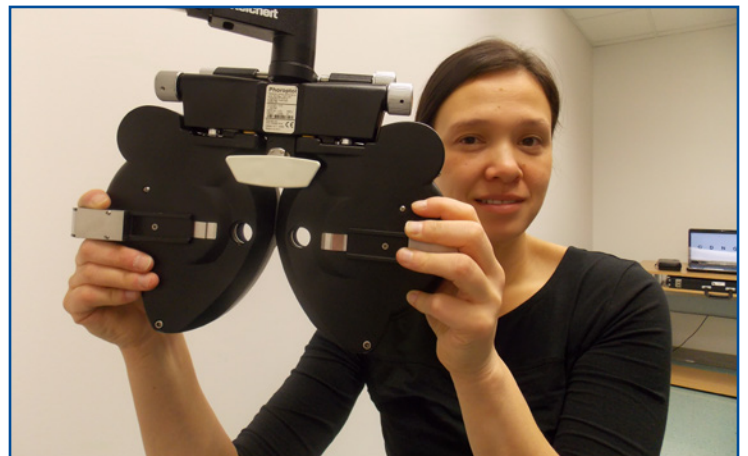
Patient #1: Dr. Christine Aubin Liu greets Perley Rideau resident, Doris Jenkins, on Opening Day.

On January 19th, vision care services arrived for the residents of Perley Rideau.

The first program of its kind in Ontario, the service has been made possible through the Canadian Council for the Blind (CCB) in partnership with local optometrists. The mobile clinics will provide yearly OHIP covered eye examinations to seniors in the comfort of their residences. Dr. Christine Aubin Liu is now accepting patients one day each month at her office on the main floor of Perley Rideau, just past the Helix Hearing reception desk.

The program is fully funded and available to Long-Term Care residents who have not had an eye exam with an optometrist in the last year. Family members are welcome to attend a resident's visit.

To find out more or book an appointment, please contact: Praxi Otan, Float Unit Clerk at potan@prvhc.com.



Dr. Christine Aubin Liu graduated from the University of Waterloo School of Optometry with Honours in 2005. She currently has a family practice at Gloucester Eye Care and is collaborating with the Canadian Council for the Blind in the development of the Mobile Eye Clinic, targeting seniors with limited mobility, and school children.

She provides services in both English and French.



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

The Perley and Rideau Veterans' Health Centre Foundation

Each year, thoughtful donations to the Perley Rideau Foundation allow us to purchase essential items and fund activities that enhance the care and enrich the lives of those who call the Perley Rideau "home". Thank you to our generous donors who allow us to carry on the tradition of excellence by providing the funds for projects and equipment for the Health Centre.

As soon as the warmer weather arrives in Ottawa, The Perley Rideau Foundation will be busy hosting

three FUNdraising events. There will be something for everyone -- the popular Perley Rideau Night at Races on May 7, an afternoon with John McDermott in support of the Perley Rideau Foundation and McDermott House Canada on June 14 and HOPE Volleyball SummerFest on July 11.

Watch the website, newsletters and our social media channels for more information or contact Delphine Haslé at 613-526-7170 ext. 7177 or dhasle@prvhc.com.



14th Annual **Perley Rideau** Night at the Races

Thursday, May 7, 2015

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

**Rideau Carleton Raceway and Slots
4837 Albion Road**

\$60 includes \$25 income tax receipt, live race program, \$2 betting voucher, \$10 slot token
\$30 Staff Association Members and 1 guest only
Silent auction and great raffle prizes to win!

Purchase your TICKET today at the Foundation Office or phone 613-526-7173. Deadline is Friday April 24 for tickets.

The Perley and Rideau Veterans' Health Centre Foundation Priority Needs for 2015

By renewing your support for 2015 today, you will be helping the Foundation ensure that the best resident care is always available for your family, friends and loved ones. This year, your generosity will allow us to carry on the tradition of excellence by providing us with funds for:

PROGRAMS

- **RECREATION AND CREATIVE ARTS - \$135,000** will help us continue to provide residents with much appreciated recreation activities including arts and crafts, theatre, concerts, music and dance therapy
- **BURSARIES - \$10,000** to maintain the education and bursary fund. By investing in life-long learning for our staff, they will enhance their skills and stay at the forefront in caring

EQUIPMENT

- **\$83,000** to purchase Hi Lo beds to provide the safety of a lower bed, while offering the ability to adjust the height for transfers, entry/exit from the bed, and the provision of a comfortable work height for staff (**2 Bariatric @ \$4,000 ea, 30 regular at \$2,500 ea**)
- **\$10,500** to purchase and install a new door alert alarm system to enhance the security of residents at risk of roaming outside (**3 @ \$3,500 ea**)
- **\$36,000** to purchase specially designed mattresses to help with the prevention and healing of pressure ulcers (**5 @ \$7,200 ea**)
- **\$56,000** to replace and purchase 8 new Sara Lifts (**8 @ \$7,000 ea**), essential equipment used constantly throughout the day to make everyday activity a lot easier
- **\$60,000** to purchase 12 tilt/recline positioning wheelchairs, the ideal solution for positioning and pressure reduction needs, of particular importance for palliative care (**12 Broda Chairs @ \$5,000 ea**)
- **\$12,000** to purchase 12 wheeled height-adjustable commodes used for toileting and shower to keep residents safe (**12 @ \$1,000 ea**)
- **\$21,000** to purchase 6 commercial 3500 watt microwaves to replace the existing ones that are at the end of serviceable life in the Dining Rooms (**6 @ \$3,500 ea**)
- **\$6,000** to purchase 12 folding and portable wheelchairs to transport residents throughout the buildings for medical appointments or to recreation programs (**12 porter chairs @ \$500 ea**)
- **\$135,000** to replace 20 year old Dining Room furniture and flooring in our 9 Dining Rooms for a more functional and enhanced dining experience (**9 furnishings @ \$10,000 ea; 9 renovations @ \$5,000 ea**)
- **\$12,500** is needed to purchase 50 new bedside tables (**50 @ \$250 ea**)
- **\$10,600** to purchase a fully adjustable, power-operated shower chair particularly for residents with mobility issues
- **\$22,000** to replace and purchase 1 bladder scanner and stand, essential equipment given our age population

OUTDOOR IMPROVEMENTS

- **\$25,000** for furnishings, greenery and stone work to improve safety and revitalize the entrance way to the Veteran occupied Rideau Home patio area
- **\$30,000** to repair the road surface south side of Perley Rideau to allow seniors to safely enjoy the grounds
- **\$50,000** to upgrade the courtyards to make them safer and more attractive for our residents and their families to enjoy (**2 @ \$25,000 ea**)

ENHANCED SERVICES

- **\$3,000** is needed to fund our Summer Youth and other Volunteer Programs
- **\$1,000** to assist the Perley's Family and Friends Council carry out its mission of caring for our residents in many small but special ways

OTHER PRIORITY NEEDS

- Projects and equipment needs that may emerge throughout the year



THE IMPACT OF *YOUR GIVING* IN 2014

At the Perley Rideau we are dedicated to providing excellence in resident care, and your support is key to making it happen. Each year, your thoughtful donations allow us to purchase essential items and fund activities that enhance the care and enrich the lives of those who call the Perley Rideau “home”.

PROGRAMS

\$132,089 for our very popular Recreation and Creative Arts Program

\$10,000 for the Education Bursary

\$3,000 for our Summer Youth Program

\$1,000 Family and Friends Council

EQUIPMENT

\$2,000 for a washer and dryer

\$10,000 for two new staff sub-stations designed to be more attractive for our residents and their families to enjoy

\$18,500 for one new and much needed bathtub and bathroom renovation

\$10,600 for one specialized shower chair

\$7,200 for one specialized therapeutic RIK fluid overlay mattress for the prevention and healing of pressure ulcers

\$5,000 for five pressure guard CFT mattresses

\$40,000 for 100 regular Optimat 2400 mattresses

\$10,000 for one dining room renovation including new furnishings

\$5,000 for one commercial freezer to respond to the growing population in the Seniors Village

\$17,500 for five commercial microwaves

\$10,876 for one Sara Lift

\$7,010 repairs to very popular water fountain and pond fencing

\$2,714 one Genius 2 thermometer and one blood pressure vital signs unit

\$7,616 gifts-in-kind and miscellaneous items



In addition, to date \$2.8M pledged and received has been raised for the \$5M *Building Choices, Enriching Lives Capital Campaign* from which \$2.5M has been transferred to the Health Centre’s Seniors’ Village Independent and Assisted Living housing initiative.

**Your kindness and generosity are sincerely appreciated
by all the veterans and seniors in our care.**

If you would like to make a donation towards programs, equipment or in support of the *Building Choices, Enriching Lives Capital Campaign*, please call 613-526-7173 or drop by/mail the Foundation Office at 1750 Russell Road, Ottawa, ON K1G 5Z6 or online at www.perleyrideau.ca or for the **Capital Campaign** visit www.buildingchoices.ca. Our Charitable Registration Number is 12194 8038 RR 0001.

Contact: Daniel G. Clapin, ACFRE, Executive Director
The Perley and Rideau Veterans’ Health Centre Foundation

HOPE SummerFest Supports Perley Rideau Foundation

The Perley Rideau Foundation has been selected as one of the six charities to benefit from this year's HOPE Volleyball SummerFest (<http://www.hopehelps.com/>).

Powered by volunteers, this one-day volleyball tournament was created in 1989 to benefit local charities. To date, HOPE has donated more than \$3.5 million to 110 local charities.

The Perley Rideau Foundation has committed to provide 50 volunteers for this year's event on July 11th when more than 25,000 players are expected to descend on Mooney's Bay Beach.

Responding to the Priority Needs List of the Perley Rideau Health Centre, the Foundation will refurbish one therapeutic courtyard by building a permanent gazebo to provide comfortable seating, replace a stone walk and construct raised wheelchair-accessible planters.

The Perley Rideau Foundation needs your support to meet its commitment, so mark your calendar and watch this space for more information to find out how to join us for the 2015 HOPE Volleyball SummerFest.

**If you're interested in volunteering to support this fun, local event,
please contact Delphine Haslé at 613-526- 7170 ext. 7177 or email her at dhasle@prvhc.com.**

An Afternoon with John McDermott

in support of The Perley and Rideau Veterans' Health Centre Foundation
and McDermott House Canada.

Sunday, June 14, 2015

Reception 2:00 - 3:00 pm, Concert begins at 3:15 pm
at the Beechwood National Cemetery Sacred Space
280 Beechwood Ave, Ottawa

An intimate musical afternoon with
celebrated Celtic Tenor John McDermott.

In addition to his musical performance,
the program will involve an opportunity to mingle with John
and other guests at a meet and greet cocktail reception.

Tickets: \$150.00 person, includes \$80 income tax receipt

Tickets available at 613 526-7173 or foundation@prvhc.com

Please join us and support the health and well-being of
the seniors and veterans in our community. www.perleyrideau.ca



Perley Rideau

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



Thoughtful donations (cheque in the amount of \$93,500) allow the Foundation to purchase essential items and fund activities that enhance the care and the enrich the lives of those who call the Perley Rideau “Home”. L to R Terry McEwen, Health Centre Director, Akos Hoffer, Health Centre CEO, Charles Lemieux, Foundation Board Chair, Daniel Clapin, Foundation Executive Director, Richard MacDonald, Foundation Treasurer



Thanks to the generous supporters of the Building Choices, Enriching Lives Capital Campaign, over \$2.6 M has been transferred to the Health Centre’s Senior Village Independent and Assisted Living Housing initiative. (Cheque presentation \$129,000) L to R Charles Lemieux, Foundation Board Chair, Akos Hoffer, Health Centre CEO, Terry McEwen, Health Centre Director, Ken Dye, Co-Chair Campaign Cabinet, Daniel Clapin, Foundation Executive Director

Point of Care Expanding

To get the most out of the EMR technology, Perley Rideau has introduced *Point of Care (POC)*, an electronic documentation system that records many of the frontline care tasks for each resident; which includes many of the PSW and other clinical staff duties related to resident care.

Point of Care facilitates the sharing of resident health information with the health care team and improves outcomes for residents. This information allows staff to plan care for the resident specific to the individual's needs. The resident and family continue to be a vital part of developing the care plan for each resident. In February, *POC* was introduced to Ottawa 1 East and Ottawa 1 West, expanding from the Gatineau buildings.



Pictured are: (left to right) Barbara Wilson, Ursula Lamoreux, Melanie McCully, Colleen Barbier, Linda Hunter, Magie Caguioa and Margit Moreau



Pictured are: (left to right) Prisca Sharara, Huria Ahmed, Monica Pereria, Melissa Needham, Joelle Thérien, Laura Barber, Deborah Buth, Cinthia Davis-Payne, Jean Michelet Jean

Point of Care Keeps Coming

Point of Care is scheduled to go-live in the coming weeks throughout Perley Rideau:

The Ottawa Building:

- Ottawa 2 East and 2 West: **February 25 and 26**

The Rideau Building:

- Rideau 1 North and 1 South: **March 11 and 12**
- Rideau 2 South and 2 North: **March 25 and 26**

Preparations Begin for Nursing Week

Nursing Week Coming is May 11-15:

Preparations are already underway for a week celebrating the nursing profession. If you would like to become part of this committee, please forward your name to Neda Golfam (ngolfam@prvhc.com) or Melanie McCully (mmccully@prvhc.com)



Webinars

Skills and tools for caring for a person with dementia

Use your computer, Internet connection and phone to participate in a live presentation.



View the webinar live from home or attend in person at one of the following locations and participate in a live group discussion.

Location 1:

Western Ottawa Community Resource Centre
2 MacNeil Court, Ottawa, ON K2L 4H7

Location 2:

Eastern Ottawa Resource Centre
1515 Tenth Line Rd, Orleans, ON K1E 3E8

Time: 2:30 p.m. - 3:30 p.m.

Cost: Free

Tuesday
Feb. 17

What to expect and how to keep communicating

Learn about the progression of dementia. Knowing what to expect can help you plan for future care. Gain strategies to enhance your communication skills.

Tuesday
Feb. 24

Changing behaviour and day to day care

Explore changing behaviours that can emerge, and learn some strategies to respond. Approaches and tools to support day-to-day activities such as dressing, bathing and eating will also be presented.

PRE-REGISTRATION REQUIRED

Register Online:

www.surveymonkey.com/s/X7H
SRV3

Register by Phone:

613-369-5619

In Partnership
with



Calling In SICK?

Changes for Calling in Sick

Mon. – Fri. 0600 –1600 hrs:
Call the Staffing Office 613-526-7176

After 1600 hours for Night Shift:
Contact RN on duty (R1S RN)

Saturday and Sunday All Shifts:
Contact RN on duty (R1S RN)

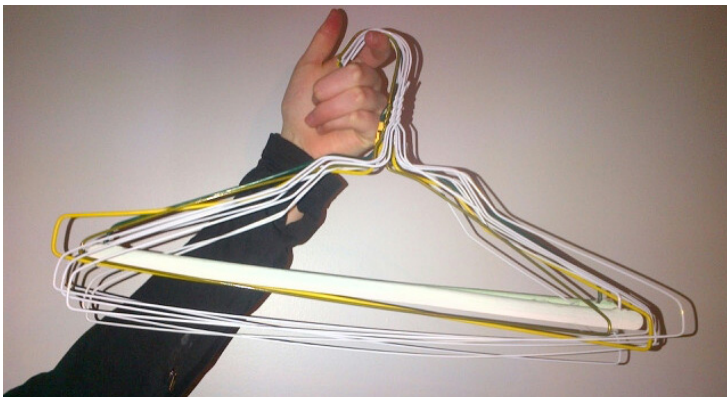
When calling in, please indicate: Name; Occupation; Shift

Get Rid of Your Hang Ups

The Perley Rideau laundry department is always in need of wire coat hangers.

Please consider gathering your unused hangers from home and donating them to support the Perley Rideau community.

To donate, please tie your hangers together and drop them off at the laundry department, Perley Rideau 2nd floor, Monday to Friday during the hours of 6:30am to 2:30pm.



Community Volunteer Income Tax Program

Help is available for 2014 income tax returns. This free service, provided by the Canada Revenue Agency and Perley Rideau Volunteer Services, is available to residents and tenants. Qualifying individuals have 2014 income of \$30,000 or less, and have no more than \$1,000 of interest income, capital gains, rental income, and business income. The service is not available to process tax returns on behalf of a deceased person.

Clinics will be held in the Perley Rideau cafeteria between **10:00 AM – 2:00 PM** on the following Saturdays: **March 14, 21, 28 and April 4.**

Qualifying individuals may book a one-hour appointment, in advance, by contacting Bernadette Lee-Wo in Volunteer Services at extension 2305 or by email at bleewo@prvhc.com.

All receipts and paper work must be gathered in advance and brought to the volunteer at time of appointment.

Apartment Town Hall, Feb 24th

Come join Akos Hoffer, the Perley Rideau CEO, for our annual Tenant Town Hall meeting on February 24th. Akos will be available to discuss the year ahead and answer all of your questions. Feel free to share the topics you would like to discuss with the office ahead of time to ensure we can have all pertinent information on hand for the meeting. Please see the Tenant Calendar for further details on time and place.

Feb 28 is the Deadline to Enter



Thanks to a generous donation from Medical Pharmacies, you and a friend can go and see the Big Bad Bruins take on the Senators on March 10 at Canadian Tire Place. For that matter, you could even take your husband or wife!

The package includes one free parking and two tickets in Section 223, Row A, Seats 5 and 6.

To win, just email Jay Innes at jinnes@prvhc.com with the subject line "Sens Raffle" and your name will be entered into the raffle on March 1.

You must be part of the Perley Rideau Community to enter.

Payroll Winners

Payroll Winners - \$100

Jan 15th, 2015

- Mary Jean Divina of Gatineau 2 South
- Tanya Holmes of Ottawa 2 West

Jan 29th Paypool Winners

- Ingrid Davidson from Gatineau 1 North
- Elizabeth Ross from Creative Arts

Feb 12th Paypool Winners

- Sherisse Coelho- Nursing Casual
- Gregory Vigne - Gatineau 2 South

**Next draw will be
February 26th 2015**

**50/50 Raffle
for Nursing Week**

For the third straight year, the popular 50/50 raffle returns in support of all the celebrations connected to Nurses Week (May 11-15).

Tickets go on sale starting January 12th and raffles continue through to the end of April.

Responding to popular demand, the draws will be held every two weeks and tickets can be purchased in the cafeteria or by contacting a member of the Nurses Week Planning Committee.

Tickets are \$2 each or three for \$5.

If you are in the cafeteria on the day of a draw, you may be approached by a committee member to help pick the winning ticket.

For more information contact Melanie McCully (mmccully@prvhc.com) or any member of Nurses Week Planning Committee.

Thanks for your support!

The raffle is limited to the members of the Perley Rideau community.

Vol. 18-02

Newsletter credits

Thanks to everyone who helped with this newsletter including: Akos Hoffer; Robyn Oraziotti; Cassy Hopkins, Debbie Heika, Rachel Stoparczyk; Diana Hennessy (FFC); Debbie Seto; Carolyn Vollicks, Ross Imrie; Sam Diceman; Melanie McCully; Delphine Haslé; Denise Lavoie; Andrea Fabricius.

From the Editor: Thanks to everyone who contributed an item, shared a story or tip. All omissions and mistakes are mine so please let me know where a correction is needed. Please contact me, Jay Innes, at jinnes@prvhc.com.

I welcome all stories, news tips or advance notice of something cool that should appear in the Perley Rideau newsletter.

**Deadline to submit for the March newsletter is
March 12, 2015.**

Coming in the March Newsletter:

1. If two staff members had been singing from the same hymn book, there may not have been a Perley Rideau Community Choir. Read the story celebrating the 10th anniversary of the choir in the March edition of the Perley Rideau newsletter.
2. Read the next installment of the response to your questions and comments emerging from the CEO Town Hall: The Year Ahead and the Budget.