

Between Us... *Briefly*



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Vol. 19-03

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

Perley Rideau Village Pioneers, **George and Dora Couillard**



Inside:

- Read the feature on the Couillards and their Perley Rideau journey, Page 14
- Mark Ethics Week, read a challenging case study, find out where to pick up your free gift, Page 8
- Investigate the cause of an outbreak, page 10
- And lots more news and updates...



Lacey Sheng



Lacey Sheng is the Performance Improvement Consultant for Perley Rideau while Melissa Lorrain is on maternity leave. Trained as a physician in China, Lacey specialized in respiratory diseases and focused on Traditional Chinese Medicine treatments. In Beijing, she worked at a 1600-bed acute-care hospital that served as a central hub for primary and tertiary care. After moving to Canada in 2013, she attended the Master of Health Administration program at University of Ottawa and

completed her residency at Bruyère Continuing Care in 2015. She completed several quality improvement initiatives, while at Bruyère, including the implementation of nursing Hourly Rounding. Lacey holds a LEAN green belt and has completed the IDEAS introductory program. A certified project management analyst, she is the recipient of the Michel Bilodeau Award for 2015. Lacey speaks both Mandarin and Cantonese and lives in Ottawa with her brother.

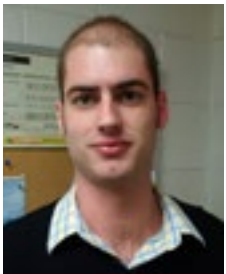
Rebecca DesRoches



Rebecca recently joined Perley Rideau as the Consultant, Strategy & Transition. In this role, she will be supporting various initiatives relating to the Veterans Transition Plan. Rebecca previously worked for Grant Thornton consulting, where she led large business planning, process improvement and operational review projects in various sectors.

Rebecca was born and raised in Pembroke, ON. She moved to Ottawa to pursue her education (BSc, MBA, CPA, PMP) and now resides in Stittsville with her boyfriend, Tyler. Both are avid obstacle course racers, currently training for a 40km race.

Kevin Facchin



Kevin Facchin is the new Requisition Clerk at the Perley Rideau. While completing his Bachelor of Applied Business at Algonquin College, Kevin specialized in e-Business and Supply Chain Management. Born and raised in

Carp, Kevin recently worked as the Purchasing and Financing Assistant at the Kindersley Hospital in Saskatchewan following stints at The Royal Canadian Mint and Transport Canada.

Healthcare of Ontario Pension Plan (HOOPP) Enrolment

HOOPP has removed eligibility requirement effective October 1, 2015.

All Part-time employees and other non-full-time employees including contract employees are eligible to join the plan immediately.

For every dollar you contribute the employer contributes an additional \$1.26 to the HOOPP Fund.

Contributions are based on Hours worked.

Enrolment remains optional.

This is a great opportunity to prepare for your retirement. Please contact Christine Blanchette at ext. 2103 if you are interested in joining our pension plan, or for any additional information you require and to complete the appropriate documentation required to process HOOPP enrolment.

PHASE 2 OF THE PERLEY RIDEAU JOURNEY

CEO TOWN HALL: April 19

Ensuring Sustainability: An Introduction to our Operational Review

1. 1000 hours (10 am) – Open to all staff and volunteers
2. 1330 hours (1:30 pm) – Open to all staff and volunteers
1445 hours (2:45 pm) brief meeting for Food & Nutrition Staff
1515 hours (3:15 pm) brief meeting for REC/CAS Staff
1930 hours (7:30 pm) brief meeting for Food & Nutrition Staff
3. 2030 hours (8:30 pm) - Open to all staff and volunteers
4. 2130 hours (9:30 pm) - Open to all staff and volunteers
5. 2330 hours (11:30 pm) - Open to all staff and volunteers
6. 0015 hours: April 20 (12:15 am) - Open to all staff and volunteers

**All meetings in the Games Room unless otherwise noted.
Watch for posters throughout our Home.**

Our Fountain of Appreciation is Flowing



Dear Friends! You are invited to add to the flow of appreciation and gratitude at the Fountain of Appreciation! We would love to hear from residents, tenants, family and friends, volunteers and staff about the parts of life that you value and treasure. Please drop by the Fountain for a visit and leave your own note. Paper, pens and glittery clothespins will be waiting for you. There are no rules, all thoughts are welcome. Your note

can be anonymous or include your name. The only thing we ask is that your words be kind!

Make a date soon to visit the Fountain and discover what good things we are thankful for in our community!

(If you are curious and would like to know more about our "Fountain of Appreciation", please visit the Creative Art Studio with your questions).

Some recent drops of appreciation from the FOA:

1. I am thankful for my family. We had gatherings that kept our family connected. I have nice memories about that! - **D.**
2. I'm thankful that it's beautiful here and the care is good. - **T.**
3. I'm thankful for my life. - **J.**
4. Well, there so much in life I'm grateful for. All my years of good health and my mother's cooking. - **W.**
5. My biggest thing would be my wife - she's my angel. - **E.**
6. I'm thankful for everything and for singing in my sleep. - **E.**
7. I appreciate that I'm still alive at 91! - **K.**
8. I'm appreciative of the flower. They pretty up a place. - **I.**
9. I appreciate being able to reproduce - Five grandchildren! - **C.**
10. I'm thankful for everything I have and for the love of my parents. - **J.**
11. I appreciate the motherhood I had, my two beautiful wives and my five beautiful daughters. I appreciate them - very much so. They are the loves of my life. - **H.**
12. I appreciate the beautiful weather. - **L.**
13. For having good health. - **C.**

Jan Czyrkiewicz

Thanks to The Wellington Times and author Conrad Beaubien for permitting reprint of excerpts from his article that originally appeared on January 8, 2016.

To access the full article visit:

<http://wellingtontimes.ca/category/conrad-beaubien/>

I have been witness at the Perley to the upbeat attitude workers seem to enjoy: People with backgrounds in various fields that have come from an eclectic mix of traditions and places throughout the globe. Each has a story worth telling.

Take Jan Czyrkiewicz. Originating in Jelenia Gora in Poland, as a young man Jan saw his country politically separated while dividing his family at the same time. His mother found herself one day living on the opposite side of a newly described border drawn between her and Jan and his young family. Jan, who had long taken up the violin, had made music the centre of his life with the satisfaction of playing with the top philharmonic orchestras of the region. Conscripted into the military, he was not permitted to leave the newly divided country for five years.

When the opportunity came, Jan left for Italy and settled in Rome where he worked at various jobs. Wherever he went, his violin and his music easily transcended the barriers of language and culture. Jan played the classics; played Bach and Strauss; he learned the music of the people: Jan heartedly shared the music of his homeland. Over his three year stay in Italy, it was Canada where Jan was drawn to make a new life. Studying the map, he chose Ottawa on his application papers.

Settling in our nation's capital, Jan joined the ranks at the Perley to work within the realm of the kitchen. It was at the regular serving times in the small dining area where I would escort my dad to his table did I first encounter Jan's buoyant personality: always helpful; generous of spirit.

It was only on my recent visit that I learned of Jan's background as a musician. That also from time to time on his days off, Jan would travel by bus from his

home to use the opportunity to practice his violin at the Perley, a chance to simultaneously share his gift of music with whoever happened to stop by.

So it was on Boxing Day, as the malls heralded their attractions, from room 156 at the Perley, my dad's new quarters, did I hear the sound of the violin murmur through the corridors. My dad with his walker, my friend Anne at his side, Yvonne close behind, we followed the tune of Waves Over the Danube. Jan had set up in a nearby, then-empty room designed for entertainment, and stood there alone while playing from his heart. We filtered in and found chairs to sit on. Slowly, the room began to fill. Care workers and volunteers guiding many in wheelchairs were pulled by the invitation of the music. The greyness of the afternoon lingering beyond the window slowly vanished. Pigeons took flight to the rooftops. Behind Jan, a row of African violets offered a soothing hue to accompany the strings of the violin.

The room continued to fill as quietly as sand through an hourglass; people from corners of the building gathered. It was midway through a sonata when I turned my head to watch as a cleaner, with his mop as his instrument, played the floor to score of the music. He then stopped, leaned against the doorway and was carried by the wonder of the moment. Jan Czyrkiewicz was not unlike a street busker or one playing in the subways, except his gift was offered freely. He gave an audience a chance to stop and attend; to be replenished by the music from around the globe, a music that binds our universal ties of humanity, a music that makes our world the beautiful place it is.

P.S.: Here is a link to a recent story on CBC radio about my dad's war effort. <http://tinyurl.com/pmf2sr2>

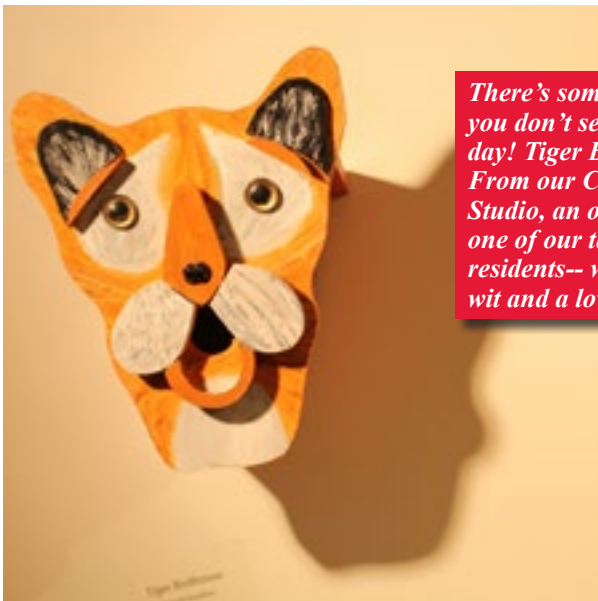
Concerts And Events



After a week of celebrating all things Irish, the Ottawa New Horizons Band performs a Saturday matinee for a packed house.



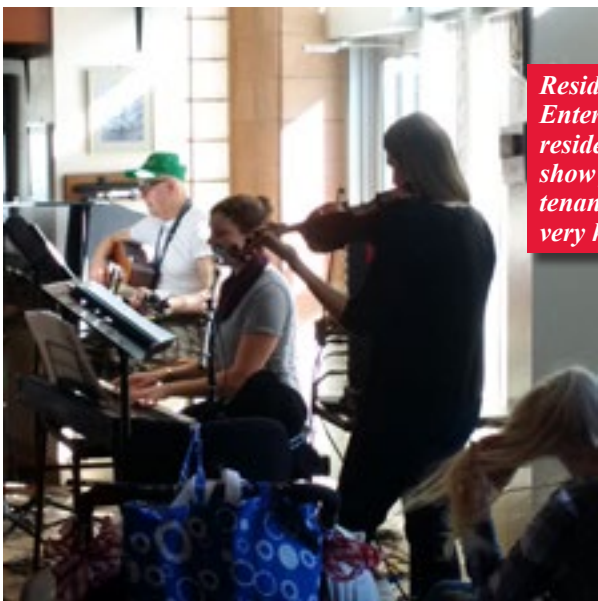
Guinness stew with Guinness bread followed by Guinness cake and a toast with green, non-alcoholic punch. A perfect 2016 St. Patrick's Day.



There's something you don't see every day! Tiger Birdhouse: From our Creative Arts Studio, an original from one of our talented residents-- with a sharp wit and a love of cats



The very popular Searson Sisters returned to dance and sing during a recent Saturday performance in the Perley Rideau cafeteria.



Resident Bands Entertain: The two resident bands put on a show for residents and tenants, making or a very happy hour!



Thanks to the Grade 2/3 class at Our Lady of Mount Carmel School for brightening the day for many of our residents.

A Lifetime of Art



Claudia Caldwell

presents a collection of her artwork

MET GALLERY

PRVHC

March 30 - June 21st 2016

Opening reception March 30th 1:30pm



Ethics Case Review:

Living at risk with dysphagia

By Joshua T. Landry M.Sc., CCE, Ph.D.(c), Regional Ethicist, The Champlain Centre for Health Care Ethics



Consider the following hypothetical, but very possible, scenario:

Mrs. Jones is a 93 year old resident of the Perley who once traveled the world as a culinary expert, sharing her love of food with many. Mrs. Jones now has Alzheimer's. In the last year it has

worsened to the point that she is no longer capable of making her own medical decisions, and she has begun to experience difficulty swallowing solid foods. Three months ago a daughter of Mrs. Jones, her Power of Attorney, consented to have her mother be provided a pureed diet in order to reduce the risk of choking. At present time, however, this daughter believes that the pureed diet is affecting the quality of her mother's life (even though Mrs. Jones has not expressed this herself). After being completely informed of the risks and benefits, she requests that her mother be given solid foods. The staff feel uncomfortable with the daughter's request and are unsure of what to do.

How should we approach this situation to help the staff determine what to do? We could use our ethical decision-making tool - the IDEA Framework! As a reminder, **IDEA** stands for: **I**dentify the facts, **D**etermine the ethical principles in conflict, **E**xplore the options, and **A**ct and evaluate.

Identify the facts – What do we know?

Mrs. Jones is currently receiving a pureed diet, and she is at risk of choking if switched to a solid-food diet. We also know that she once loved exploring different foods and flavours, and her daughter feels that an inability to eat solid foods is negatively affecting her mother's quality of life; something the daughter believes her mother would verbally express if she had the ability to understand the situation. The daughter is legally designated to make decisions on behalf of her mother, and should be guided by the Health Care Consent Act. This requires the daughter to act in accordance with her mother's previously expressed wishes or known values, or, if these are not applicable or known, she is required to act in her mother's best interests.

Determine the ethical principles in conflict

Some ethical principles that conflict in this situation are the staff's duty to 'do no harm', but also to 'respect the wishes' of the resident. How do we determine which ethical principle should outweigh the other? Some questions to ask to address this may include:

- 1) Is the risk to this resident proportionate to a benefit she may receive?
- 2) Does the daughter have the right to take this risk on behalf of her mother?
- 3) Can the team refuse to accept the resident's wishes and instead act in what they believe to be her best interests?

Explore the options:

What are the realistic options in this situation? Do they comply with the resident's preferences, the organization's policies, and the law? It appears that, in supporting the resident's wishes and aligning with the law on the topic, it would be ethically appropriate (or even required) to allow solid foods to be provided to the resident. While the daughter may not make decisions on her own that would be against her mother's best interests, she has a responsibility to advocate for what her mother would want in the situation.

Act and evaluate:

Staff may feel uncomfortable providing solid foods to this resident, but should understand that they are supporting the resident's right to live at risk (by virtue of her previously-expressed wishes). Such encounters can cause a great deal of moral distress among caregivers, and this should be discussed openly amongst teams with management or the involvement of the ethicist. After acting on this situation, the team should review and reflect on the process, considering strengths and other areas that could be improved when similar cases arise in the future.

Please contact Joshua Landry, Regional Ethicist, if you experience an ethical issue and require assistance. ethics@prvhc.com or 613-798-5555 x10248



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Canadian
Bioethics
Society



Société
canadienne
de bioéthique



The Champlain Centre for Health Care Ethics
Le Centre de bioéthique Champlain

National Health Ethics Week

April 4-8 2016!

Monday April 4th

“Consent to Treatment: The Law is the Minimum Ethic”

Presented by: Mark Handelman, BA, LLB, MSc.

Noon-1 pm

Location: Perley Rideau Classroom #2 via OTN

Starting Tuesday, look for the Ethics Booth in the Perley Rideau cafeteria

Tuesday April 5th

Meet our Ethicist,
Josh Landry

10am-Noon

Drop by, meet Josh and get a
FREE gift

Learn about the services available to you!

Wednesday April 6th

Ethics Trivia Game!

10am-Noon

Play ethics trivia

First 20 people with the
correct answers win a prize!

Thursday April 7th

Learn more about Ethics

10am-Noon

Learn about the services available
to you!



On Twitter, follow @ChamplainEthics and @prvhc_seniors for updates and news



Investigating an Enteric Outbreak

By Caroline Meguerditchian, Infection Control Coordinator

Outbreaks are an unfortunate part of the reality of living in long term care. Homes such as ours work diligently to prevent infections from spreading amongst the people that we serve. Sometimes, despite our best efforts this is not avoidable for numerous reasons but not because we failed in any way to do what we are supposed to do, or to apply our infection prevention and control principles meticulously. Outbreaks are a reality of many settings where congregation of people is common, such as daycares, schools and retirement homes. We are extremely transparent about what goes on inside our walls –especially when it comes to outbreaks- because you -- staff, volunteers, residents, visitors and family members -- have a role to play in our constant battle in prevention. For this exact reason I will dissect an enteric outbreak to provide a better understanding.

An enteric outbreak, or gastroenteritis, refers to an increase in the occurrence of gastroenteritis which is characterized by nausea, vomiting, diarrhea with or without fever, chills, cramping and abdominal pain. This increase in the occurrence of this illness is a flag to investigate further.

The questions to be asked:

1. Is this increase in cases coincidental?
2. Is there a link between those affected, those showing the symptoms, that suggest spread within the home, such as the direct spread of the bug from one person to another?

We investigate and the story goes like this...

On the 22nd of March, there was a sudden increase in individuals showing symptoms of nausea vomiting and diarrhea. We implemented our typical precautions to control the situation until we learn more. We ask those affected to avoid mingling with others, we encourage diligent hand hygiene and we increase frequency of cleaning in the area.

Meanwhile we look for the “why” behind what we are seeing.

The next morning, a few more people in the same area show the same symptoms. An outbreak is declared and

reported to the Public Health Unit, the Ministry of Health. We also alert our larger community through emails and a prominent notice on our website (perleyrideau.ca).

A few more measures are implemented while we continue to investigate the “why”. We know it is nausea vomiting diarrhea. We know it spreads by contact: touching items contaminated with the bug which is found in the vomit and stool of those ill. It’s easy to see how the bug can spread. Staff are asked to wear gowns and gloves when caring for people with this illness. We declutter the area to reduce the available surfaces and items where this bug can hide. We clean obsessively. Another action we take is to review our food preparations and check the temperatures of fridges and dishwashers to make sure that food is not at the root of the problem. Like a good detective story, the clues can be hidden but you will soon see how food plays a role in enteric outbreaks eventually.

The detective work expands to speak with families in search of the root cause of the outbreak. We find out that one group had a small party prior to the outbreak, after which group members and the resident all became ill.

The obvious question: who gave the bug to whom? The answer: well, that’s a difficult one, sort of like the chicken and the egg? But it’s safe to hypothesize that this gathering was likely the source of our outbreak; this is the index case- patient number one, and the party is time 0.

That single patient helps to explain how 10 people can become ill. Before we even know we are contagious, we often are. The bug started to spread before we were aware and had already infected a group of individuals by the 24th.

Since that time, we have a pretty good handle on the outbreak; we have had limited spread as we have worked hard to control and conquer. We know that the guilty bug is called Norovirus (previously known as a Norwalk-like virus) that spreads easily through contact and within 12 to 48 hours of exposure individuals start to show symptoms.

It all adds up: the group party was on the 20th, the first cases appeared on the 22nd, and second burst of cases followed on the 24th.

So now what?

You are asked to contribute to help end the outbreak.

- Always clean your hands, when you come in to visit, when you enter a room, when you leave one and before you eat.
- Stay away from our home when you are ill: if you are a family member call instead of visiting until you are feeling better. If it is enteric, you are still contagious for 2 days after your symptoms subside.
- If you are a staff member or volunteer, it is recommended that you call in sick and stay away until you are better plus 2 days
- If you are a resident on an outbreak unit stay on your unit, don't mingle with others as you might spread the bug

- If you are a family member visiting an outbreak unit remember not to take your loved one off the unit to the cafeteria or other location like the pub or games rooms. You can take the resident home but not to other areas in the facility.

We continue to work to end this outbreak, just like we do with every outbreak.

We hope that now that you have a behind-the-scenes glimpse of the life of an outbreak, you can better understand the requests we make of families, staff, visitors, residents and the impact on programs, events and exercises.

Watch our website (perleyrideau.ca) for regular updates on the outbreak and steps you can take to keep our residents safe.

The story has not quite ended...

Nursing Week is Coming

The Nursing Week committee are making plans for nursing week. 50/50 tickets will be sold until the end of April only. One ticket is \$2 or 3/\$5. See Neda on O1W, Katy on O2W, Lisa on G2N, Tina on R1N or outside the cafeteria on most lunch hours to get your tickets.

If you are interested in joining the committee, it's not too late! Please contact Melanie at extension 2405. All employees are welcome. Stay tuned for the week's events.



Samantha Hallgren, Psychogeriatric Resource Nurse (left) and Kerry Tubman, Manager of Resident Care, Gatineau Building (right), greet Teepa Snow following her one-day workshop, "A Positive Approach to Dementia Care".



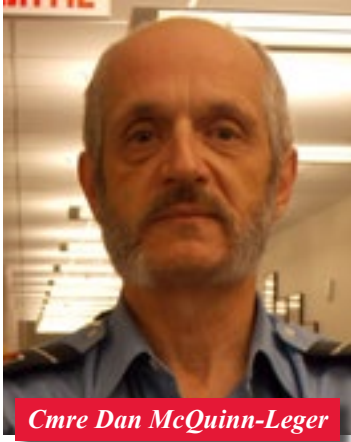
The new LEAP course, now open to PSWs, ran for the first time in the Champlain LHIN, at the Perley Rideau!

In attendance were nurses, PSWs and allied health staff. Everyone was very positive about the course and the improvements that will allow them to deliver better palliative care.

Our Chief Nursing Officer, Linda Hunter, is working with staff and management to build capacity for internal LEAP Trainers at the Perley Rideau. This will allow us to run more courses on an annual basis. Stay tuned for more!

LITTLE KNOWN AND AMAZING FACTS ABOUT YOUR COMMISSIONAIRES

By Cmre Dan McQuinn-Leger



Cmre Dan McQuinn-Leger

In this installment of Commissionaire's Corner the Communications Director, Jay Innes, asked me to do short profiles of your Friendly Neighbourhood Commissionaires; but I kept falling asleep when I was writing the article. These guys are so awfully, frightfully boring it could

make you cry. So I decided to do some digging into their personal lives in order to spice up the article a bit and make it more entertaining. Here are some little Known And Amazing Facts About the Commissionaires at the PRVHC. Everything you are about to read is the truth. Really. Honest. I didn't make ANY of this up.

Cpl Barry "The Boss" Ross. Barry works from 1430-2230 Tuesday to Friday. We call him "The Boss", not because he's in charge of the Section, but because he does a pretty mean Bruce Springsteen impersonation. Barry is retired from the Canadian Armed Forces where he served as a Medic with the elite Canadian Bed Pan Commandos of Canada (CBPCC). Barry can hit a man with a bed pan at 400 meters with alarming and deadly accuracy. Barry still packs a Mark VI Copper-Jacketed, Rocket-Assisted, High-Explosive, Combat, Tactical Bed Pan – so don't do anything to make him angry. As a Medic, Barry had a perfect record – 100% of his patients died. Barry's hobbies are throwing bed pans (he likes to keep sharp); collecting rare and antique bed pans (he has George Washington's original wooden bed pan); polishing bed pans; using bed pans (eeww); making bed pans from papier maché (for display purposes only); and knitting.

Cmre Gary "Killer" Welch. Gary's shifts are Monday to Friday 0630-1430. We call him "Killer" because if he ever loses his temper, he'll put you in the grave. Gary seems like a nice guy, but don't let that fool you. He's tougher than boiled owl and meaner than a cobra on a hot

plate. Did you know that in his younger years he was a bare-knuckles boxer in Singapore with a 100 and 0 record (all first-round knockouts)? Later on he was a part-time mackerel wrestler in Kuala Lumpur. When the mackerel wrestling craze died out Gary went to work for Bell Canada (which explains why the phones were screwed up for 35 years). Gary joined the Commissionaires because he enjoys banging his head against a brick wall (being a Commissionaire is just like banging your head against a brick wall – because it feels so good when you stop doing it). Gary's hobbies include dealing in black market garbanzo beans; reproducing Victorian three-tuppance postage stamps in maple butter; teasing the Archbishop of Piddleton-Upon-Tyne, Anthraxchestershire, Wales; and macramé.

Cmre Matt "Mad Dog" Laveau. Matt is our night guy, and our newest Cmre at PRVHC. His shifts are 2230-0630 Sunday to Friday. We call him "Mad Dog" because we ran out of nick names. Matt works nights because he's a vampire and can't go out in the daylight. Please leave holy water, crosses, wooden stakes and mirrors at home if you are working the night shift. Matt is also "allergic" to garlic. By the way, he does not see the humour in being called a "pain in the neck". Matt wanted to become a police officer, but they don't hire vampires (bloody racists); also being 1406 years old, he was way above the maximum age limit. Matt's hobbies are sleeping in dirt imported from Transylvania; collecting night crawlers (I don't know why--he doesn't fish); howling at the full moon (again, I don't know why -- he's a vampire, not a werewolf); turning into a bat; hanging upside down; and needle point.

Cmre Rey "El Cuchara De La Vaca" Garcias-Salas. Rey's shifts are Friday and Saturday, 2230-1030. Rey is called "El Cuchara De La Vaca" because that was his nickname when he was a revolutionary guerilla with Che Guevara in Guatemala. I don't know what it means in English, but I bet it's pretty fear inspiring. Rey calls me "El Idiota Grande" which Rey tells me is Spanish for "The Great Warrior". (What a cool guy.) Rey is our

night guy on the weekends because Matt needs time to feed on the blood of the living. Rey works nights, not because he's a vampire, but because unlike the rest of us, Rey has a REAL job. Rey is a proud serving member of the Canadian Armed Forces and is a Brigadier Lieutenant Major General. He is the Associated Assistant Vice-Deputy Subordinate Adjutant of the Royal Light Boxed Lunch Brigade. (The Army takes their boxed lunches seriously.) When Rey is not developing the scientific approach to the perfect boxed lunch, he can be found designing boxed lunches; making boxed lunches; supervising others making boxed lunches; eating boxed lunches; training recruits on the proper military method of eating boxed lunches; and embroidery.

Cmre Mike Moskau. Mike is our Dedicated Spare, or as we like to say our Highly Dedicated Spare. We didn't give Mike a nickname because he said if we did, he'd grab us by the ears and peel us like bananas. I'm not allowed to write anything about Mike because he said if I did, he'd grab me by the ears and peel me like a banana. (Well, at least he's consistent.) I can tell you this; his hobbies are grabbing people by the ears and peeling them like bananas; and crochet.

I saved the best until last – me.

Cmre "Durdy Dan" McQuinn-Leger. My shifts are Saturday and Sunday 1030-2230 and Mondays 1430-2230. My mom named me "Durdy Dan" because apparently I was particularly difficult to potty train. I

spell "Durdy" with a "u" because when I went to school they didn't learn me no good at English none. After 20 years, I retired from the Canadian Armed Forces after an unfortunate incident involving a crock pot, an Sumatran ninja, forty kilos of all-natural (extra-crunchy) peanut butter and a live hand grenade -- it's a long story. In my illustrious military career I did many amazing and wonderful things (all of which are classified and I'm not allowed to talk about them). However, when I signed the Canadian Official Secrets and Dirty Laundry Act, I signed it "Attila the Hun"; so as far as I'm concerned I'm off the hook. Anyway, I developed an unbreakable code (so unbreakable, no one can even use it); I won the Cold War single-handed (you're welcome); and I discovered the invisible wall that separates reality from fantasy (but I lost it – in my own defence, it was invisible). A few of my hobbies are: ignoring the voices in my head by wearing my tin foil helmet (they HATE that); running away from men in white lab coats with butterfly nets; dragon hunting; dodging tranquilizer darts; ninja-spotting; and cross-stitch.

So there you have it, everything you wanted to know about the Commissionaires at the Perley-Rideau but were too afraid to ask on this April Fool's Day. As I said at the start of the article: Everything you have read is the truth. Really. Honest. I didn't make ANY of this up. Even if I did make all this up, I did you a favour, believe me.



Orientation Day for 35 new members of the Perley Rideau team. The Perley and Rideau Veterans' Health Centre: A Great Place to Work For People Dedicated To Enriching the Lives of Seniors. Thank you!

Meet the Couillards:

Pioneers who have enjoyed the full Perley Rideau Village Experience

By Anna Rumin, Special to Perley Rideau

George Couillard's journey to the Perley Rideau resembles his life as a skier; his vision was clear before heading down the trail. He knew there would be obstacles but could move around them, once one run was done he had the option for another, and every chair-lift was an opportunity to meet and speak with someone new. While George doesn't ski anymore, he has learned to navigate the system in the same way he navigated his way up and down mountains; with determination and a goal in mind. For George, being able to live under one roof with his wife was unconditional. And, just as he knew mountains like Stowe and Sutton intimately, he knows and understands the system set in place by trusted and committed practitioners whose work is to support ageing individuals. With the support of Dora, his wife, George Couillard is the ultimate backwoods guide to supported living for seniors.

Born in 1925 in Quebec, George is a descendant of the early Europeans who set foot on North American soil with Samuel de Champlain. At 19 George was discharged from the Air Force. Because conscription laws in Quebec prevented employers from hiring anyone between the ages of 18-21, George was unable to go to school and unable to work. So, he "strapped his skis on his back" and spent the winter skiing before heading to Boston where he studied and worked in construction. His ability to speak both French and English fluently served him well as he began a long and distinguished career in commercial real-estate. He went on to become the first Francophone President of the Canadian Real Estate Association.

As a man who was closely tied to the communities he lived in and to the world of real-estate, he enjoys discussing the concept of community and sharing his concept of an inviting and supportive community for seniors. While the framework

includes good health-care, opportunities for education, support services and recreation, George emphasizes the importance of the smaller details, like being able to call a neighbor for a ride. At the Perley Rideau he talks about the friends he has made and laughs often recalling stories from the past 3 years! He steers his scooter up and down the halls of the Rideau Building saying hello to staff and residents. For George, a community includes diversity of people and fellowship, and he cautions that designs for seniors should not reflect those of hospitals stating, "Nobody wants to end their life in a hospital".

//Creating a Village for seniors is complex. It takes a lot of courage and nerve and I congratulate the CEO and his team for making this happen!!

George Couillard

On the night that he was celebrated as the first Francophone president of the Canadian Real Estate Association, George suffered a stroke and this began his introduction to the health care system for seniors. It was at this time, he realized he would need to put into place a plan for independent living that could provide assistance, as needed. At the urging of his children, George, Dora and their family began their research into seniors living options in Quebec and Ontario and it was then that daughter, Ann, invited him to look into the Perley Rideau. George and Dora were two of the first tenants to move into Apartment Building "B", facing Russell Road. As his mobility declined, George recognized the advantages of moving to Apartment Building "A", now Commissionaires Ottawa Place, the apartment that is directly connected to the Perley Rideau, avoiding trips outside and providing easy access to amenities like the cafeteria, games room and barber.

The couple moved across to Commissionaires Ottawa Place and signed on for assisted living services to ease the pressure of daily activities and chores. As health needs changed, the couple benefited from the unique design of the apartments that included a Commons on each floor; 10 studio



A generous donation from the Couillard family to Perley Rideau including 42 prints celebrating Canadian landmarks and milestones and preserved for almost 50 years.

Thank you!

apartments with shared living area for tenants supported by staff and welcome social interactions.

Guided by family and on the advice of staff, Dora’s application to long-term care was accepted and she moved into the Gatineau building of the Perley Rideau in 2015 and George followed later in the year with a move into the Rideau Building, home to veterans of the Second World War and Korean War. George is in constant contact with Dora by cell-phone and during his daily visits for coffee or tea. Always looking to make improvements, he advocates for a change in meal plans to meet the needs of couples living in different buildings but wanting to eat together. Recent stories in the media have highlighted senior couples separated because of tangled bureaucratic rules; while George recognizes the support he has received from his family and from the Perley Rideau, he views these stories as a lesson to self-advocate early and often in your senior years.

Manon Harvey, Coordinator of Tenant Relations at Perley Rideau, says George is a model senior when it comes to self-advocacy. In fact, she says that if there is one thing she has learned since working here it is that families and seniors often begin the process of assisted living when it is too late. She has learned that the most important part of her job is to encourage seniors to avoid waiting until a crisis situation when a two to three year waiting list can prevent seniors from accessing their preferred home. Any senior can apply

to live in the Seniors Apartments at the Perley Rideau and access assistance services to remain independent when the need arises. The case of the Couillards is the classic example of a couple who moved into independent living, requested assisted care once they were granted full funding by the CCAC (Community Care Access Centre) and made Perley Rideau their top choice when deciding on long-term care. The transition was seamless. “We are hoping that in the future seniors in apartments here get priority to access long-term care, but at the moment, this is not a given,” says



Confederation Life's



Gallery of Canadian History



40 prints highlighting important event in Canadian History
Donated by: Dora & George Couillard

MET GALLERY 2nd Floor
Perley Centre

JANUARY 13TH - MARCH 23RD 2016

*Please Join us for an Opening Reception
January 13th at 2pm*

Manon, too often greeted with looks of surprise from seniors sitting across from her.

In fact, community beds in long-term care at the Perley Rideau are a two to three year wait. When seniors start their application they can list their top five choices but it is the CCAC that makes the decision, considering many factors and weighing many expectations. Manon cannot emphasize enough the length of time it takes to make these steps, “many families who come here recognize the support they receive for the next steps – it can take years to get a bed in the long-term care of your choice and this is the most challenging part for seniors

so many people wait to the last minute when the hospital says you cannot go back home.”

While George no longer skis, he is an active resident who just recently donated 40 prints depicting the history of Canada that he received from the Confederation Life Association to mark Canada’s 100th Anniversary. Now, almost fifty years later, he has unearthed the prints to make them a prominent part of this new home.

“We have depictions of war, but that is not the only part of Canada’s history,” says George, thrilled that the paintings which will be on permanent display in his new home and present whenever his family wants to visit.

Five Steps to Preparing for Senior Living

1. Determine whether your present living space will carry you through your next five years. Consider stairs, bathroom access, grocery shopping access, health-care access and access to your social life.
2. When you begin to recognize that you are struggling with everyday activities like washing, cooking and cleaning, contact the CCAC or the Community Care Access Centre. <http://healthcareathome.ca/central/en/Who-We-Are>
3. CCAC will visit you and determine what kind of supported living you are eligible for.
4. Remain open to those who suggest long-term care. Once again, the CCAC will determine your admission. Remember, if a critical incident occurs and you end up in the hospital without the option to return home, you will not necessarily get a bed in the residence of your choice. Many residences like the Perley Rideau have a two-three year waiting list for community beds!
5. Ask your family or close friends to help you choose up to five residences.
6. For more information, check out <https://www.perleyrideau.ca/article/long-and-shortterm-care-152.asp> or contact Manon Harvey, ext. 2006

Summer Youth Program

Seeking volunteers, ages 13-18, to support residents of our Seniors' Village during July and August, 2016.

Help out with:

- Recreation therapy
- Creative Arts
- Physiotherapy
- Church Services
- Barbershop & Beauty Salon
- One-to-one visits

A great opportunity to:

- Get to know amazing seniors, including military veterans
- Gain Community Service Hours
- Have fun while developing communication and service skills

Note that candidates must:

- Commit one or more days per week for a minimum 5 weeks
- Attend an interview, provide references and complete a Police Records Check for Service with the Vulnerable Sector
- Be available for a full-day orientation on Monday, July 4

Final application deadline is **June 6, 2016** but youth are encouraged to start the process by April. Preference will be given to those who apply early.

Apply now at www.PerleyRideau.ca.
Email volunteer@prvhc.com for more information.

2016 COMMUNITY VOLUNTEER INCOME TAX PROGRAM

Help is available for 2015 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 2015 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.

Perley Rideau long-term care residents or family members may book an appointment for Saturday, April 2nd or April 9th (10:00 AM to 2:00 PM), by emailing volunteer@prvhc.com

Tenants at Commissionaires Ottawa Place & Building B may book an appointment through Lisa Mallin at 613-526-7170 ext. 2009.

Upcoming clinics for tenants will be held Sundays - April 3rd and April 10th from 10:00 AM to 2:00 PM and Wednesdays - April 6th, April 13th and April 20th from 10:00 AM to 1:00 PM.

Thanks to our volunteers participating in the 2016 Community Volunteer Income Tax Program!



Brian McGill

Brian has volunteered with the Perley Rideau tax clinics since 2010, completing almost 100 returns for residents in that time. He has been employed with the Canada Revenue Agency (CRA) for 13 years, working as an auditor in the income tax, HST and criminal investigation divisions. Prior to CRA, Brian has worked in the financial services sector for nearly 30 years with banks, credit unions, insurance and investment organizations.



Dennis Kelleher

Prior to joining the Perley Rideau Veteran's Health Care Centre in 2011 as a volunteer concentrating on palliative care and medical escort services, Dennis served 32 years in the Canadian Forces followed by 16 years in the aerospace industry in the Ottawa area. Dennis has been preparing Canadian tax returns - both personal and for seniors - for a number of years and is well versed to assist our residents.



Diana Baines

Diana is a retired Department of National Defence (DND) employee who started her Public Service career with Revenue Canada in Saint John, NB and worked as an auditor for two tax seasons in Ottawa before joining DND. At DND, I worked in contracting and finance for 25 years. She currently volunteers in the Gift Shop at Perley Rideau.

As a host organization for Canada Revenue Agency's Community Volunteer Income Tax Program, Perley Rideau Volunteer Services recruits volunteers and ensures that CRA requirements for tax preparation, the security and privacy of resident's files are met. These tax preparation clinics are offered free of charge. Host organizations and volunteers cannot charge must decline any gifts and offers of monetary reward. For more information about this program, visit <http://www.cra-arc.gc.ca/volunteer/>.

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NATIONAL VOLUNTEER WEEK

April 10 - 16, 2016

Volunteers are the roots of strong communities



volunteer.ca/nvw2016

Investors Group



National Volunteer Week 2016 is almost here. Check out the postal wagon across from the Physio & Massage Clinic for a depiction of this year's theme and your chance to win a \$25 gift certificate for the Perley Rideau Gift Shop. The exceptional contributions of Perley Rideau's volunteers will be celebrated at our annual recognition event on Thursday, April 14. Please RSVP by April 1st.



Watch out for our new staff appreciation Thank You Card.



It's appropriate that the creator of this masterpiece is named Art. One staff member titled the piece Coral. Like many other amazing works, these unique pottery creations are for sale outside the Art Studio on the second floor of the Perley Rideau Centre.



Family and Friends Council

21st April, Doreen Rocque, Vice Chair, Perley Rideau Family and Friends Council will present **The Care Givers Journey: a family care giver's perspective on caring for a loved one at the Perley Rideau**. Doreen will review the Caregiver and relationship map, followed by a discussion on how families may obtain the best possible care for their loved ones. Doreen is a retired Public Service Human Resources Senior Executive who became involved with family councils when her Mom and Aunt moved to long term care in 1999. Her late husband was diagnosed with Parkinson's in 1995 and lived at Perley Rideau from 2007 until his death in 2013. In 2010 she was elected to the Executive of the Champlain Region Family Council Network [CRFSN] whose mandate is to support families in establishing and maintaining Family Councils. In 2014, she became Chair. At the inaugural meeting of Family Councils Ontario, Doreen was appointed to the Board of Directors.

Planning for the **9th May** Council meeting and the June Education Day is well underway. At May's meeting, attendees will learn about the tools and resources which exist for care givers to take care of themselves and explore aspects of physical, emotional and psychological aspects of life.

Resident Quality of Life Survey: called the InterRAI Self-reported Quality of Life Survey for Long Term Care Facilities, it a rigorous scientific tool which is focussed on quality of life and enables bench marking. Administered internationally, it is used by members of the Seniors' Quality Leap Initiative [SQLI] and will enable Perley Rideau to compare the quality of life of its residents with others in long term care homes in Canada, the US and abroad. With questions which are challenging and meaningful, this survey was administered to 82 cognitively able residents who signed a consent form. This takes us to the results which are enlightening: residents self-reported that quality of life at Perley Rideau compares well to other long term care homes participating in the survey. 85.3% would recommend this organization to others "Always" or "Most of the Time" and 85.3% feel they can express their opinions without fear of consequences. "Staff responsiveness"

The annual Education day will take place on **Wednesday, June 8th** in Lupton Hall, **2:00 to 4:00 pm**. This education session will explore the role of caregivers — family and friends, staff and volunteers — in care giving at the Perley Rideau's Long Term Care home. The format of the meeting will be a moderated panel discussion consisting of a family member, a Perley staff representative, a volunteer and a resource expert. The anticipated takeaways from the session will hopefully be a better understanding of the role of the care giver and interactions between family and staff on the dynamics of "care giving" from the care givers' perspective.

Have you ever wondered if you're "being heard" at Perley Rideau? Well — if you were at the **March** Council meeting you'd have been more than reassured that you are, for that evening we learned the results of two surveys carried out during Fall 2015. That residents' experiences and opinions are sought and "being heard" at Perley Rideau was affirmed by **Mary Boutette, BSc, MHA, Perley Rideau's Chief Operating Officer** when she described how the surveys were created and carried out and their results. For those unable to attend, let's take a look:

was identified as a "strength". Recognized as being an "opportunity for improvement" was "social life" — a category identified not only at Perley Rideau but at other homes participating in the survey.

The purpose of the **Family Experience Survey** is to focus on families' and friends' experiences and perceptions of care at Perley Rideau. The limited number of questions is designed for ease of completion and meaningful feedback. Unlike other survey instruments, there isn't a commonly used family experience survey. As a result of feedback from the Family and Friends Council, the final design incorporated minor changes to some questions as well as organizing them into domains and including comment sections. It's unlikely folks will be surprised to learn that amongst the 137 responses, families' self-reported Family Experience as positive — 92.3% "Strongly agree" or "Agree" they would recommend Perley Rideau to others. Some of

the strengths include: respectful communication by staff, staff responsiveness and knowledge of residents' likes, dislikes and personal preferences, awareness of the variety of activities and the overall comfort of home. When it comes to areas identified for improvement they include: participation in planning the resident's care; resident participation in meaningful activities and resident room cleanliness.

And now, what next?

- Results will be shared with Management, staff, the Family and Friends Council and Resident Councils
- Identify and act on shared priorities for action aligned with the Quality Improvement Plan
- In Fall 2016, there will be a re-survey to understand progress to date

Fall 2015 also included a Staff Engagement Survey. The one third of staff who participated gave an overall score of 75%. Affirmative areas included staff feeling very positive about their role and that it has meaning. Regarding improvements, having more time to provide

individual care and some control and autonomy around work they are doing were identified. Results of these surveys will be shared in *Between Us Briefly* and in staff meetings. With the results of these surveys in and ready for next steps, the 14 years' experience in strategic

human resources and performance improvement, Mary Boutette brings from her work at The Ottawa Hospital where she was Director of Service Excellence and Director of Quality and Patient Experience, will be invaluable.

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 3rd Thursday of each month at 7:00 pm, except in August and December. Meetings include monthly updates by Senior Management, presentations on topics of relevance to residents and their family, opportunities to learn more about life at Perley Rideau, share experiences and support one another. We look forward to welcoming new members to all our meetings and to their standing for election to the Executive.

Please help us remain in touch with you by email or phone by advising us of any changes to your contact information.

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





New Donor Wall

The Perley Rideau Foundation unveiled the new electronic donor recognition wall: video monitors that display the names and photos of donors. The new donor wall is both more attractive and less expensive to operate and maintain.



Special Edition: 15th Annual **Perley Rideau** Night at the Races

Thursday, May 5, 2016

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

Rideau Carleton Raceway and Slots

\$60 includes \$25 income tax receipt, live race program, \$2 betting voucher, \$10 slot token

Silent auction and great raffle prizes to win!

Staff Association Special Discount: \$30/ticket

Purchase your **TICKET today at <http://2016nightattheraces.eventbrite.ca> or drop by the Foundation office. Deadline is Friday April 22 for tickets.**

- 60% SOLD OUT. Purchase your ticket today. Stop by the Foundation office or call Sara at 613-526-7173 to order by Visa, MasterCard or Amex, or you can order your tickets online at <https://2016nightattheraces.eventbrite.ca>.
- Fabulous silent auction and raffle prizes include Selena Gomes concert tickets, Sens "behind the goal" tickets, Blues Festival passes, Folkfest passes, Jazz Festival passes and a weekend gateway at the beautiful Stirling Lodge in Newboro and much more!



OTTAWA MARATHON

Every Step Helps Build
Our Community

Register now and sign up for the
Scotiabank Charity Challenge

May 28-29, 2016

Join The Perley Rideau Running Team

Saturday May 28th: 2k, 5k, 10k

Sunday, May 29th: Wheelchair Marathon, Marathon, Half Marathon

It doesn't matter if you're a regular runner, already registered for the Race Weekend, or want to sponsor one of our runners, your support is welcome! All proceeds will go toward the purchase of a new Lift for residents.

Visit <https://www.perleyrideau.ca/article/perley-rideau-running-team-2551.asp> for step-by-step instructions on joining the Perley Rideau Running Team.

BOOTS vs SUITS

To help raise money, Foundation Executive Director Daniel Clapin and Maintenance Worker Landon Brady have arranged a challenge titled 'Boots vs Suits' as they both run the 10k. Landon is confident he'll finish in 50 minutes or less, Dan in 60 minutes or less. Whoever beats their targeted time by the largest margin wins! If Dan wins, Landon and his colleagues will come to work dressed up in suits, and if Landon wins Dan and his colleagues will come to work in steel-toed boots, workpants, and ballcaps!

As a further incentive, each runner can increase his chances of winning by raising ledges. Whoever raises \$100 worth of pledges more than the other gets to deduct one minute from the final time.

Will you support the Boots or the Suits?



All proceeds will go towards the Priority Needs of the Health Centre.

For more information, visit the Foundation Office or call Sara McIlveen at 613-526-7173/email smcilveen@prvhc.com



Thanks to the generous support of the Audette Foundation and other donors, the Perley Rideau Foundation bought 10 new lifts. The lifts are essential equipment used continuously throughout the day to make everyday activities much easier.



Mrs. Diana Balys, President of the Gloucester Lions Club, presents a cheque to Daniel Clapin, Executive Director of the Perley Rideau Foundation. The gift will support dental care for residents who are unable to leave their rooms. In recent years, the Club has donated more than \$10,000 to the Foundation, much of it raised through the sale of Christmas trees on Innis Road and Bank Street.

Door Access Changes RESIDENT CARE AREAS ONLY

Effective May 1, 2016

For the safety and protection of our residents, families, staff and visitors, the door access policy at The Perley and Rideau Veterans' Health Centre will change on May 1.

After 2000 hours (10 pm), the main entrance (1750 Russell Road) will be the only available access doors point for returning residents, families and convalescent patients. The entrances on the units – Ottawa, Rideau and Gatineau -- will remain locked until 600 hours (6 am).

Only staff will have access to the unit doors by using their swipe cards after hours.

Thank you for your commitment in providing a safe and secure environment and keeping our residents safe.



HELP FIGHT BREAST CANCER

WEAR A PAIR
SAVE A PAIR

TEXT "DENIM"
TO 30333 TO DONATE \$5.

1.888.592.CURE • CUREFOUNDATION.COM



#NATIONALDENIMDAY | MAY 10

DYNAMITE



WALK FOR ALZHEIMER'S MAKE MEMORIES MATTER^{MC/TM}



It's easy to register and start fundraising.

www.walkforalzheimers.ca

Saturday May 7, 2016 - Tunney's Pasture, Ottawa

613-369-5627 www.alzheimer.ca/ottawa

**Come out and walk, or enjoy a fun run.
It's an event for the whole family.**



Collins Barrow



Symphony

SENIOR LIVING
In concert with your life



Seniors' Centre Without Walls

In partnership with Good Companions Seniors' Centre,
the Alzheimer Society is providing this learning opportunity over the phone.

To register, call 613-236-0428 ext. 2323 or email scww@thegoodcompanions.ca

Communication and Dementia

Date: Thursday, April 14, 2016

2 p.m. – 3 p.m.

PASSCODE: 750125#

Learn more about how changes in the brain caused by dementia affect a person's ability to communicate. Find out about strategies that can help you connect with the person in meaningful ways.

Focus on Frontotemporal Dementia (FTD)

Learn and discuss how to accept all that goes along with an FTD diagnosis.

Date: Thursday, April 21, 2016

6 p.m. – 8 p.m.

Location: Good Companions Centre, 670 Albert Street, Ottawa

No charge but pre-registration required at www.surveymonkey.com/r/2016FOCUSON



Samantha Hallgren, Psychogeriatric Resource Nurse (left) and Kerry Tubman, Manager of Resident Care, Gatineau Building (right), greet Teepa Snow following her one-day workshop, "A Positive Approach to Dementia Care".

"Teepa Snow: I am not too sure how to summarize probably one of the most influential speakers so far in my career. Dynamite, touching, emotional...those ah, ha moments. I have 20 pages of notes for myself on how to change my own nursing practice in regards to dementia care. Brilliant!" Thanks to the Alzheimer Society of Ottawa and Renfrew for hosting this workshop.

Come Join Us For Golf & Dinner

Perley and Rideau Veterans' Health Centre 25th Annual Golf Tournament

Monday, June 13th 2016
Meadows Golf & Country Club
4335 Hawthorne Road

\$60.00

Golf, Cart & Dinner

Contact Steve Roy at sroy@prvhc.com or TJ Murdock at tmurdock@prvhc.com

Closing for ticket sales will be June 10th

Dinner will follow at the Golf Course

Open to Staff, Families and Friends of the Perley and Rideau Veteran's Health Center





The exercise class is a drop in session held twice per week and is available to all tenants residing in Commissionaires Ottawa Place and Building B of the Seniors Village. The exercises are led by a physiotherapy aide of Family Physio and this community program is fully funded by the LHIN which means there is no extra cost to tenants.

SAW for SALE

Table saw for sale. All proceeds will help pay for creative arts supplies.

- Delta table saw
- Contractor saw with a uni-fence
- It has a working 1 ½ power motor
- Comes with 10 inch blade and accessories

Just email your bid to info@prvhc.com

Bidding starts at \$100

Bidding opens April 5
and closes April 15 at 1700 hours (5 pm)



Noteworthy Dates

- **Nursing Week:** May 9-13
- **Elder Abuse Awareness Week:** June 13 - 17
- **Perley Rideau's 20th Anniversary Celebrations**
 - Resident Dinner: Tuesday, May 31, 1700 hours
 - Tickets \$19.99 plus HST
 - Tickets on sale in mid-April in the cafeteria
 - Tuesday, June 21 – Official 20th anniversary ceremony
 - More details to come
- **Golf Tournament:**
Perley and Rideau Veterans' Health Centre 25th Annual Golf Tournament
 - Monday, June 13, 2016, Meadows Golf & Country Club

Paypool Winners: \$100 each

Vol. 19-03

March 16, 2016

- Kim Beaudoin: Nursing Casual
- Margaret Newby: Food & Nutrition

March 24, 2016

- Carla Dumali: Assisted Living Services
- Mira Vidal: Food & Nutrition

Next draw April 7th, 2016

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.

Deadline to submit to the next newsletter is April 20, 2016.



Perley Rideau

Look for our new Perley Rideau Instagram account and follow us to see examples of amazing resident art that is created with the support of our Recreation and Creative Arts Staff and our many volunteers. In the coming weeks, watch for Robin Tremblay to share information from the cafeteria and catering side of Perley Rideau.



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans' Health Centre
/ Foundation

