

# Between Us... *Briefly*



Perley Rideau

The Perley and Rideau  
Veterans' Health Centre

Vol. 18-9

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

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# Perley Rideau Physio & Massage Therapy Clinic launches November 1, 2015

We are writing to let you know about an exciting new change in Perley Rideau's physiotherapy and massage therapy services.

Effective November 1, 2015, we will launch the Perley Rideau Physio & Massage Therapy Clinic, in partnership with University of Ottawa Health Services (UOHS). University of Ottawa Health Services is experienced and respected in the management and delivery of physiotherapy, massage therapy and comprehensive family health care services. This non-profit partnership takes us one step closer to realizing our vision for the Perley Rideau Village.

We are committed to ensuring high quality physiotherapy and massage therapy services to our residents, staff and the wider Perley Rideau community. Carol Leach, a familiar face at Perley Rideau, has accepted the role of Lead Physiotherapist for the clinic that will remain in the same location. Carol, and other members of the team, will maintain a high level of continuity of care. By bringing these services into the Perley Rideau Village, we aspire to improve the integration of care for residents in accordance with regulations of the Ministry of Health and Long-Term Care and Veterans Affairs Canada.

The team at the Perley Rideau Physio & Massage Therapy Clinic has the expertise and experience to deliver excellent physiotherapy and massage therapy to meet all resident and client needs, including services paid for by the Ministry of Health and Long-Term Care, privately insured services and self-paid services. You may be contacted by University of Ottawa Health Services to review your information, update files and ensure continuity of care.

We thank Family Physio and its dedicated staff for over 10 years of service. The staff has made a positive contribution to the health and well-being of our residents and the broader Perley Rideau community and we are working together toward a smooth transition.

The partnership with University of Ottawa Health Services supports Perley Rideau's strategic plan to bring comprehensive family health care services to the Perley Rideau Village in 2016 – a top priority for seniors from our Village and the nearby community.

Thank you for your support for Perley Rideau while we work toward these improvements. If you have questions, or would like to discuss this matter further, please contact either of us.

Sincerely,



**Akos Hoffer**  
*Chief Executive Officer,  
Perley and Rideau Veterans' Health Centre*



**Christopher Fisher**  
*Executive Director,  
University of Ottawa Health Services*

# PERLEY RIDEAU

PHYSIO & MASSAGE THERAPY CLINIC

In partnership with University of Ottawa Health Services

## Physiotherapy



## Massage Therapy

(613) 526-7171 ext 2000

[www.PerleyRideauPhysio.com](http://www.PerleyRideauPhysio.com)

(under construction)

# Family and Friends Council

In this column, we describe the Fall topics we've lined up, our speakers and we introduce the backgrounds of speakers who have not previously presented at Council meetings.

**19th November:** Features our **Annual General Meeting** and a panel to treat the theme of **Stages of Palliative Care: Residents' Rights and Family Involvement**. Addressing this sensitive topic will be: Moderator **PRVHC Chief Nursing Officer Linda Hunter, RN, MScN, PhD[C]**, accompanied by **Joshua Landry, BHSc, MSc, CCE, PhD[C], Regional Ethicist, Champlain Centre for Health Care Ethics** whose career has taken him to the UK, USA and Canada; along with Perley Rideau colleagues **Ben Robert, MD, Medical Director**, also Co-Medical Director, Dementia Program at the Glebe Centre, recently arrived **Spiritual Care Worker Jessie Stephenson, BA [Hons], MDiv**, who has completed 800 hours of supervised Clinical Pastoral Education in Palliative and Acute Care settings and has experience doing individual and family counselling during palliative care and end-of-life decision making, **Carolyn Young-Steinberg, BA**, one of Perley Rideau's and Council's two **Resident Care Liaisons**, who provides ongoing support, counseling, education

and information resources to over 450 residents and their family members. Carolyn advocates on behalf of residents and clients while working to resolve challenges related to transitioning to, and living in, long-term care. Her ultimate goal is to measurably enhance the quality of life of our residents. Before coming to Perley Rideau, for over 10 years, she worked with seniors in hospital, retirement home and community resource centre settings, thus gaining considerable experience in the health care sector.

In addition to covering medical matters, issues such as legal and ethical considerations, spiritual and pastoral care and staff support will be raised. As always, there will be ample time to pose questions to presenters.

While arrangements for the Fall programme are well in hand, topics and presenters for the 2016 Programme have yet to be finalized. We'll keep you posted as details are confirmed.

We really look forward to welcoming you on **Thursday, 19th November at 7:00 pm**.

## Reminder to Families:

If your email address has changed but you still want to continue to receive news from the Family and Friends Council, please let us know your new contact information.

### Email FFC at:

[familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)

## 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](mailto:familycouncil.prvhc@gmail.com)*



# An Incredibly Lucky Life

From instrument technician to aerobatic fighter pilot before retiring as Director of Aircraft Accident Investigation for Canada, this is Tom's Hinton's Story

By Anna Rumin, Special to Perley Rideau

Thomas Hinton was only a few weeks old when he was wrapped in towels and left in a cardboard box on the steps of a Protestant Church in Verdun, Montreal. His young mother had arrived home from the hospital only to find an empty apartment and a note from her husband saying he had left his janitorial job at Eaton's and joined the army. Thomas, whose head had been badly deformed by forceps the doctor used when he was turning him from his breech position, had been in and out of the operating rooms at the Montreal Children's hospital from the day he was born on March 20, 1940. That day, his mother decided his fate would be better served in the hands of the minister who she knew would arrive shortly. Tom says that he only stopped screaming when the minister's wife began feeding him Pablum; the next day, two parishioners in the front row agreed to take him in, and Thomas's new life with his foster family began. The rest as they say, is history.

"I joined the air force as soon as I could and they taught me how to be an instrument technician – even though I kept bothering them to be allowed to apply for pilot training, they wouldn't let me". Thomas isn't a big man; his still golden handle-bar mustache compliments the straw hat he removes for visitors. He laughs easily, is a genuine story-teller, and hardly fits the stereotypical image of a fighter-pilot which is why it isn't hard to believe that Thomas was told he couldn't apply for pilot training because "his mother wouldn't want him dead". While he cried himself to sleep thinking that his dream would not come true, he had a change of heart when he wondered if he was in fact being tested. Thomas went back and argued that his mother had given him up long ago, thus she would never know. His argument worked and his training began as an F-86 jet pilot in Chatham New Brunswick. In 1960 he left for France where he trained at one of the two military bases. Thomas's training as a fighter pilot required the utmost attention to detail, precision, timing and team loyalty, qualities he mastered and that played a role in his becoming an aerobatic fighter

pilot. Soon his pilot's mantra included not only "aim", "target" and "territory", but "roll" "loop" and "spin".

In 1966 Thomas learned that an elite aerobatic flying team was being created to commemorate the Canadian Centennial. The Royal Canadian Air Force

Team called the Golden Centennaires would open and close EXPO in Montreal and perform all over Canada. Thomas applied, and after one of the hardest weeks of flying of his life, was accepted. The first year the pilots practiced in their appointed CT-114 Tutor aircrafts, and once perfected, they began performing their amazing maneuvers in 121 air shows all over Canada. Thomas knew there was no room for error in flight aerobatics and he remembers proudly one show in which he had to fall out mid-flight because of a compressor stall, and then rejoin his group – upside down. The last authorized air show for the Golden Centennaires was in Las Vegas where local radio and television announcers urged the audience to write to the Canadian Ministry of Defence and ask that the troupe not be disbanded. While Tom says "it didn't work", those aircrafts were used to form what we now know as the Snowbirds.

And so, Thomas left the skies as a pilot, and moved into a desk job with the department of transport where he worked as a civil aviation inspector and eventually became the Chief of Aeronautical Services whose role



Thomas Hinton



it was to “get and publish for air traffic controllers and pilots everything they needed to do their job”. In Ottawa he began going to night school at Carleton where eventually he earned a Master’s in Public Administration. Thomas then worked in Moncton where he oversaw the designing and building of 13 air-strips in Atlantic Canada and in 1981, he had “a big break” – he was recommended for admittance to a national defence college “one of the best courses I have ever been on in my life”. Thomas recalls presentations given by the ambassadors of Egypt and Israel, and he once found himself sitting next to the Israeli PM at the time, Menachem Begin. They travelled to Germany, England, Egypt, Israel, India and China and at the end he was required to write a major paper. Thomas chose alcohol addiction in the armed forces as his topic and received one of the highest marks in the group. Thomas ended his professional life as Director of Aircraft Accident Investigation for Canada.

Thomas Hinton peppers his conversation with the phrase “I have led an incredibly lucky life” and, thinking back to the screaming baby in the cardboard box, one might be tempted to agree. However, luck is not responsible for the hard work, passion and determination that brings a dream alive, any more than it is for a man who learned to soar and sweep the skies and land firmly on his feet.



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### Why are the Sabres so popular in the Studio?

Ross Imrie, Creative Arts Instructor-Studio lead: The Sabre was a project long overdue in our wood shop having built Lancasters, Avro arrows, Sopwith Camels and even the German Fokker. A resident, who had been a Sabre pilot, kept asking me and the volunteers to build one so he could have it in his room. Now many Sabres are flying again in our resident’s rooms and beyond.

Over the course of our relationship, I learned many details about the sabre operations in Korea and as part of the golden wings aerobatic team.

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OCT 7th - DEC 31st

RESIDENT  
ART  
SHOW

MET GALLERY  
2nd Floor Perley Center

OPENING RECEPTION  
2pm OCT 7th 2015

# Resident Art on Display

The MET Gallery has unveiled a new exhibit profiling the work of our talented residents. Located on the on the 2nd Floor of the Perley Rideau Centre, the exhibit is a tribute to our many talented residents and the dedicated staff from the Creative Arts studios who help to unlock the inner artist on each person. The public is welcome to visit anytime.



# Thanksgiving

As part of a busy Thanksgiving weekend, Perley Rideau hosted a concert by Shamrock and Thistle on Saturday and followed that with a Turkey dinner with all the trimmings on Sunday.

## Thanksgiving Turkey Dinner Facts

- Eating the Equivalent of a WWE Wrestler: 10 whole turkeys weighing more than 220lbs
- Improving Vision for everyone: More than 50lbs of carrots served
- A Home of Thankful Folks: 175 people celebrate Thanksgiving at Perley Rideau

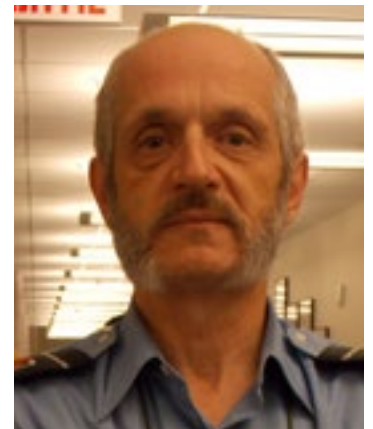




# Commissionaire's Corner

## Passing Through Our Gates

By Cmre Dan McQuinn-Leger



Cmre Dan McQuinn-Leger

Just a friendly reminder on Passes and Tickets and how they work; from your Friendly Neighbourhood Commissionaires.

**Amazing Grace Period:** If you are in the parking lot for less than 30 minutes, there is no charge for parking. As I like to say *“The grace period is a half an hour or thirty minutes; whichever comes first”*. If you are under the time limit but the Exit Gate charges you for parking, you have two choices. Choice One: Pay the \$6.00. Choice Two: Bring your white parking ticket to the Commissionaire at Reception so they can confirm your entry time (they won't just take your word for it over the intercom). If you have been in the parking lot for less than 30 minutes the Commissionaire will give you a pink parking validation ticket.

**White Ticket Woes:** Lost your white ticket? When you leave, just press the “Lost Ticket” button on the Parking Machine. **Important:** For whatever reason, if you do not use the white ticket that day – DO NOT KEEP IT. The system reads the time the ticket was issued and calculates the parking rate when the ticket is inserted into the Parking Machine. Let's imagine that you somehow managed to keep a white ticket around for a couple of months, you will be charged for 60 days of parking! You can imagine the sound of panic in the voice of the driver over the intercom when they call to say the Parking Machine is charging them over \$200.00 for parking and they were only in the lot for an hour!

**Apply Yourself – Payroll Deduct Pass:** Always try to apply for Payroll Deduct Passes at the end of the month. This makes it easier for Finance. Also, if you leave your Payroll Deduct Pass at home someday (we've all done it), you can go to Reception and get a pink pass to let you out without paying. Please present your employee ID badge so the Commissionaire can check the list of Staff who currently have Payroll Deduct. This only applies to Payroll Deduct pass-holders; everyone else pays if they have forgotten their pass, no exceptions.

**Lunar Calendar – Monthly Parking Pass (for visitors only):** The monthly parking pass is loaded for a calendar month. So, for instance, if you renew your card on 20 October, the card is good until 20 November (inclusive).

**Tap Dancing – Per Use Pass:** When you tap to enter the parking lot, note the small yellow/green LCD display in the upper right hand corner, it will tell you how many uses you have left.

*Stay tuned for more security-related articles, here at Commissionaire's Corner.*

## Seniors Crossing

Watch for the “seniors crossing” signs that will soon be visible on the Perley Rideau campus and along Russell Road.

With the support of Jean Cloutier, Alta Vista Councillor, the signs are a first step to raise awareness that our seniors, staff and visitors are crossing Russell Road and other high traffic areas on our campus.

We ask that drivers to be mindful of all individuals crossing our roads and thank you for helping to keep our community safe.

Thanks also to passionate resident Doris Jenkins and the other residents, tenants and family members who continue to advocate for a protected crossing on Russell Road.



Dear Mr. Hoffer,

As Thanksgiving approaches, our thoughts invariably turn to those whose kindness has made a difference in our lives. I am writing to express my boundless appreciation of all those who were taking care of my father, a WWII veteran, Dr. Zelman Dubovitsky, from the day of his arrival at Perley on 1 May 2014 until he passed away on 29 July 2015. Every nurse and personal support worker in Gatineau 2 North always treated my father with warmth and respect notwithstanding challenges of communication and multiple health problems. His physician, Dr. Anne Hamilton, was always reassuring and positive no matter how serious my father's condition was. His dietitian, pharmacist, psychogeriatric nursing team, physio and occupational therapists were sensitive to his needs and responded promptly to our concerns and suggestions.

We shall always be grateful to all of these warm and caring people for their professionalism and dedication.

With our best wishes to the Perley staff for a very happy Thanksgiving,

*Eugenia Lockwood and family*

Thank you so much for the excellent care he received and the caring, sensitive comfort he received during his last days.

Janice P., Daughter

With many thanks from the Balcom family to the staff of the Perley Rideau who took such wonderful care of Anna in her last years. It was a great comfort to know she was in such capable and caring hands.

Lynne B.

# Perley and Rideau Staff Recognition Awards

## Presentation of Retirement Awards

Carolyn Vollicks presenting to:

- **Barbara Brown**  
*Instructor Creative Arts*  
26 years of service
- **Sheryl Baker**  
*Pastoral Care Worker*  
10 years of service

Colleen Barbier presenting to:

- **Jo-Anne Mollison**  
*P.S.W. OIW*  
13.5 years of service

Cheryl Homuth presenting to:

- **Fay Norman-Lemieux**  
*R.N. Gatineau*  
12.5 Years

Lorie Stuckless presenting to:

- **Helen Gunn**  
*Housekeeping Aide*  
26.5 Years
- **Connie Timpson**  
*Linen Aide*  
14.5 Years
- **Kathy Attwater**  
*Housekeeping Aide*  
15.5 Years

Russ Tattersall presenting to:

- **Elia Touesnard**  
*Volunteer Services Coordinator*  
10 years

## Presentation of Retirement Awards

Recognizing Retirees who are unable to attend:

- **Vicki Burch**  
*Nursing Staffing Clerk*  
16 years of service
- **Patricia Walsh**  
*R.N. Rideau*  
24 years of service
- **Erlinda Coligado**  
*R.P.N. Rideau*  
26 years of service
- **Betty Allen**  
*R.N. Ottawa*  
28 years of service
- **Leon Brady**  
*P.S.W. O2W*  
17 years of service
- **Anona Menard**  
*Food & Nutrition Aide*  
7 years of service

## Presentation of Long Service Awards

### 5 Years Service

Vafrane, Emilia  
Agyiri, Agnes  
Ahmed, Huria  
Alam, Lea  
Boeva, Milkana  
Bradley, Mark A.  
Carkner, Linda  
Coates, Donna  
Davis-Payne, Cinthia  
Donnelly, Alice Pedere  
Gomisa, Marilou  
Goremese, Gidey  
Kahin, Asha  
Kanku, Marie  
Larocque, Micheline  
Lushaka, Pamela B.  
Masembe, Chris  
Nesbitt, Margaret  
Owusu-Sarfo, Sara  
Rashid-Ghader, Zahra  
Sandhu, Permjit  
Sevillano Granados, Victor  
Tait, Melissa  
Tamayo, Juliet  
Tattersall, Russell  
Therien, Joelle  
Tijani, Susan  
Villalba, Marlen  
Westfield, Christine

### 10 Years Service

Andries, Ann  
Atakorah, Margaret  
Avalos, Jessica  
Baluyot, Karen  
Brown, Lori  
Connell, Jacqueline  
Douglass, Lorraine  
Genemo, Fantaye  
Ghabreal, Amal  
Jaeger, Andy  
Lavergne, Rachel  
Lowe, Patty Anne  
Madow, Adan  
Masimba, Zondekile S.  
Medina, Rhoda  
Mohamed, Marian  
Molano, Silvestre  
Nesterovich, Sofia  
Nyrabalinda, Marianne  
Predovic, Tatjana  
Rogers, Sulaiman  
Teriaky, Emneh  
Thelemaque, Irmine  
Thibault, Roger  
Woodstock, Judy

### 15 Years Service

Belanger, Crystal  
Bradford, Diana-Lynne  
Broughton, Norah  
Brousseau, Gisele  
Byrd-Wilson, Sharry  
Charlery, Edith  
Cruz, Jose  
Degroot, Rita  
Desroches, Ken  
Donaldson, Leanne  
Edge, Beverley  
Fojtik, Jozef  
Harris, Megan  
Hayle-Miller, Winsome  
Kemp, Cheryl  
Lewis, Avonelle  
Lisowska-Kurman, Lucyna  
Maharry, Anik  
Moylan, Lisa  
Paquette, Heather  
Scott, Corine  
Szelzki, Christine  
Ukleja, Kimberley  
Wilson, Norma

### 20 Years Service

Bigelow, Lisa  
Bombales, Roger  
Buclay, Norma  
Doyle, Rosie  
Ebanks, Nigel  
Grum, Elizabeth  
Holloway, Susan  
Johnson, Althea  
Knapczyk, Stanislaw (Stella)  
Laidley, Constance  
Latulippe, Dianna  
Lavoie, Denise  
Lochan, Guitre  
Maharaj, Peter  
Martin, Calvin  
Maxwell, Maxine  
Mcintyre, Diane M  
Potvin, William  
Roe, Janice  
Scollard, Patricia  
Wallace, Evadne  
Ward, Melanie

### 25 Years Service

Alam, Benito  
Alvaro (Chito), Rosario  
Anderchek, Andrea  
Blanchette, Christine  
Brown, Kristin  
Evershed, Brenda  
Filiatrault, Shirley  
Gibbard, Brian Joseph  
Grant, Shelley  
Lalonde, Nicole  
O'donnell, Angela  
Patterson, Wendy  
Soucie, Bonnie  
Turner, Danny

### 30 Years Service

Hull, Warren W  
Mcfarland, Linda  
Quinn, Scott  
Schingh, Francois  
Thompson, Peggy

### 35 Years Service

Parent, Daniel  
Parent, Denis



## Staff Recognition

Akos Hoffer, CEO, was joined by Ron Buck, Board Chairman, for the Staff Recognition Awards on October 1

Photos courtesy of Melanie McCully.



**5**  
YEARS

*Russ Tattersall, Permjit Sandhu, Margaret Nesbitt, Linda Carkner, Lea Alam, Mark Bradley, Joelle Therien, Marlen Villalba*



**10**  
YEARS

*Judy Woodstock, Sofia Nesterovich, Adan Madow, Amal Ghabreal, Rachel Lavergne, Irmine Thelemaque*



**10**  
YEARS

*Lorraine Douglass*



**15**  
YEARS

*Corrine Campbell, Norma Wilson, Heather Paquette, Megan Harris, Sharry Byrd-Wilson, Crystal Belanger, Winsome Hayle-Miller*

# Staff Recognition



**20**  
YEARS

*Peter Maharaj, Guitre Lochan,  
Denise Lavoie, Althea Johnson, Rosie Doyle*



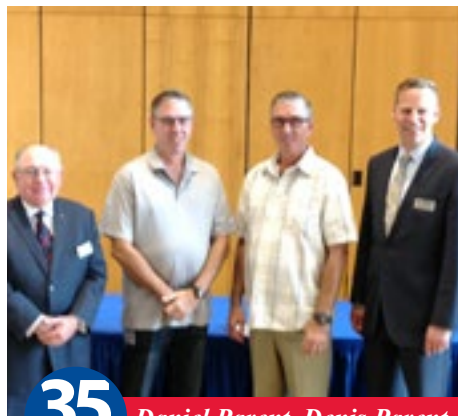
**25**  
YEARS

*Shirley Filiatrault, Brenda Evershed,  
Christine Blanchette*



**30**  
YEARS

*Peggy Thompson, Linda McFarland*



**35**  
YEARS

*Daniel Parent, Denis Parent*



**Retiree**

*Barbara Brown*



**Retiree**

*Sheryl Baker*



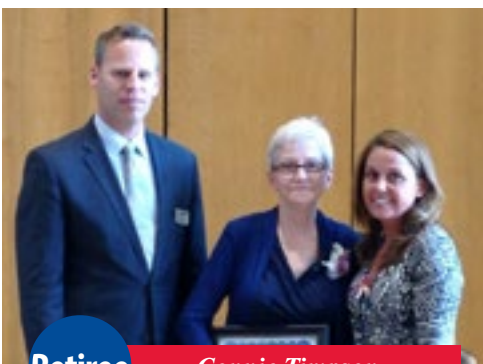
**Retiree**

*Jo-Anne Mollison*



**Retiree**

*Fay Norman-Lemieux*



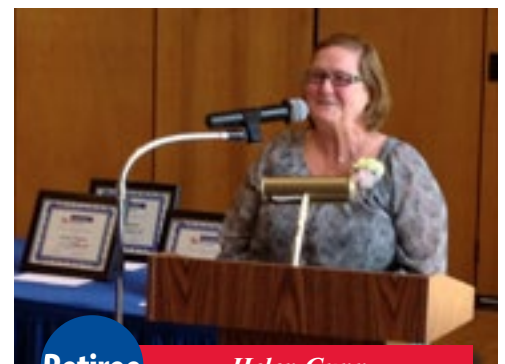
**Retiree**

*Connie Timpson*



**Retiree**

*Elia Touesnard*



**Retiree**

*Helen Gunn*





Our **Village** is  
**Evolving**

What do you like about our facilities?  
What services are missing?

**Town Hall for staff and volunteers,  
October 22 in Lupton Hall**

### Scheduled Town Hall Seminars

**October 22**  
1030 hours  
1330 hours  
2030 hours  
2130 hours  
2330 hours

**October 23**  
0015 hours



**Perley Rideau**

The Perley and Rideau  
Veterans' Health Centre



# Finding Yourself Through Singing A Closer Look

by Gertrude “Trudy” Létourneau, musician at the Perley and Rideau Veterans’ Health Centre

This summer, I participated in an enlightening singing workshop in Gaspésie, Québec with Marie-Claire Séguin. Inspired by this workshop, I recently gave two presentations at the Perley and Rideau Veterans’ Health Centre on engaging residents through singing. Participants included staff, volunteers, a family member and a resident.

First, we looked at how singing improves the whole being: physical, social, intellectual, emotional and spiritual. Our body, of course, benefits from using our voice, breathing deeper and moving to the music as we sing. The social aspect of our singing sessions is crucial. When your loved one can no longer converse with you, singing together becomes even more meaningful and is a positive interaction. Taking a closer look at the songs stimulates exchanges between residents. They sometimes remember who composed and sang the songs, where they heard them and who they danced with. Residents also help each other remember. For instance, I have often seen a resident starting to sing a song then, another resident continues the song. When we read the lyrics, reflect on them, answer questions about them, think of what they mean, we work on the intellectual side of singing.

The emotional aspect of singing is one of most importance. A song is a vehicle to let our joy and sometimes sadness come out. Singing takes us out of our bubble of limitations to a place where we are still well. Singing is speaking up, telling a story; singing is taking a stand. We have seen numerous times residents who can no longer talk but can sing. Through the story of a song and the emotions it brings out, it takes us back to our story and our emotions. It sheds light to who we are beyond dementia or pain. For residents who can no longer recognize their surroundings and the people around them, recognizing a song means they are no longer alone.



*Gertrude Létourneau playing for the residents*

Singing touches the very core of knowing who they are. This recognition, beyond the physical aspect, conveys the spiritual aspect of singing.

In the second part of the presentation, we chose songs we liked and explored these songs. We quickly realized that our choice of songs was closely related to our personality or our mood. Even if the story was not ours, we identified with its emotions. For example, a staff member who is always smiley and happy chose “The Happy Wanderer” and the grieving spouse read “Just let a smile be your umbrella on a rainy day”. When I attended the workshop in Gaspésie, I chose to sing *Les Feuilles Mortes - Autumn Leaves*. In the verse, it says, “La chanson que tu me chanta, toujours, toujours je l’entendrai” - the song you sang to me, I will always hear it. This line is especially meaningful because I often associate a particular song with a resident. When a resident passes away, I sing that song in his or her memory. It helps me grieve, honour and remember this person. That is my story in relation to the song.

One tool to dig deeper into the meaning of a song is to only read the lyrics, without the music. It brings out the poetry of the text. Then you ask three questions: “Who sings the



song?”, “To whom?” and “What is the intent of the song?”. In the song “It’s a long way to Tipperary” the participants in the presentation saw a soldier longing for home, saying goodbye to his fellow soldiers and telling his sweetheart to wait for him. We found the song carrying the hardship of war and the joy of going back home. In Gaspésie, the song “Mon pays, ce n’est pas un pays c’est l’hiver” brought me back to my home and my roots in Quebec. The songs we sing with our residents bring them back to their roots and help us know them better.

In addition to music making, we are faced with many losses as we work with residents who are at the end of their lives. Taking the time and the space to process it is of utmost importance. At the same time, as we accompany the families through their loss, it is important to let their emotions go through us and not hang on to them. Their emotions don’t belong to us. As Marie-Claire Séguin said, “Laisser les émotions des autres vous traverser, ne les retenez pas. Elles ne vous appartiennent pas.”

Lastly, in my presentations, we discussed being aware of our approach with residents. As energetic musicians who encourage residents to engage in a song, we might get rushed and too close without giving them the time and space to come towards us. It is important to remember to go towards them just fifty percent of the way and leave them space to come towards us. By singing with our residents, we offer the venue for their voice to be heard, for them to contribute and to share a memory or a smile. Being present is the key to better serve our residents. The past for many of them is forgotten, the future, uncertain. Through music, we invite the residents to bring their whole self forward, to take a stand, to enjoy the present moment and sing!

\*I would like to thank Patricia Deek, music therapist at PRVHC for revising and editing this article.



# REMEMBRANCE DAY IS COMING

Wednesday, Nov. 11, 2015

**Please Note:**

Service at 10:45am in Cafeteria  
(Please be seated by 10:30am)

Priority Seating To Veterans

Seating for 1 family member per resident please

**Not open to the general public • Media may be present**



## Contest Open To All Perley Rideau Staff “ A Picture Says a Thousand Words”

Please take a picture of something that represents or symbolizes Remembrance Day to you.

**Please make sure not to include any pictures of our residents or poppies.**

In recognition of our devoted staff, the staff member whose picture is chosen will be given the opportunity to lay a wreath during our Nov 11th ceremony.

All entries will be reviewed by our Remembrance Day Committee.

Please email your submission to Jay Innes at [jinnes@prvhc.com](mailto:jinnes@prvhc.com) by Tuesday, October 27.

# Let's be Frank!

*Last year the flu caused 8000 hospitalizations and 600 deaths across Canada*



***Join Frank and other Perley Rideau staff!  
Get the flu shot! The life you save may not be your own.***

### **Upcoming Clinics**

- **October 22<sup>nd</sup>**  
Clinic 1100-1800 hours  
Lupton Hall hallway  
Run by Sousan Jabbariazar & Neda Golfam
- **October 23<sup>rd</sup>**  
Clinic 1100-1800 hours  
Cafeteria Clinic  
Run by Sousan Jabbariazar & Neda Golfam
- **October 24<sup>th</sup>**  
Clinic 1130-1730 hours  
Cafeteria Clinic  
Run by Andree Charon

*Stay tuned for mobile clinic dates*

# Let's be Frank!

## Some of the Myths and Misconceptions about Influenza –the disease and the vaccine

By Caroline Meguerditchian, Infection Control Coordinator

### Myth 1: The flu is a mild illness.

The flu is in fact a serious illness. Some of the complications caused by flu include bacterial pneumonia, dehydration, and worsening of chronic medical conditions, such as congestive heart failure, asthma, or diabetes. The flu can cause serious heart problems as well. The flu can also lead to the death especially in the very old and the very young.

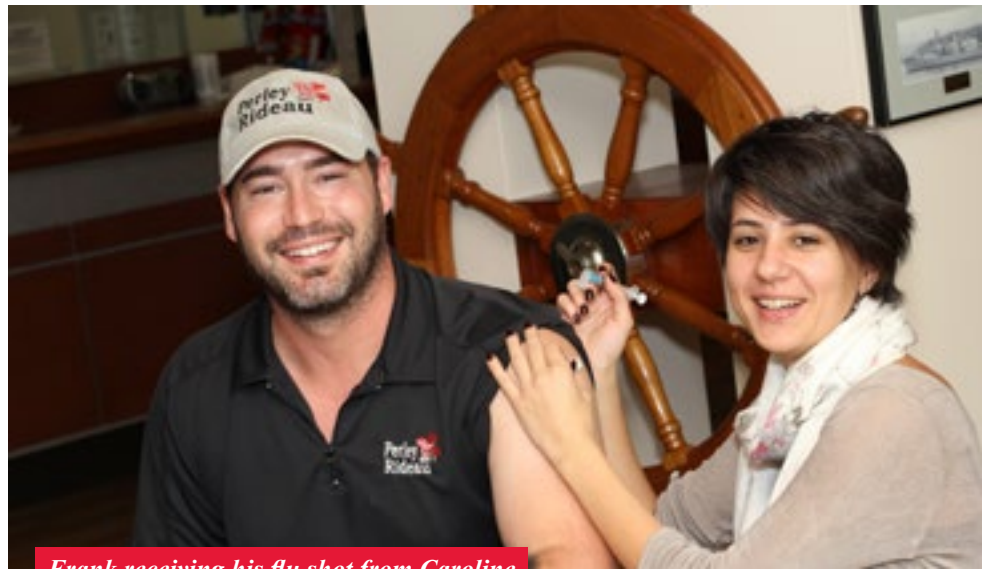
### Myth 2: I don't have symptoms of the flu so I cannot spread it.

Symptoms of influenza include cough, high fever, sneezing, body aches, fatigue, loss of appetite. The flu is spread via droplets when a person with the flu coughs, sneezes or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

You may be able to infect other people beginning 1 day before symptoms develop and up to 5 to 7 days after becoming sick.

### Myth 3: I had the flu last year so I won't get it again this year.

Studies conducted show that immunity acquired from flu infection or from the flu vaccine decreases over a one year period, less in older adults. Therefore any protection gained from flu infection or flu vaccine last year is lost. The only way to prevent the flu is to get immunized every year before flu season.



Frank receiving his flu shot from Caroline

### Myth 4: Every year when I get the flu shot, I get the flu!

Simply impossible! A flu vaccine cannot cause flu illness. Flu vaccines that are administered with a needle are currently made in two ways: the vaccine is made either with:

- flu vaccine viruses that have been 'inactivated' and are therefore not infectious, or
- with no flu vaccine viruses at all. The nasal spray flu vaccine does contain live viruses. However, the viruses are attenuated (weakened), and therefore cannot cause flu illness. While a flu vaccine cannot give you the flu, it does have some side effects. These side effects are typically mild especially when compared to symptoms of the actual flu. These side effects can include:
  - Soreness, redness, or swelling at the injection site
  - Mild aches

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As vaccination season approaches, Perley Rideau aims to increase vaccination rates by 15% this season.

Thanks for doing your part.

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# What can your EAP provider do for you?

By Cheryl Kemp, Employee Health Coordinator

They are the only Employee and Family Assistance Program (EFAP) provider with a full range of flexible and confidential counselling delivery options available to you and your family members. Their professionals are dedicated to supporting and guiding you and your family through issues that may be affecting your work, health or life.

## Services

**Professional counselling** A range of counselling delivery options can help you and your family anytime, anywhere

**Family support** Let us help you find solutions that suit your family's needs

**Financial support** We have tools and resources to help you plan for a bright financial future.

**Health coaching** We can help you make the changes needed to be well and stay well

**Legal support** We provide expert, confidential information about how the law applies to specific situations

**Naturopathic services** Take a natural and holistic approach to the maintenance of good health

**Nutrition support** We can help you maintain a well-balanced diet so you can achieve your goals

**Fitness support** Improve your physical and mental health through education, behaviour change and fitness

**Stress coach connects** Through a stress assessment and interactive program, we can help you better manage stress

**Separation and divorce** Find support for the emotional, parenting, legal and financial impacts of separation and divorce

**Smoking cessation** Find the support your need for smoke-free reality!

**Financial planning services** We have tools and resources to help you plan for a bright financial future

**Enhancing your relationship** Learn the key principles to healthy relationships and achieve greater relationship satisfaction

## Methods of Providing assistance

- **Face to Face counselling:** with a multi-disciplinary team of professionals who have master's degrees or PhDs in the fields of psychology, clinical social work or educational psychology.
- **E-Counselling:** Exchange written messages with a counsellor via secure online portal
- **First Chat:** Chat now with a counsellor
- **Online Access:** Book a service
- **My EAP:** Support for you and your family anytime, anywhere
- **Join our Mailing List:** Stay in touch with us by joining our mailing list

## How to Contact the EAP

[www.workhealthlife.com](http://www.workhealthlife.com)

or

1-800-361-5676

We have also created a link on the Kiosk PCs desktops named: **EAP Communications** that holds the many newsletters that have been sent out over the years. I will add to the folder as new communications occur. You may also access the folder using this direct link if you are logged into the Domain already.

# Perley Rideau Foundation News

The Royal Canadian Legion Pointe-Gatineau Branch 58 donated \$3,000 to allow us to carry on the tradition of outstanding care of veterans and seniors. L to R: Daniel Clapin (Foundation Executive Director), Clive Weagant (Foundation Director), Germain Leduc (Member Quebec Command), André Bérubé (Br 58 Welfare Officer), Paul Gendron (Chairman Quebec Command), Charles Lemieux (Foundation Chair), Herman Croteau (WWII Veteran and Br. 58 Member), Delphine Haslé (Foundation Development Officer)



Hank Dopler was honoured during a special ceremony at the Perley Rideau in early September. The North Country Veterans Committee of the United States presents commemorative coins to American veterans residing in Canada, as well as to Canadians who served under the U.S. flag during WWII, in Korea or in Vietnam.

L to R: Bill Redmond, Royal Canadian Legion Eastview Branch 462 and Representative to Perley Rideau ; Richard Vinet, North Country Veterans Committee (NCVC); U.S. Army Colonel (retired) William Murphy; Hank Dopler (seated); David Pearson, NCVC; U.S. Air Force Chief Master Sgt. (retired) Patrick Rourk; Brigadier-General (retired) Charles Lemieux, Perley Rideau Foundation Board Chair; Daniel Clapin, Perley Rideau Foundation Executive Director.

2015 has been a terrific year for Royal Canadian Legion support -- \$60,300 and we still have 3 months to go! This has also been a milestone year of giving for Royal Canadian Legion Branches, we just recently surpassed the \$1M mark – Total giving to date has now hit \$1,009,497.49!





# Take Our Kids to Work™

THE LEARNING PARTNERSHIP

## Wednesday, November 4, 2015

Would your Grade 9 child like to participate in “Take Our Kids to Work Day” at the Perley Rideau on November 4th? Please submit their school permission form and the Perley Rideau registration form, with your manager’s approval, to Rachel Stoparczyk in Volunteer Services, by Friday, October 30. Forms can be picked up in Volunteer Services (1st floor, corridor 1300) or the HR Information Centre (1st Floor).

All students will meet in the Classroom (#2300) at 8:30 AM on Nov. 4. Students may choose to participate in an **Organized Morning Program** (8:30 AM to 12:00 PM) then job shadow their parent in the afternoon OR participate in an **Organized Full-Day Program** from 08:30 AM to 3:00 PM.

### For more information, contact:

Rachel Stoparczyk  
Coordinator, Volunteer Services

(613) 526-7170 ext. 2356 or [rstoparczyk@prvhc.com](mailto:rstoparczyk@prvhc.com)

# Volunteer Surveys: Coming in November

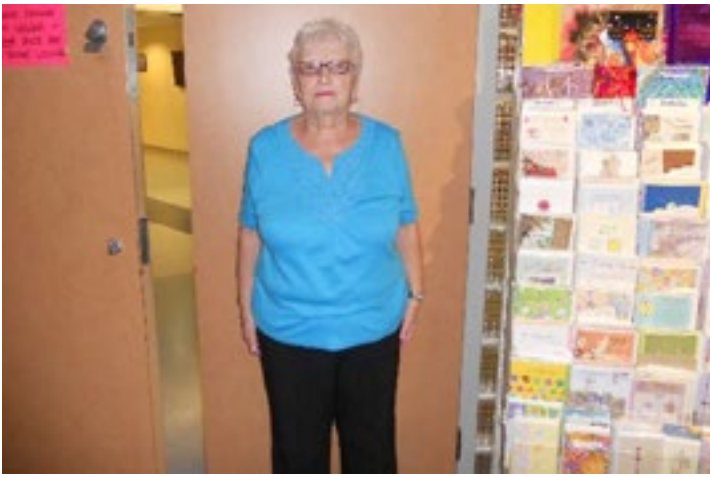
As part of our continuing effort to support and improve the volunteer experience at the Perley and Rideau Veterans’ Health Centre, all volunteers will be invited in November to complete a Standardized Volunteer Opinion Survey and a Rewards and Recognition Survey.

The Standardized Volunteer Opinion Survey is special because 40 health centres/sites across Ontario will be using the same tool to provide improved opportunities for benchmarking, and over 17,600 volunteers will be invited to participate. The Perley Rideau will also be able to compare our results against those received using this same survey in 2013. The second survey is an internal tool we have developed to dig a little deeper on the topic of rewards and recognition. We hope it will help us better understand what makes our volunteers feel appreciated for all they do to make the Perley Rideau a better place to live and work.

The survey process is confidential and the data collected will remain anonymous. A summary of the survey results will be reported back to volunteers and staff. In order for the survey to be successful we need every volunteer to participate;

***your opinion counts!***





Mary Parisien is a volunteer in the gift shop. With a strong desire to brighten up the days of our residents with a smile, she shares an example of her wonderful sense of humour.

We are probably the last generation to remember the clothesline. In lots of places they are now illegal.

# Remembering Mom's Clothesline

By Mary Parisien

## The Basic Rules for Clotheslines: *(If you don't even know what clotheslines are, better skip this)*

1. You had to hang the socks by the toes... NOT the top.
2. You hung pants by the BOTTOM/cuffs... NOT the waistbands.
3. You had to WASH the clothesline(s) before hanging any clothes. Walk the entire length of each line with a damp cloth around the lines.
4. You had to hang the clothes in a certain order, and always hang "whites" with "whites," and hang them first.
5. You NEVER hung a shirt by the shoulders - always by the tail! What would the neighbors think?
6. Wash day on a Monday! NEVER hang clothes on the weekend, Or on Sunday, for Heaven's sake!
7. Hang the sheets and towels on the OUTSIDE lines so you could hide your "unmentionables" in the middle. (perverts & busybodies, y'know!)
8. It didn't matter if it was sub-zero weather... Clothes could "freeze-dry."
9. ALWAYS gather the clothes pins when taking down dry clothes! Pins left on the lines were "tacky"!
10. If you were efficient, you would line the clothes up so that each item did not need two clothes pins, but shared one of the clothes pins with the next washed item.
11. Clothes off of the line before dinner time, neatly folded in the clothes basket, and ready to be ironed. **IRONED??!!** Well, that's a whole OTHER subject!
12. Long wooden pole (clothes pole) that was used to push the clotheslines up so that longer items (sheets/pants/etc.) didn't brush the ground and get dirty.

# Make your coffee count

Support the Alzheimer Society in your community

**Alzheimer Society  
of Ottawa and Renfrew County**

**COFFEE, BAKE SALE, CAKE AUCTION & CANDY GRAMS**

COFFEE BREAK<sup>®</sup>



Alzheimer Society


[www.alzheimercoffeebreak.ca](http://www.alzheimercoffeebreak.ca)

**Friday, October 23**

**9 a.m. – 2 p.m.**

**Outside Perley Pub,  
Across from the Gift Shop**

**GENEROUSLY SUPPORTED**  
IN LOCATIONS ACROSS CANADA

**bulk barn** 

IN KIND:

*Mother*  
**PARKERS**  
TEA & COFFEE INC.

**Contact:**

**Teresa Hicks**

[www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa)

[thicks@asorc.org](mailto:thicks@asorc.org)

**613-369-5627**



## Upcoming Events



### Red Suit Sighting Expected for Perley Rideau

Plan to meet Santa when he visits Perley Rideau families on Dec 5th from 0900 to 1200 hours.

Supported by the Staff Association/CUPE, all staff are invited to bring their children, grandchildren and any little one who would love to see Santa.

A pancake/sausage breakfast will be served in the cafeteria at 0900 hours and Santa is expected to arrive around 1030 but that will depend on the backlog of work in the workshop.

We will have the Bouncy Castle for the little ones to enjoy.

Staff members are asked to bring an inexpensive wrapped gift, with the child's name clearly written on it and the gift can be dropped off on R2S on December 4th. To make arrangements for the gift drop off, please contact T.J. Murdock at x7400.

The deadline to sign up for Santa's visit is November 27th. Sign-up sheets will soon be available on every unit, in laundry, main kitchen, ALS and in the finance office.

## The Perley and Rideau Veteran's Health Centre Oral Health/Health and Safety Fair

Hear About the Latest in Oral Health Matters and other Health information from JOHSC

**Monday October 26th, 2015, 1 – 4 p.m.  
Cafeteria**

All allied health support staff, family, and friends are invited to learn about the latest in oral health. Visit other health related booths also, from JOHSC.

Dental hygiene students and PRVHC staff will have displays for you to view.

Residents, families, and staff/physicians attended a recent exhibition in Lupton Hall to view the newest products available for skin and wound care and continence care.

Participants were then asked to evaluate each product and the value feedback will help inform future directions. Thanks to all who participated.



## Noteworthy

**Contacting a Clinical Pharmacist:** To optimize communication within the facility, a Clinical Pharmacist can now be reached by cell phone from 8am-5pm. Clinical Pharmacists are available to provide assistance and answer any clinical questions. Please contact the Clinical Pharmacist responsible for your unit either Stephanie Farnham – 613-793-7287 or Dan Dalton – 613-883-6876. Contact information is also available on the units.

## Paypool Winners - \$100

### September 24

- Kameika Francis from Gatineau 2 South
- Sulaiman Rogers from Gatineau 1 North

### October 8

- Evangeline Agamos-Viegas for Gatineau 2 South
- John Peprah from Rideau 2 North

**Next draw will be October 22<sup>nd</sup>, 2015.**



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation

## Vol. 18-09

### 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.

Please email me at [jinnes@prvhc.com](mailto:jinnes@prvhc.com).

### Coming in the November edition of the Perley Rideau newsletter:

- “Kathleen’s father was a vet who never spoke of his war years. Perhaps the most moving tribute on her new CD, Tribute, is “Time Expired Men”, a piece she wrote and composed based on her personal experiences at the Perley Rideau.”
  - Read about the influences and inspirations of Kathleen Johnson, a Perley Rideau music therapist, in the November edition of the Perley Rideau newsletter.
- Coverage of the many events commemorating Remembrance Week
- News following the October Town Halls and the evolution of the Perley Rideau Village