

December 2015 Edition

# Between Us... Briefly



Perley Rideau

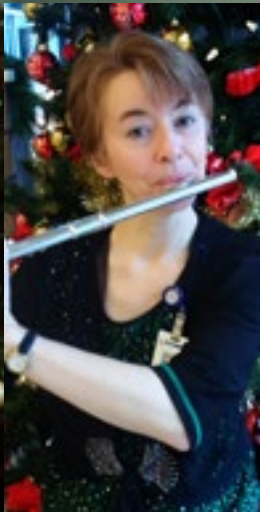
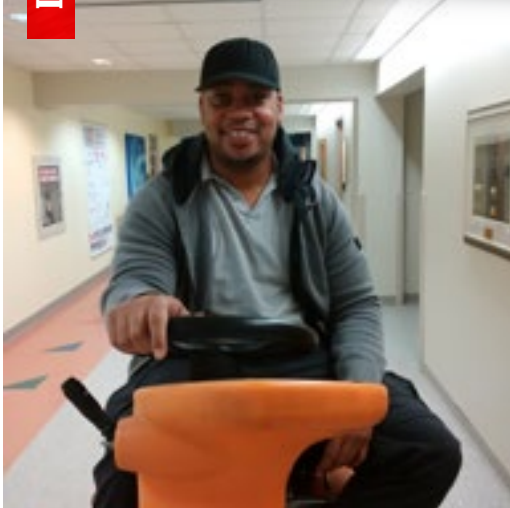
The Perley and Rideau  
Veterans' Health Centre

Vol. 18-11

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

## The Holiday Edition:

Visit "Perley Rideau" on Facebook for video  
greetings from these folks and many more...



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





## Announcement

Welcome, Shaun!



Shaun Harkness has joined the Finance Department as Senior Accounts Receivable Administrator, replacing Denise. Shaun previously worked as Billing Supervisor with Deloitte in Ottawa and brings considerable accounting and business experience to his new role. Known for his calm, thoughtful and disciplined approach to his work, he is a

welcome addition to the Finance group. Shaun has been transitioning with on-the-job training over the last few weeks and will assume full responsibility for the role on December 14, 2015. He can be reached in the Finance office or extension 2108.

## PARKING FEES NOTICE:

As of Wednesday, December 16th, 2015 students will no longer be eligible to receive reduced parking rates.

Students can purchase the following options:

- One-time use to be paid at the gate \$6.00 per transaction, includes HST.
- Blue parking tickets can be purchased in the following quantities:
  1. 5 tickets x \$6.00 = \$30.00
  2. 10 tickets x \$6.00 = \$60.00
  3. 15 tickets x \$6.00 = \$90.00
  4. 20 tickets x \$6.00 = \$120.00

Due to increased operating costs our facility parking operations must generate sufficient revenue to cover all related expenses which include winter maintenance, equipment repairs, supplies, lighting, land rental fees and labour therefore effective immediately we can no longer provide reduced parking rates for students

## Electronic Tax Slips Available on QHR Soon, **Your Action Required Now!**

Effective immediately, QHR will seek the permission of staff to directly send your 2015 T4 tax slips electronically.

This is being done to protect personal privacy while eliminating the need for paper, envelopes and stamps.

### The Details

- The next time you log in to QHR (<https://qhrnet.prvhc.com/QSS/CustomizationSitemap.aspx?path=Navigation%2fHome>), you will be asked for your consent to receive your 2015 T4 electronically.
- The consent form will pop up on your computer screen. (See below for the image of the pop up).
- After you have responded, the pop up will not appear again.
- As with past years, the T4 slips will be produced in February and then forwarded to you directly.
- This will only apply to 2015 T4 slips and not for tax slips for 2014 or earlier.

If you have any questions or concerns, please contact Geoff Thompson at [gthompson@prvhc.com](mailto:gthompson@prvhc.com).

**Tax Slip Consent and Preference**

**CONSENT AND PREFERENCE** [Close]

**CONSENT AND PREFERENCE IS NOT SET**

You have the option to receive your Tax Slips (T4, and T4-A) electronically. To take advantage of this, please provide consent below and click the Save button.

**TERMS OF CONSENT**

You must express your consent using this form to receive Electronic Tax Slips (T4, and T4-A). After you submit your consent it will remain valid until you withdraw your consent. You may choose to withdraw your consent at any time by using this form or by contacting your Payroll department. Your employer is not obligated to provide content using your selected preference.

**TAX SLIP DELIVERY CONSENT AND PREFERENCE**

I do not consent to receive any of my Tax Slips (T4, and T4-A) electronically.  
Please provide the document in paper form only.

I consent to receive my Tax Slips (T4, and T4-A) electronically.  
I would like the documents to be provided via the following:

Your Preference: -- Select a Preference --

**TAX SLIP DELIVERY CONSENT AND PREFERENCE EXPLANATION : CONSENT NOT DEFINED**

Please express if you grant consent for your employer to provide your Tax Slips in electronic format and your preferred method for this communication. Electronic content is provided in PDF (Portable Document Format).

# Retirements



## Thank you, Devon Leith!

Devon, a RPN, has been a valuable and respected member of the Perley Rideau team since 1991.

During her time with us, Devon demonstrated a strong dedication and commitment to providing quality care for her residents. Devon spent the past 11 years working on Gatineau 1 North where her warm approach and friendly smile will be missed by not only her residents but by families and staff alike.

Thank you, Devon for your years of service. We wish you well and much happiness in your well-deserved retirement.

## Thanks, Denis and Daniel!

On behalf of the entire Perley Rideau community, we would like to wish Denis and Daniel Parent all the very best as they embark on retirement on December 29th.

The twins started work at the National Defence Medical Centre back when another Trudeau was Prime Minister, with Denis starting in 1979 and Daniel following in 1980.

When the Perley and Rideau Veterans' Health Centre opened in 1995, the two men were part of the move that united NDMC and the Perley Hospital.

At Perley Rideau, Daniel Parent started his career working as a PSW and transferred to the laundry department on October 26th, 2006 and on October 2nd, 2014, he transferred to Materials Management where he will end his career.

Denis Parent started his career working as a PSW and on February 16th, 2006 transferred to Materials Management where he will end his career.

They both came into the world on the same day and will both end their careers departing together from the same department!!!

We thank Denis and Daniel for their commitment and dedication to their work and the Perley Rideau mission and wish them the very best in their retirement.



Good morning,

We wish to thank the Perley Assisted Living team for the excellent care provided to our mother over the year and a half she lived at 500 Place. The move from her home to the Perley was very difficult for our mother but she soon adapted thanks in large part to the care and support she received from the staff members.

As you undertake your new role we want you to know that you have some excellent staff members who deserve special recognition. In particular, we would like to commend four of the PSWs who helped make 500 Place a home for our mother. Nelvin was the first to greet her when she arrived and welcomed her with patience and understanding. His calm demeanor brought tranquility to our mom's life and his commitment to meeting her needs gave us confidence. Dominic's enthusiasm was contagious and he soon had our mother smiling, singing and dancing. His joyful personality brought fun to 500 Place.

Two of the PSWs, Patti and Linda, hold a special place in our hearts as they supported our mother and our family deal with the ravages of Alzheimers. Patti was a "god send" as she helped immensely in our mother's transition after the move. Patti's compassion, positive attitude and loving approach helped all of us cope with the daily challenges faced by a 94 year old slowly deteriorating from her illness. We were quite apprehensive when Patti was transferred to another floor but were soon relieved to see how quickly Linda won our mother over. Linda has been absolutely wonderful. She is such a caring and supportive individual. It is clear that working with seniors is a calling for both Linda and Patti and not just a job. How we miss them both now that our mother is in long term care.

We would also like to express our gratitude to Geri Stewart who was of immense assistance when our mother was released from the hospital in September. She helped us successfully maneuver the challenging world of the CCAC. We so appreciated her efforts in ensuring that our mother was well cared for in her last weeks at 500 Place.

Our experience with the Perley Assisted Living Program has been nothing but positive. We would and have highly recommended it. 500 Place was a great transition step from home to LTC.

*Rooke family*

Resident Feedback Form

We wish to compliment Rene E. for looking after our father so well. Ever since Dad arrived at Perley Rideau in June 2014, we can always notice when Rene has been looking after him because Dad is always bathed and shaved, his bed made and his room very tidy with clothes put away etc.

Rene is always conscientious and kind and our family is very glad to have him as a PSW for our father.

The staff at Perley Rideau are very good to our Dad and we appreciate their work, but Rene is particularly outstanding.

*Daughters, Loraine and Cathy*



# FALLS EVENT

At the end of November, the Perley Rideau held a Kaizen event with the goal of reducing resident falls. During this improvement event, a 16-member interprofessional team used a variety of quality improvement methods and tools to identify different ways to minimize the risk and impact of resident falls at the Perley Rideau. The team came up with some great ideas that will improve:

1. How we determine resident risk for falls (and what we do about it),
2. What we do once a resident falls to prevent future falls,
3. How all members of the care team work together to minimize the risk for falls, and
4. How we educate our residents and families about fall risk and our approach to managing falls.



The team is currently busy testing their ideas with staff, residents and families, and developing a plan to implement the changes across the Home in early 2016.

Stay tuned for upcoming communication about these exciting improvements!

**Melissa (Lorrain) Norman, MHA – Performance Improvement Consultant**

## Perley Rideau Employee Pulse Survey Results

We asked you about your experience as Perley Rideau employees in September and October, and here's what you told us. The good news is that:

- You believe the work you do matters
- You are proud to work at the Perley Rideau
- You understand what is expected of you on the job
- You know how to do your jobs safely
- You and your peers are focused on quality
- You and the Perley Rideau share the same key values
- Overall, Perley Rideau employees express high levels of engagement

We also learned that:

- Many of you feel you don't have enough time to do your job well
- Not everyone gets the information they need about things that matter to them
- Not everyone feels they get a "thank you" for doing a good job
- Not everyone feels safe to give feedback about things that matter to them
- Most employees feel their supervisors treat them with respect

- Employees usually (but don't always) have the materials, supplies, and equipment they need to do their job

There's a relationship between how employees feel about the Perley Rideau, and how well they meet the needs of our residents and clients. We have looked at what you told us, and have identified two areas that will be the focus of action plans in 2016:

- Employees not having enough time to do their job adequately; and
- Employees may not always get the information they need about what matters to them

We have created two teams to focus on these questions. They will likely need staff involvement in identifying things that can be done to help address these priorities. While we can't magically come up with more funding, there are other things we can do to make things better - stay tuned, because we will be creating action plans in early 2016, and we will share them with you.

To see detailed results of the survey, look for the link to the survey on QHR in January, 2016.

For the sake of our residents and fellow staff, please do not come to work when you are sick!

**Respiratory Symptoms may include:**

Fever • Cough • Head and body aches

*Public Health recommends you stay off work for 5 days from the start of symptoms*

**Enteric Symptoms may include:**

Vomiting • Diarrhea • Nausea

*Public Health recommends you stay off work for 48 hours after your last symptom*

**Help Keep Perley Rideau Residents and Staff Safe:**

Get the flu shot • Clean your hands  
Cough and sneeze into your sleeve

*Watch for up to date information and news during outbreak season at [www.PerleyRideau.ca](http://www.PerleyRideau.ca)*

**Questions? Concerns?**

Caroline Meguerditchian - *Infection Control Coordinator*

Ext 2388 • [cmeguerditchian@prvhc.com](mailto:cmeguerditchian@prvhc.com)

**Our staff immunization rate for this year was 49%, well below our 65% target.**

**We are working to increase this number.**



# As Flu Vaccine Season Closes, Perley Rideau Continues Fighting Outbreaks

By Caroline Meguerditchian, Infection Control Coordinator

## It's the season to spread the joy, not the germs!

Although the Ottawa region is confronting an abnormal end to 2015, avoiding the usual cold and snow, the threats of outbreak season will continue.

So far, those of us on the frontlines have been monitoring and battling the spread of the common cold in schools and on buses and those threats are very real for long-term care homes. Visitors, family members, staff and volunteers have a huge role to play in keeping germs out of our Perley Rideau Home.

Some key practices to keep germs away:

- **Cleaning Hands:** Clean your hands with hand sanitizer as soon as you enter our Home. Clean your hands again before entering your loved one's room and immediately after leaving the room. Cleaning your hands is only effective when done properly, so make sure you rub your hands vigorously with the alcohol hand rub available throughout the Home in the green and white bottles.
- **Respiratory Etiquette:** If you have to cough or sneeze, do it into your sleeve or upper arm. If you use a tissue, discard it immediately and then clean your hands.
- **If You Are Ill, Stay Home:** Care from a distance if you can. Call your loved one at Perley Rideau or call the Unit to get updates on your loved one. Perley Rideau has been working to adopt the modern technical innovations that allow family and friends to stay in contact, even during an outbreak.
- **Keeping your immunizations up to date including the flu vaccine:** immunizations are the most effective measure for preventing infectious illnesses. Flu vaccine, taken annually is the first line of defense against the flu virus. As a member of our Home's community, getting your flu shot is vital. Our staff immunization rate for this year was 49%, well below our 65% target. We are working to increase this number. getting your flu shot helps us keep our Home "flu-less"

Flu, colds, gastroenteritis and other illnesses cause outbreaks in long-term care homes. On a specific unit, outbreaks are called two or more residents have the same contagious illness.

## Common illnesses can include:

- Symptoms of respiratory illness includes coughing, fever and sneezing;
- Symptoms of enteric illness include nausea, vomiting, diarrhea and fever.

By law, when Perley Rideau has an outbreak, it must be reported to Public Health Ottawa. When an outbreak has been called by Public Health Ottawa, there are consequences:

- When we have an outbreak a unit is "closed".
- When a unit is closed it means all group activities are stopped
- It also means that residents must stay on the unit for the duration of the outbreak to prevent the illness from spreading to other areas of the Home.

At Perley Rideau, we try to decrease the occurrence of group/communal activities on the affected unit to limit the spread of the outbreak to staff, residents, family and other visitors. This restricts the movement of residents, staff, volunteers and visitors to avoid spread of the outbreak.

Here are a few **FAQs** (Frequently Asked Questions) linked to outbreaks:

### 1. How do I know that there is an outbreak on the Unit?

You will see posters at every entrance in the home. There will also be posters at the Unit entrance. You can also follow our outbreak updates on our website ([www.perleyrideau.ca](http://www.perleyrideau.ca)) and watch for the coloured banner across the top of the web page indicating the outbreak status (green: outbreak free; yellow: cautions are in place and outbreak is suspected; red: an outbreak has been declared). Visitors can call the main Perley Rideau phone number (613-526-7171) to hear a unique phone greeting with outbreak updates.



### 2. What do I do if I am planning to visit during an outbreak?

To avoid further spread of the outbreak, Perley Rideau asks that you care from a distance. This can be done by phoning your loved one or leaving personal messages for staff to share. If you must visit, clean your hands thoroughly before coming to the unit. Visit your loved one and leave the Perley Rideau building immediately. Do not take your loved one to other gathering areas such as the cafeteria and please do not put other residents at risk by visiting them.

### 3. What do I do if my loved one has the illness?

If your loved one has the illness causing the outbreak they will be on “precautions”, to prevent others from catching the illness.

This means:

- Your loved one will be in his/her room until the illness is resolved;
- The resident cannot go to the dining room;
- Staff and visitors entering the room will have to wear yellow gowns and gloves (in addition to masks depending on the illness)
- Staff and visitors must clean their hands thoroughly.

These actions are taken to protect the safety of residents, volunteers, staff, family and all other visitors, so please follow these steps to help fight outbreaks in 2015 and 2016.

If you have any questions or suggestions to improve our practices for protecting our residents, please contact me, Caroline Meguerditchian, Infection Control Coordinator, at [cmeguerditchian@prvhc.com](mailto:cmeguerditchian@prvhc.com) or ext. 2388.



Please help minimize the incidence of infection,  
**just like the big guy in the red suit!**



# Congratulate Katy Lee on her continued Professional Development: “Working with Residents with Dementia”

## Professional Development Support at the Perley Rideau

By Jennifer Plant Manger of Education and Projects

Katy Lee did not always know that she wanted to be a nurse. At 19 years old, she still wasn't sure what she wanted to do with her life. During that time Katy had a personal healthcare experience, and learned quickly what she wanted from the health care system and what characteristics were important for a nurse to have. Katy knew then, that she could be a great nurse! Thankfully for the residents and the staff at The Perley and Rideau Veterans' Health Centre, Katy Lee decided to join The Perley Rideau team.

Katy decided to work with seniors because they are a vulnerable population, some of whom are alone or lonely. Katy's goal was to be a helpful, bright part of a resident's day while ensuring safe quality care. Ursula Lamoureux, Manager of Resident Care shared that “Katy has a great balance of compassion and clinical skill. She is resident and family focused, a team player, and eager to learn. Katy is a role model and exactly what we are looking for in a nurse”.

Katy has been upgrading her skills to complete the University of Ottawa RPN to RN bridging program. One of the courses that Katy has completed is “Working with residents with dementia”. Since Katy works with residents with dementia on a daily basis, she wanted to focus her learning on developing skills that could help her and the residents on a daily basis.

Key components to the program include learning about different stages of dementia; understanding how to better work with residents and families affected by dementia; community supports; the role of long term care; palliative care and end-of-life care considering the cultures and beliefs of individual residents.

Katy applied to the professional development fund for support and was successful recipient of financial support towards her studies!



**Doris Jenkins, Director of Nursing Operations, Katy Lee, RPN, and Linda Hunter, Chief Nursing Officer at the Perley and Rideau Veterans' Health Centre**

*“The professional development fund supported me as a staff member by encouraging my wishes to further my education as well as aiding in relieving some of the cost associated with the program – thank you to the generous support of the Perley and Rideau Veterans' Health Centre Foundation donors for the opportunity to learn more for our residents!”*

**Katy Lee, RPN**

The professional development fund at the Perley and Rideau Veterans' Health Centre is composed of:

- Funds from the Health Centre budget dedicated to continuing education and training

and

- Donations from the Perley and Rideau Veterans' Health Centre Foundation (formerly referred to as the Bursary Fund)

The objective of the Professional Development Fund is:

- To enhance resident care through the provision of financial support of education to all staff
- To support the Perley and Rideau Veterans' Health Centre mission, vision and strategic direction
- To promote continuous lifelong learning in dementia care and care of our residents
- To promote evidence based best practice care of the elderly

Staff members from across the organization are equally considered for professional development fund support for learning activities such as:

- Conferences and workshops
- Courses
- Learning activities
- University or college courses which are part of a program

In the final 2 quarters of the 2015, the Professional Development Fund has supported staff from across the organization to develop skills and better meet the needs of residents. Activities include:

- Food service worker training
- Nursing skills (upgrading from PSW to RPN or RPN to RN)
- Choral techniques for the elderly and aging
- Working with clients with dementia
- Building systems operator training
- Singing workshop

Thank you to the generous support of the Perley and Rideau Veterans' Health Centre Foundation donors for supporting the professional development fund and the opportunity to learn more for our residents!

To learn more about the Professional Development Fund, please see the Professional Development Fund Guideline and Application found on the Education Board (HR room first floor Perley Centre) and on the company drive:

- Education Folder
- PD Fund Folder

For additional information contact Jen Plant at ext. 2408 or [jplant@prvhc.com](mailto:jplant@prvhc.com)

**Check out the NEW Education Board in the HR Room (Perley Centre, first floor)**



Just a reminder to all staff that you have until December 31, 2015 to complete all outstanding assigned Surge Learning modules. Please remember that some of the assigned modules are mandatory and course completion is reportable data to the Ministry of Labour and the Ministry of Health and Long Term Care.

# Back-Room Boys Keep the Spirit of Christmas Alive at Perley Rideau

By Anna Rumin, Special to Perley Rideau



On the second floor woodworking shop at Perley Rideau, tucked behind one of the Recreation and Creative Arts Studios, there's a bustle of activity that's powered by good-natured jokes, laughs and purpose. The positive vibes and the productivity can convince a

visitor that she has stumbled on a satellite office for Santa's Workshop. Credit for creating this atmosphere is shared between Perley Rideau Recreation and Creative Arts staff and the team of elves – "the back-room boys" -- the code name for an outstanding team of volunteers. The "back-room boys" work tirelessly to create the wood working projects provided to the residents and tenants who then assemble and paint the creations and proudly put their names on each. The residents then choose to keep their creations or sell them through the studio or during the Christmas sale in the cafeteria in early December. Proceeds from the sales go back to the residents and the program.

With Ross Imrie, Studio Lead, guiding this merry crew, the back-room boys select from a stockpile of wood to design, cut, sand, drill, bolt and glue to create clouds of shavings that are sucked up into the vacuum system. If you walk into this safety-conscious workshop at the right time, clouds of fairy dust seem to fill the room.

The spirit of Christmas doesn't stop with selflessly dedicating personal time to create a variety of wooden toys that are reminiscent of an earlier time, there is also candy. Chocolates and licorice are shared by Bob, a retired RCMP member, who hands out his bounty to residents as they work away. One resident puts the finishing touches on

a saloon shaped birdhouse, another assembles a wooden Dashund that moves and bends so effortlessly that it would be the envy of any chiropractor. There are trains, bedazzled reindeers complete with red nose, Sabre and Arrow planes and even the occasional Whirligig among the 60 or so available woodworking kits that can be selected, assembled and completed by residents.

Head into the back and you'll find Dave, an Air Force veteran of 35 years whose salt and pepper moustache turns up into a wry smile when a new visitor encounters his wit and dry sense of humour. A volunteer for more than 18 years, Dave works meticulously to design a clock before moving on to a small set of drawers and then revisits his list of repairs and upgrades he has planned. For a first-time visitor to the shop, that great wood smell can cause a reaction similar to smelling new car leather or sniffing chocolate chip cookies right out of the oven. When it comes to the wood that they work with daily, Dave admits that he has lost his sense of smell for it, but when they bring in a different type of wood, then his sense of smell returns, a minor job hazard. And the sensory delights extend beyond smell to the shop's sights and sounds. There is rarely a moment when someone isn't telling a story, singing, laughing or engaging in healthy banter that moves like spoken Ping-Pong. The wood shop develops another type of skill, requiring the "backroom boys" and the occasional visitor to strategically lob comments and barbs between the racket of productivity when the band-saws are cutting and the fans are roaring. The fun, verbal jabs and jokes always seem to find their targets.

This magical program, which rivals any of Santa's workshops, is made possible thanks to four incredible forces: Veterans Affairs Canada, The Perley and Rideau Veterans' Health Centre Foundation, Perley Rideau Staff and the Perley Rideau Volunteers.

"There is not much "the back room boys" cannot build," admits Carolyn Vollicks, Director, Community Outreach & Programming.





## Saying Thanks and Farewell to Whirligig Creator, Brian Watte



### Splinters:

1. **7:** the number of “back-room boys”
2. **1600 hours:** total number of volunteer hours contributed by the “back-room boys” in 2015
3. **185:** Number of times was woodworking offered 2015
4. **1783:** participants benefitted from woodworking in 2015
5. **219:** Number of 24-hour days that residents spent in woodworking in 2015 (that number does not allow for sleep. The elves must be envious!)

“Besides being an awesome group of guys, they are pretty much the backbone of the wood program, building and tweaking every piece that our residents produce. They seem to only need an idea and they can bring it to life.”

Vollicks echoes the program’s purpose, saying, “Our program strives to provide opportunities for personal growth, self-expression and the development of new or existing leisure skills. We do this every day of the year through positive relationships, supporting and engaging our residents with challenging and meaningful activities in a caring and fun environment.

It was a mix of jokes, stories and teary good-byes on December 8th when staff and volunteers gathered to celebrate the decade’s worth of contributions by Brian Watte, a long-time member of the “back-room boys”. Ross Imrie, staff leader of the wood-shop described Brian as” a bit of a cowboy who loves the intellectual process designing kits, but will also sort the screws. And if the equipment breaks down, he’ll fix it”.

Brian’s enthusiasm and passion for the residents and the woodshop is contagious. He was in the Air Force for twenty-nine years and begins by talking about the World War II veterans at the Perley Rideau as his heroes. He goes on to provide examples of their accomplishments including one resident now in the final stages of Alzheimer’s Disease, who holds twenty patents in navigation equipment. Brian describes the wood shop and the studio in general as if it is magical, not only highlighting the work produced by the residents, but their engagement with one another and with the staff and volunteers. One of his roles was designing kits and Brian explains that the genesis of his ideas came from sitting down with the residents and “getting a feel for what they like and then creating something within their skill set”. He chuckles at the memories of one resident who kept making additions to her deluxe birdhouse and another who seemed to paint everything pink.

At the celebration Ross tries to get through the list of things Brian has done including the design and execution of a Van Gogh windmill, and the dust-collector he created for the woodshop. Laughs all around at the fact that the only thing Brian won’t build anymore is a birdhouse simply because he has made too many. Afterwards, Brian heads down to the cafeteria where the new Whirligig he has built is on display not far from his replica Hurricane airplane that is hanging from the ceiling.

“It’s like leaving a family” Brian says, reminding the team they have his phone number when something needs to be fixed. “I’ve enjoyed working with every one of you because you care for the residents – and that is what makes the difference”.

# Resolve to Volunteer in 2016!



*Thanks to the talented volunteers from the Ottawa Gardening Club for decorating our Postal Cart for the season. The postal cart is a popular spot for family photos and selfies.*

While volunteering undoubtedly builds a better community for the organizations and individuals served, it is also a path to a healthier and more positive lifestyle for those who contribute their time. Benefits include:

- Making new friends and contacts
- Increasing self-confidence
- Staying physically healthy
- Providing a sense of purpose
- Teaching valuable skills
- Advancing your career

What better way to improve your overall well-being than by resolving to volunteer this year?

Perley Rideau volunteers improve the quality of life for residents in our Seniors Village by helping behind the scenes, providing one-to-one support and companionship, or helping with group activities (see list of Current Volunteer Opportunities on the next page).

## Volunteering

There are two ways to get involved:

### 1. Registered volunteers

- Individuals apply through Volunteer Services and complete all necessary screening, including a Police Records Check for Service with the Vulnerable Sector.
- Orientation and ongoing support is provided.
- Activities are tracked through Volunteer Services - volunteers must log in and out on the kiosk in the Volunteer Lounge
- Registered volunteers are assigned to a wide variety of placements, including unsupervised one-on-one visits. They are issued an ID badge allowing them access to resident units
- Volunteer Services provides free parking as well as cafeteria vouchers and a full recognition program for all registered volunteers

### 2. Group volunteers

- Includes, but is not limited to, corporate teams, schools, community groups and branches of the Royal Canadian Legion
- Individual screening is not required
- Groups wishing to volunteer must make arrangements in advance through Volunteer Services or Recreation Therapy

- Group activities are supervised and monitored by Perley Rideau staff in common areas. Unregistered volunteers must sign in as visitors at Main Reception. Activities are tracked in the relevant program area
- Parking provided by Recreation Therapy or Volunteer Services

To learn more about volunteering at the Perley Rideau, contact Rachel Stoparczyk, Coordinator Volunteer Services at ext. 2356 or [volunteer@prvhc.com](mailto:volunteer@prvhc.com). To find other volunteer opportunities in the Ottawa region, visit [www.volunteerottawa.ca](http://www.volunteerottawa.ca).

### Current Volunteer Opportunities at Perley Rideau

- Feeding on resident units. Any meal, any day.
- Physiotherapy – any weekday morning for exercise classes
- Beauty Salon – help bring residents to their hair appointments. Wednesday afternoons
- Gift Shop – alternate Saturday afternoons
- Income Tax Clinics – seeking additional volunteer to help low-income tenants and residents through Canada Revenue Agency’s Community Volunteer Income Tax Program (CVITP). Must have past experience submitting EFile returns for seniors. Clinics to be scheduled mid-March to mid-April, per volunteer’s availability. Advanced registration and training through CVITP.

## International Volunteer Day is December 5, as declared by the United Nations.

On this day, we recognize volunteer efforts around the globe which contribute to a better world for all citizens.

Thank you for all you do to support a caring community at Perley Rideau, all throughout the year!





Thanks to visits from the members of the Ottawa Police Association and Busy Fingers for helping to keep our veterans warm and for generous gestures that extend beyond the day.



Smiles for Seniors visited Perley Rideau earlier this week, delivering laughs and gifts to many thankful residents. Thank you to the visiting members of the Canadian Forces for making it such a great day.



Thank you, Christine, for sharing your story to inspire others and thank you, Barbara, for your mentorship and friendship. Here's the link to hear the CBC Radio Ottawa interview providing a few of the reasons why one refugee chose Ottawa and selected Perley Rideau as a workplace: <https://www.perleyrideau.ca/article/in-the-news-121.asp>



From silk scarves to children's toys and lots of great pottery, shopping traffic was brisk during the annual Resident Art Sale in the Perley Rideau cafeteria.



## Events



*Representatives from the Republic of Korea Embassy, the Senate of Canada and Members of the Korea Veteran Association host a reception for Korea War Veterans.*

*Two residents were presented with the Ambassador for Peace Medals followed by Christmas carols from an impressive group.*



*John Fraser, MPP (Ottawa South) joined the Management choir during the Perley Rideau Christmas Variety Show and then thanked resident Ken Cooper for creating the art that is featured on his 2015 Christmas Card*



*Tea By The Tree transforms into the Perley Rideau Christmas Variety Show. Another success as 2015 nears its end with thanks to the many staff, volunteers and partners who helped put forward a memorable event.*

*Santa was able to find his way to the Perley again this year to have breakfast with some very excited kids. Thanks to all the staff members who brought their children/nephew/nieces/grandchildren to see the man in red and white.*

*We would like to thank CUPE for their generous donation and everyone who came out to volunteer their time.*



# Perley Rideau Christmas Party Wrap Up



The PRVHC Staff Association would like to thank everyone who came out to the PRVHC Christmas Party on Nov 28th, it was definitely a full house! A HUGE thank you goes out to Chris Blanchette who has devoted over 20 years to the Staff Association! You've done a tremendous job over the years, and we can't thank you enough for making this event happen year after year.

We would also like to thank all who contributed to the Christmas party. Whether it was cutting up tickets, to donating items for the draws!

1. Nursing Operations
2. Perley Rideau Gift Shop
3. Dr. Gary Victor
4. CUPE
5. The Perley and Rideau Veterans' Health Centre Foundation
6. Coughlin & Associates Ltd
7. Perley Rideau Operations
8. Medical Pharmacies
9. Staff Association Event Planners
10. Gloria Manuel
11. RA Center
12. Quality Entertainment
13. Staff that attended and made this event special

Lucky winners of cash prizes;

- Katy Lee
- Georgette Paquette
- Marlyn Beauchemin
- Phang Nino
- Neda Golfam

Please help yourselves to the pictures that were taken at the Christmas party. They are now posted outside the pub on a blue board.

Mark on your calendar for next year, Nov 26, 2016. Hope to see you there, look for some fun changes next year!

Happy Holidays/Merry Christmas to you and your families.

All the best in 2016!

Cheers,  
PRVHC Staff Association







*Following in the skates of Stone, Hoffman and Karlsson, the Perley Rideau hockey team recently dropped the puck at Canadian Tire Centre in a fun-filled game that ended with a penalty shot on Gary Chamberlain. Thanks to Lisa Mallin for the great photos. Contact Gary to find out more.*



*On Saturday, December 5, Perley Rideau hosted the Canadian Ice Carvers Society in a courtyard. Working under the unusually warm December temperatures, massive blocks of ice were cut and chiseled into works of art under the watchful eyes of residents, family and staff. The Canadian Ice Carvers society is a non-profit, volunteer based organization that works with federal agencies and community groups to deliver ice carving demonstrations. Through an accessibility grant from the City of Ottawa, Perley Rideau was been chosen as a venue to bring blocks of ice to life.*

The Perley Rideau Senior Village has been the recipient of a donation of “Stuffies”!!! 250 stuffies were delivered by Stuffie for Seniors volunteer Sandra Spence on Tuesday Dec. 15th and will be distributed to both residents and tenants throughout the village

“Stuffie for Seniors” was founded to provide comfort, a caring and sharing environment, it is also a way to create community among the people who take on the processing. The project helps give seniors and others a purpose by continuing to contribute to society. The project was started by Larry McNamara in late March of this year (2015). Larry decided to bring his mother, a few stuffed animals. She lives in a retirement facility in Pembroke. Other residents saw Betty’s stuffed animals and started requesting some for themselves, as well as for others that they knew would love to have one. Larry brought more, and it took off from there.

Volunteers within the Ottawa community have come together to collect and distribute. The volunteers have setup drop off locations for the Stuffies in their own homes. Sandra currently sorts through to determine whether the Stuffies need sterilizing, washing, sewing, mending and/or batteries. Some Retirement residences here in the Ottawa area have offered their services and will be helping to process the donations. Perley Rideau is hoping to part of this project in 2016.

Stuffie for Seniors would appreciate any support that would contribute to this worthy project to help take this project to the next level. If you are interested in being involved please contact Sandra Spence via Facebook or [andy.sandra@bell.net](mailto:andy.sandra@bell.net) or 613-728-9147



**25:** number of turkeys cooked by Recreation and Creative Arts staff between Dec. 6 and 17.

**300:** Pounds of potatoes cooked during that time.

# Family and Friends Council

Following the November 5th Annual General Meeting of the Family and Friends Council, the slate elected to the FFC Executive Committee was confirmed in these positions:

- **Chair:** Ray Bailey
- **Treasurer:** Brenda Tobin
- **Directors at Large:** Mark Bowman, Frances Cordukes, Brent Mersey, Joan Olinik
- **Vice Chair:** Doreen Rocque
- **Director of Communication:** Diana E Hennessy
- **Secretary:** Heather Moxley

Please join us 21st January, in the 2nd Floor Creative Arts Studio, to learn about Perley Rideau's Recreation & Creative Arts Programme from Studio Lead Ross Imrie, BA [Hons], BEd, and Robyn Oraziotti, BA, Coordinator, Recreation and Creative Arts Service. If you've wandered the halls, you've likely seen numerous examples of the creativity emanating from this Studio, be it woodworking, clay, mosaics, silk screen painting or water colour painting — this evening will be your chance to see it up close and personal. It will be a golden opportunity to truly understand the benefits for residents, and the wonderful exchange which occurs, when art is produced. Examples of art work will be available for participants to see and examine first hand.

We're happy to announce these additional topics for our 2016 programme:

## February 18th

**Perley and Rideau Veterans' Health Centre Foundation: its Role and Contributions** to the lives of Perley Rideau residents. We're looking forward to **Dan Clapin, BA Soc Com, ACFRE, Executive Director of the Foundation**, joining us once again. In addition to describing the role of the Foundation, we'll learn

about current funding priorities such as Priority Needs, major gifts and legacy giving and how the Foundation interfaces with the Perley and Rideau. A seasoned professional fundraiser with over 30 years' experience in all aspects of fundraising, donor cultivation and volunteer management, Mr Clapin will outline the art and science of acquiring the funding support which contributes so much to Perley Rideau's recreation programme and the acquisition of equipment for residents ranging from tubs to bedside tables and more.

## March 17th

In Fall 2015 two major surveys were undertaken at Perley Rideau: a **Family Experience Survey and a Resident Quality of Life Survey**. **Mary Boutette, BSc, MHA, Chief Operating Officer**, our guest speaker this evening looks forward to describing the results of these surveys and discussing shared priorities with residents, families and team members. Of note, the 2015 survey was developed by Inter RAI, a collaborative network of researchers in over 30 countries, committed to improving healthcare for persons who are elderly, frail or disabled. The survey focuses on resident **quality of life, rather than satisfaction**. Using this tool will allow Perley Rideau to compare the quality of life for its residents

## 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 August & December. 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)*





with other long-term care homes in Canada, the United States and abroad. With over 14 years' experience in strategy development and execution, strategic human resources and performance improvement, Mary Boutette came to Perley Rideau from The Ottawa Hospital where amongst her responsibilities, she was Director of Service Excellence and Director of Quality and Patient Experience.

For the balance of our FFC fiscal year meetings [to 30th June 2016], we're looking at a programmatic theme focussed on the Caregiver [steps care givers may take to care for themselves]. Other topics we are considering include: review of the PATH [Palliative and Therapeutic Harmonization] programme in Geriatric Medicine; the Perley and Rideau Seniors' Village - Planning for the Future; and Care Planning and Antipsychotic Usage in Long Term Care.

**Foundation News**

**SAVE THE DATE:** Run for the Perley Rideau during the Tamarack Ottawa Race Weekend – May 28-29, 2016



*Join Dan Clapin and Sara McIlveen from the Foundation office! Every step helps build our community. Register now at [www.runottawa.ca](http://www.runottawa.ca) and sign up for the Scotiabank Charity Challenge. If you don't run, there are ways you can help the Perley Rideau Team. More info to follow.*



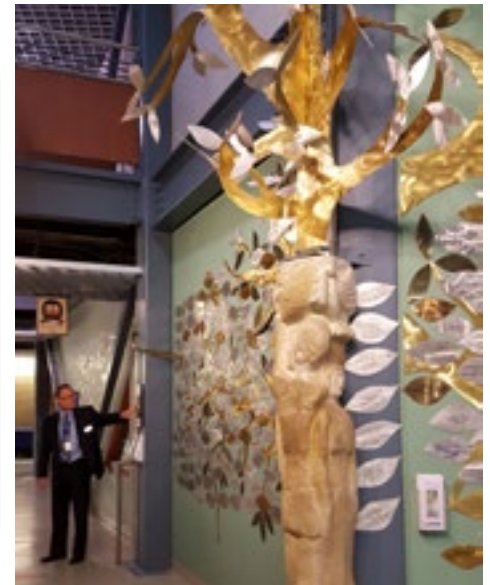
*HOPE Volleyball SummerFest donated \$25,000 to the Foundation. L to R: Fred Logan, HOPE Co-founder; Laura Andrews, HOPE Operations Manager; Daniel Clapin, Foundation Executive Director; Delphine Haslé, Foundation Development Officer; Holly Tarrison, HOPE Executive Director*

*The Eldercare Foundation of Ottawa presented the Foundation with a cheque for \$4,000. The funds will be used to create murals that provide helpful visual cues to residents with dementia. L to R: Daniel Clapin, Foundation Executive Director; Clive Weagant, Foundation Director; Cathleen Cogan Bird, Eldercare Managing Director; Kim Bourassa, Eldercare Director; Delphine Haslé, Foundation Development Officer, Doug Brousseau, Foundation Director*





*Support Our Troops allowed us to renovate our mini-putt area. Ribbon cutting ceremony L to R: Delphine Haslé, Foundation Development Officer, Richard MacDonald, Foundation Director, Doris Jenkins, Perley Rideau Resident, Mike Ward, Associate DG Canadian Forces Morale and Welfare Services, Bill Cooper, President of the Veterans' Council, Daniel Clapin, Foundation Executive Director, Jo-Anne MacDonald, Director Canadian Forces Morale and Welfare Services*



*Mme Morpaw added a leaf on the Tree of Life in memory of her late husband and resident Ernie Oliver because she wanted Ernie to be among the living and that what the Perley Rideau is to her – a home where you live to the fullest. She restricted her donation to the Music Program because it was so important to Ernie when he lived at the Perley Rideau. She remembered how Gertrude (Trudy) would stop by at the end of her shift to play one more song with her flute. It meant so much to both May and Ernie. Photo: Daniel Clapin, Executive Director in front of the Perley Rideau Tree of Life.*



*Once again, the Perley Rideau celebrated #GivingTuesday on December 1 – a fun way to raise money online! Photo: Daniel Clapin join Councillor Mathieu Fleury and Mayor Jim Watson during the proclamation of #GivingTuesday in the City of Ottawa.*



*Thank you to the RCN Curling Club for supporting again the Perley Rideau Foundation. Over the past 20 years, the Club raised over \$30K. L to R: L to R: John Mayes, Bonspiel organizer, Daniel Clapin, Executive Director, Doug Brousseau, Foundation Director, & a Bonspiel volunteer*



*Thanks to the generous donors of the Foundation and the supporters of the Building Choices, Enriching Lives Capital Campaign two more disbursements were presented to the Health Centre before the end of the year. L to R Akos Hoffer, CEO Health Centre, Ron Buck, Health Centre Chair, Charles Lemieux, Foundation Board Chair, Daniel Clapin, Foundation Executive Director*



*Thank you to the Ottawa Police Association for your generous donation towards the "entertainment" FUNd! L to R: Kate Britton, Ottawa Police Association, Delphine Haslé, Foundation Development Officer, and Robyn Oraziotti, Coordinator Recreation and Creative Arts Service*





# CIHI Report on Long-Term Care Released

Q & A with Mary Boutette, Perley Rideau's COO



The Canadian Institute for Health Information (CIHI) has released its latest report examining nine key indicators in Ontario's 600 long term care homes (LTCs) including the 29 in Ottawa. Covering the period from April 1, 2014 to March 31, 2015, the report distinguishes between Perley Rideau's veteran population and the community population. This second annual report follows the inaugural report that was only released in June this year.

In a Q & A, Chief Operating Office, Mary Boutette, helps interpret the report and discuss Perley Rideau's follow up actions.

**Q:** The latest CIHI report spans the spring of 2014 into 2015 and we are now approaching the end of 2015, so the results may not reflect current situations, what positives do you take from this report?

**Mary Boutette (MB):** First let me say that we have great staff who care about our residents and their quality of care. This report highlights some areas in which we do very well, and some areas that together, we are committed to improving.

We are getting comfortable with the report and the data that is here. There are a few areas where we are doing quite well. For example, "anti-psychotic usage" in our veteran population is very positive and we have been identified as a top performer in that area. That is largely attributable to the relationship between the physicians who are working in those areas and the Royal Ottawa Hospital and the protocols that they have in place for making sure that they have a confirmed, documented diagnosis of psychosis before administering anti-psychotics. The other area that is really positive is in our continued reduction in our "use of restraints" and we continue to see an improvement. We are now down below the national average and the provincial average in the "use of restraints" and I think we are going to continue to see improvement in that area.

There are no real surprises in this report because we have access to the data internally and in advance. People should know that the data does lag – this report ranges from the spring of 2014 into the spring of 2015 -- so we anticipated the reported values, we just weren't sure how we would stack up, against other long-term care homes.

**Q:** Are there improvements that can be linked to recent actions by decisions and actions?

**MB:** We aspire to improve each day and the data in this report doesn't cover changes since June of this year. All improvements since June of this year won't be noticeable until this time next year, so this report actually reflects action that happened a couple of years ago when Perley Rideau staff put a real focus on reducing the "use of restraints".

It's also important to know that each data point represent four quarters of data; it's actually a four-quarter rolling average and the challenge with four quarters of rolling data and the time lag is that any improvements made today are not going to show up in the reports for about 18 to 24 months.

## Areas covered in the CIHI report:

1. Falls by residents
2. Pressure ulcers
3. Antipsychotic medication use
4. Restraints
5. Improved or worsened physical functioning
6. Depression
7. Pain (experiencing moderate to severe pain and pain worsening over time)

**Q: What surprised you in this report?**

**A:** I am honestly surprised about the reported levels of worsening depressive mood in our community population. We are very close to the average throughout Ontario and the average throughout the Champlain LHIN but given the breadth of programs and services that are available at Perley Rideau, the high reported levels surprised me. There were also some noticeable differences between our veteran and community population that I think speak to the distinctness of those two populations. These two groups have different health needs and different health profiles.

**Q: For a member of the public reading this report, what information is important to understand the report?**

**A:** The reports have contextual measures at the front end and those are meant to give context and help readers understand some of the differences in the report. For our community population, those contextual measures include our convalescent population, which is a much younger population, generally, with a shorter length of stay and different health needs. That means that the average age and the average length of stay for the community population will be reduced because this group has been included. However, the data from the convalescent population is not reflected in the quality indicator results included in the report.

Another thing to keep in mind when looking at this data is that it is risk-adjusted. CIHI considers the known risk factors specific to each quality indicator measured, and looks at the prevalence of those conditions in each long-term care home. Results for each long-term care home are then adjusted up, or down, depending on the prevalence of risk factors. In essence, this “levels the playing field” and enables you to compare results between long-term care homes with different resident profiles. Some of the common things that are adjusted for are: age, general sickness and cognitive status. The result is that a home may actually have a small number of “falls” but if the population should be at a lower risk for “falls” compared to the average then the rate will increase. So you have to know a little bit of that information internally to help understand your data.

**Q: As CIHI depends on the long-term care homes to self-report, what can be said about Perley Rideau’s processes for record keeping and documentation?**

**A:** We believe we do a very good job of documentation and in our reporting to CIHI. CIHI has a standardized tool for data collection (the Resident Assessment Instrument

Minimum Data Set (RAI MDS)) and standard rules that all long-term care homes must follow when completing and submitting their data. At Perley Rideau, our RAI-RPNs have primary responsibility for completing the RAI MDS assessments and submitting the data to CIHI. They rely on information from the health record and interviews with residents and staff to complete a RAI assessment for each resident each quarter. RAI RPNs go through mandatory testing with CIHI every year and they do very well in that area. Our compliance and accuracy rate is in the high 90s. CIHI also verifies the validity of the data that we are submitting, so we think that our documentation practices are quite sensitive and are already picking up a lot of information.

**Q: The June report covering 2013 and 2014 put a focus resident “pain”, resulting in several immediate actions. What’s new in this campaign to alleviate resident “pain”?**

**A:** I would like to begin by explaining how we gather and report our pain data. As described above we have a dedicated team of RAI RPNs who are responsible for capturing and submitting this data to CIHI in a very standardized way. The same rules apply to all long-term care homes. When the RAI RPNs fill out the “pain” section of the RAI tool they go back into the health record and look for evidence of pain. They are like pain detectives. This could include notes on medication usage, pain assessment results, or other relevant documentation from the health team. They also follow up by asking cognitively able residents if they have experienced any “pain” in the last seven days and if that “pain” is the same, better or worse. As one of the province’s largest LTCH’s, we have the dedicated and trained staff to be very thorough in our data collection and follow up.

There are a few very good things that have happened around “pain”, including increased training and education for our staff. For our Personal Support Workers, we have implemented the Stop and Watch model, which allows our frontline workers to identify changes in a resident’s health status or condition and report those observations to registered staff. That training has happened for staff in our Ottawa Building and is spreading throughout the Home. There has been training in palliative care pain management as well. This November, we introduced a practice on 3 units called *Comfort Care Rounds* for PSWs that enhances their practice with residents in frontline care. One of the elements they are focusing on is “pain”, along with other factors including positioning (which also helps prevent pressure ulcers), whether personal possessions are near





at hand, addressing toileting needs, etc. By checking in every one to two hours in a structured way, this formalized and structured approach has been shown to provide real benefits. This practice will be spreading to all units in 2016.

Specific to “pain”, we have also pulled together a multi-disciplinary team including representation from physicians, nursing, allied health, pharmacy and physiotherapy. The team’s first task is to understand in a deep way, what is driving the “pain” experience of our residents. They will help examine our assessment practices as well as medication, and the impact of other therapies so that we can understand and design interventions that are going to be effective for residents.

I mentioned “restraints” and “anti-psychotic usage”. These were areas of focus about two years ago and now we are seeing evidence of improvement in this report. In the 2017 report, I expect to see a decrease in our “pain” numbers because we are doing some significant work now in this area as well as in reducing the number of “falls”. This work will continue to be addressed in our annual QIP because there is nothing more important for Perley Rideau than the safety and security of our residents.

Below are just some of the actions Perley Rideau has and will continue to address resident “pain”:

1. Established a multi-disciplinary team with a physician and a Resident Care Manager co-chairing the team that will include representation from our front line staff;
2. Pain assessment and management is part of the Quality Improvement Plan team related to management of responsive behaviours and the QIP;
3. Training for 35 RN and RPN staff has been completed, with four hours on pain assessment and management and further education is planned;
4. Physician, nursing and pharmacists have been trained in palliative pain management;
5. Baseline data is currently being collected in our electronic documentation charts related to pain;
6. PSW training for “observe and report” related to pain and other issues is underway;
7. Corporate education expanded specific to pain assessment and management.

## Concert

### SONGS OF FAITH & INSPIRATION

Works by Bach, Handel, Vivaldi,  
Schubert, Fauré and others

**Saturday, January 9<sup>th</sup> at 7:00pm**

**Bethany Baptist Church**  
380 Centrepointe Dr.  
613-224-5611

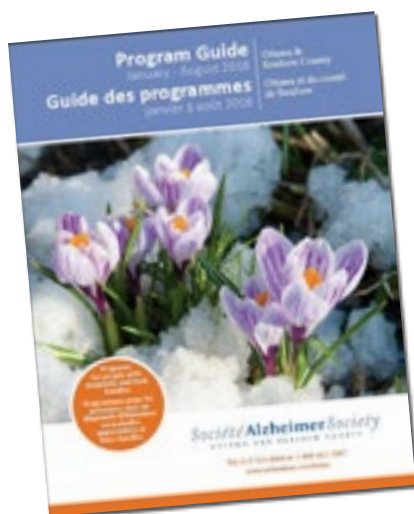
**In Support of Just Equipping**

Pegi Jenkins, Soprano  
Patricia Deek, Piano

Adults \$20  
Seniors & Students \$10  
Children free



Pegi Jenkins and Patricia Deek are putting on a Classical fundraising concert on Saturday, January 9<sup>th</sup>, 2016 at 7pm. Location: Bethany Baptist Church (382 Centrepointe Dr cross street Baseline Rd). Tickets are \$20 for adults and \$10 for students and seniors. The concert is dedicated to victims of violence around the world and is in support of Just Equipping, Restorative Justice in Rwanda. Look for the poster on the bulletin board around the corner from the cafeteria in mid-December. Plan on attending this worthwhile event.



## Alzheimer Society's Program Guide (January – August 2016)

The Alzheimer Society of Ottawa and Renfrew County is the first link to support, education and resources for people living with dementia and their families.

Visit [www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa) or call 613-523-4004 for a copy of its 2016 Program Guide that features all the opportunities to learn more about the disease and living well, connect with others in similar situations, and engage through meaningful activities.

*Always in the Spirit: the staff from the Alzheimer Society of Ottawa and Renfrew County joined in the fun at the Christmas Variety Show, performing and singing for the residents, family, staff and volunteers.*




**Teepa Snow**

The Alzheimer Society is hosting a full day workshop with Teepa Snow! Teepa is an occupational therapist working as a dementia care and dementia education specialist. She has over 33 years of clinical experience in the field of geriatrics and dementia care.

**Register Now!**



**Save the Date!**

May 7, 2016  
Tunney's Pasture

## A Positive Approach to Dementia Care

Join the Alzheimer Society of Ottawa and Renfrew County on Thursday, March 3, 2016 for a one-day workshop at St. Elias Centre to learn from world-renowned dementia care expert, Teepa Snow. Early Bird registration has been extended to January 15, 2016 so register now for \$75 instead of \$100 after that date.

Register now at <http://alzheimerottawa.ca/register-on-line/>

## Walk for Alzheimer's

Walk for Alzheimer's is Canada's biggest fundraiser for Alzheimer's disease and other dementias. When you walk, you send a message of hope to the 15,000 people in Ottawa and Renfrew County living with dementia, and thousands more who care for them.

To learn more or to register for Walk for Alzheimer's, visit [www.alzheimer.ca/ottawa](http://www.alzheimer.ca/ottawa)





# Commissionaire's Corner

## Passing Through Our Gates #2

By Cmre Dan McQuinn-Leger

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

**Pretty Pink Parking Passes:** Parking is only validated for the “Three C’s”: Clergy, Contractors and (visiting) Care Workers. There are other situations where parking is validated; in these cases you are automatically given a parking validation ticket as part of that particular process. Many departments, like Recreational Therapy, sign for batches of the pink validation tickets for visiting entertainers, etc. In the end, don’t expect your parking to be validated just because you’re a great person and everyone loves you. If you’re THAT wonderful, you won’t mind paying for parking.

**Once in a Blue Moon – Per Use Pass:** Unlike every other parking card in the Known Universe, a ‘Use’ (or ‘swipe’) is taken off the card when you ENTER the parking lot, NOT when you LEAVE. Even if you use your last ‘Use’, you can still exit the parking lot. If the pass is at “0 uses”, it will not let you into the parking lot, take a white ticket and go to Reception to refill your pass. You can then throw the white ticket away as your full card will open the gate upon exiting. (Tip: The parking tickets make dandy bookmarks as they are semi-laminated.)

**Fill ‘Er Up – Per Use Pass:** When you want to top up your pass, keep in mind that on Weekends, Monday Evening shifts (after 1430) and Night shifts; the Commissionaires do not have access to the parking software. (We’re not allowed to have sharp objects either, but I think that’s a separate issue entirely.) Commissionaires exchange an empty card for a full, pre-loaded card. During these times your Per Use card must be at “0 uses”. (You do not have to pay another deposit.)

**Better To Give Than Receipt:** The Parking Machine only gives out receipts intermittently. If you require a receipt, please go to Reception before you leave and speak to the Commissionaire and ask for one.

**Blue Ticket Blues:** The blue parking tickets can only

be sold in groups of five.

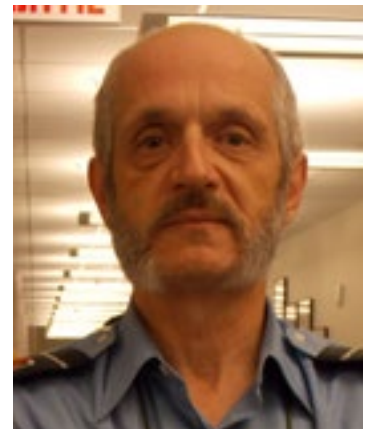
Do not fold, staple or otherwise mutilate the parking tickets, the magnetic strip will not work properly if damaged. The machine will tell you “This card is unusable”. Keep parking tickets in an envelope; try not to keep them in your wallet, the static electricity messes up the magnetic strip.

**All-Access Pass:** All Residence doors (Rideau, Gatineau and Ottawa) have large green and white signs stating that access cannot be granted without a Building Pass, and that you will have to enter through the Main Entrance. The Commissionaire will not let anyone into the Residence who does not have an Access Pass; this includes those pass-holders who have forgotten their passes. There are no exceptions.

**Residents’ Residence Reticence:** Rarely do we issue access passes for those who are visiting Residents in the Ottawa Residence. This is because there is no parking near the Ottawa Residence. Residents of the Ottawa Residence can still get an Access Pass, however. If the Resident is not permitted to leave the building unescorted, then a family member can get an access card in order to take the Resident outside through the Ottawa Entrance (this pass is not to be left with the Resident, for obvious reasons). Residents applying for an Access Pass must get a Unit RN signature on the application form, this lets the Commissionaire know that the Resident is medically permitted to exit the building unescorted.

**Stay In The Loop:** All machines at all gates will not activate unless there is a car in near proximity, as each gate has a “traffic loop” under the asphalt that senses the weight of the vehicle. For instance, the Entrance Gate will not give out white tickets if there is no car at the gate.

**Candid Camera:** Presently there are two cameras which cover the Parking Gates. Parking Gate shenanigans such as stopping at the Exit Gate, getting out of your car



*Cmre Dan McQuinn-Leger*

and trying to take a white ticket (so you won't have to pay) are digitally recorded and are also entered into the Security Log. We can read licence plates on one of the cameras, by the way.

**Just Between You and Me – The Intercom:** Troubles at the parking gate? Just use the intercom, rather than coming back to Reception. You do not have to press the button to talk, just to hail the Commissionaire.

**Use It or Lose It – Misplaced Cards:** If you misplace your cards let the Commissionaire know as soon as you can. You will have to purchase a new card (no refunds on parking) and pay another deposit. If you find the old cards, do not use them as they will be locked out. Bring them back and receive your original deposit back.

**Parking Payment:** Reception and the Parking Machine only accept cash and credit card transactions; we do not have debit services for parking. There is a cash machine – ATM -- by the Pharmacy.

**Long Term Deposit:** Please keep in mind that for almost all cards there is a one-time deposit of \$15.00. There are exceptions; the Family Pass for instance, only has a deposit on the Access Card, not the Parking Card. In all cases, the deposit is returned to you when you turn in the card. Your deposit is not returned for damaged cards.

Also, if you change cards (let's say you decide turn in a Monthly Pass and start using a Per Use Pass instead) the deposit is transferred to the new card. Residents do not pay a deposit on their first card; however, Residents replacing lost or damaged cards must pay the deposit.

**Urbane Renewal – Renewing Passes:** Here's a tip, don't try and renew passes at the end of your shift, that's when everybody else does it. To avoid long wait times, renew your cards during your breaks, if you can.

**Complaint Department:** First off, I defy you to find better parking rates. A flat rate of \$6.00 per day is hard to beat, even with a stick. To put it in perspective, here's a Fast Fact: The Hydro bill for PRVHC is approximately \$80,000.00 per month. We need EVERY penny that comes in!

**How To Get Free Parking Forever:** I have a secret to share, I figured out a way to get free parking for life!

Take the bus.

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

**Dan McQuinn-Leger**

*"I'm smart enough to know that I'm not as smart as I think I am."*

## Generous donations on Display at in the MET Gallery

Come to the MET Gallery in the new year to see the 42 portraits that depict Canada's evolution.

Created by Confederation Life to celebrate Canada's 100th in 1967, the prints are generous gifts of the Couillard Family who call Perley Rideau Home.

Since donating these works of art to Perley Rideau in April, the prints are now framed and almost ready for viewing.

The opening of the exhibit is January 13 from 1400 – 1600 hours and the art will be in the gallery through to March 23.





## Holiday Church Services Schedule

- Thursday December 24th- 1030 hours  
*Roman Catholic Mass*
- Friday December 25th 1000 hours  
Carol Sing, 1030 hours – *Roman Catholic Mass*
- Sunday December 27th  
1030 hours – *Roman Catholic Mass*  
1400 hours – *Ecumenical Service*

## Video Library Holiday Closure and 2016 Hours

The Perley Rideau Video Library will be closed from December 16 to January 5. To borrow videos over the holidays, please contact Volunteer Services at ext. 2356.

Starting January 6, we will be open to serve you on Wednesdays from 1:00 – 4:00 PM. Come browse our wide collection of DVDs and VHS tapes. We have over 1,700 titles available to borrow, including movies, documentaries and TV series. All are free to borrow for residents and volunteers. \$1 for staff. Visit us on the second floor of the Perley Centre (between Beauty Salon and Book Library).

## Support for Syrian Refugees:

As many of you know, a staff member is leading a campaign to collect food for Syrian refugees moving to the area. Please consider dropping off cans and dry goods on the trolley outside the Recreation and Creative Arts Studio, on the second floor of the Perley and Rideau Health Centre. Due to the overwhelming public response, the staff member asks that anyone wanting to contact her about donations should email her via [info@prvhc.com](mailto:info@prvhc.com) and the message will be forwarded immediately.

## Paypool Winners - \$100

### December 3

- Merlita Masicap - Ottawa 1 West
- Edgardo Arciaga - Laundry Dept.

### December 17

- Toyin Ehigie - Gatineau 2 North
- Tina Larocque - Rideau 1 North

Next draw will be December 31<sup>st</sup>, 2015.



Perley Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
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## A Reminder to Salt:

Salt bins are located at all of the main entrances. If you observe an entrance way to be slippery please immediately salt the area. Thank you for your assistance with providing a safe and secure environment.

Thanks to Stephen Roy for modeling.

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### Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public. Photo credits to Andréa Fabricius, Ross Imrie, Missy Fraser and Robyn Oraziatti.

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](mailto:jinnes@prvhc.com).