

Between Us... Briefly



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

Vol. 19-04

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



The Giving Gift Shop:

The Perley Rideau Boutique Celebrates 20 years of Service

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- And lots more news and updates...



Thank you, Dr. Graham!



Dr. Lyla Graham will be retiring as an attending staff physician at the Perley Rideau on May 1st, 2016. Lyla has been providing care for the residents at the Perley Rideau since 2009. Please join me in thanking Dr. Graham for her dedication, compassion and excellent care to our residents over the past several years.

Best wishes for a great summer on the golf course!

Dr. Ben Robert

Healthcare of Ontario Pension Plan (HOOPP) Enrolment

HOOPP has removed eligibility requirement effective October 1, 2015.

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

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

Contributions are based on Hours worked.

Enrolment remains optional.

This is a great opportunity to prepare for your retirement. Please contact **Kim Soucie at ext. 2203** if you are interested in joining our pension plan, or for any additional information you require and to complete the appropriate documentation required to process HOOPP enrolment.

20th Anniversary Celebration

To mark Perley Rideau's 20th Anniversary, we dedicate a page to mark these two decades and to recognize our community that has helped our health centre through the transformation into a Village.

Planning has begun in earnest for our celebrations and we will carry the theme throughout the year.

Upcoming events:

- Resident Dinner: Tuesday, May 31, 1700 hours
 - Tickets \$19.99 plus HST
 - Tickets on sale in mid-April in the cafeteria
- Official 20th Anniversary Ceremony: Tuesday, June 21, 1400 hours
 - Invitees will include staff, residents, volunteers, apartment tenants and other members of our Perley Rideau Community
 - More information to come on May 3

Perley Rideau Trivia

First up is a little bit of Perley Rideau Trivia to test your knowledge going back two decades and more.

Consider the questions below. Take your best guess. Try to avoid asking many of the long-standing staff members who made the move here from the Rideau Veterans' Home, the Perley Hospital or the National Defence Medical Centre.

You can find the answers on the back page of this newsletter.

1. Prior to the move into the current Russell Road location, staff donated more than \$110,000 to support their new workplace. Staff voted to direct that money to two initiatives. How was that money used?
2. Staff were asked to suggest a mascot for the relocation. The newsletter article mentioned a beaver, armadillo and iguana. What was the mascot selected and what was the name of that mascot?
3. Sure, pets were allowed to live in the new facility (that pet policy has since changed). What specific animal made the move to the Perley Rideau?
4. On May 17th, 1997, a royal visitor presented a cheque for \$75,000. Who visited and where was the money directed?
5. What are the objects pictured below and what is their story?



6. How does the piece of furniture pictured below link to Perley Rideau's history?



We will be publishing these trivia questions in every newsletter throughout the year and welcome your submissions. To send along a trivia question, please email Jay Innes, Director of Communications at info@prvhc.com. Please include the answer and our contact info as well!

A promised...

Quotes from the Fountain of Appreciation!

So far, we have collected more than 80 gems of appreciation – with thanks to all who have participated by adding a drop!

Have fun reading through them and watch for more in future newsletters and on the Perley Rideau social media channels.

The Perley Fountain is a wonderful place to come to recuperate. All the nurses and staff are thoughtful, helpful, caring and will go above and beyond their limits to assist you.
Thank you! Linda C., res. 01E

(I appreciate the) wonderful caregivers and volunteers!

Thank you to the staff and volunteers of the Perley!

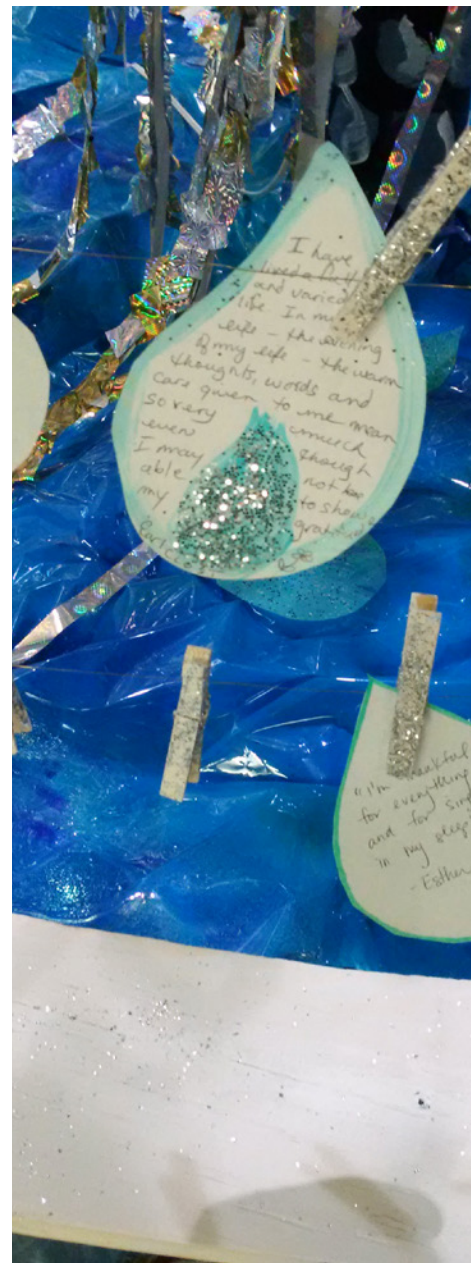
I am grateful for all the fun things I get to do with my kids.

Life is short! Enjoy it, be happy! Laugh and learn to dance!

I appreciate how kind and nice everyone here is to me. Tom, res.

We loved choir today! J & I

I am grateful for the food – it's better than my wife's! res.



2016 Annual Celebration of Volunteers at the Perley Rideau

2016 Annual Celebration of Volunteers at the Perley Rideau

By Rachel Stoparczyk, Coordinator, Volunteer Services

The Perley and Rideau Veterans' Health Centre celebrated the contributions of our 375 volunteers throughout National Volunteer Week, April 10 - 16. This included an awards celebration in Lupton Hall on April 14, honouring individual volunteers for 5, 20, 25 and 35 years of service. David McGuinty, MP, was on hand to present certificates, through his Ottawa South Volunteer Initiative, to an additional 10 outstanding volunteers.

The Volunteer of the Year award is presented annually at this celebration to an exceptional volunteer who exemplifies Perley Rideau's core values and models the spirit of volunteerism. Congratulations to all of this year's nominees, including: John Barclay (Veterans' Council and Creative Arts), Deborah Bennett (Gift Shop Manager), Sharon Cochrane (Spiritual Care, Recreation & Creative Arts), Bob Gemmell (Recreation, Palliative Care), Marilyn Jensen (Medical Escort, Visiting), Dennis Kelleher (Medical Escort, Palliative Care, Income Tax Clinic), Philippe Lepage (Recreation, Spiritual Care, Visiting) Gerry McGrath (Barber Shop, Medical Escort, Recreation), and Emily Miles-Rossouw (Meal Assistance, Creative Arts).

Deborah Bennett was named the 2016 Volunteer of the Year. For over 20 years, Deborah has worked tirelessly, often seven days a week, to

ensure our residents have a pleasant shopping experience in the gift shop. She travels to Toronto twice a year to do all the buying for the shop, always with the needs and tastes of our residents in mind. Deborah was instrumental in making the annual donation of gift shop profits to the Foundation and in sponsoring many Perley Rideau events such as Nursing Week, the staff golf tournament, and the Village Fair. Thank you, Deborah, for your unwavering dedication to the Perley Rideau and congratulations on this well-deserved recognition.

Each year, volunteer teams are also nominated for going above and beyond to provide excellent service to residents, families and staff. Congratulations to the Creative Arts Studio Volunteers, the Gift Shop Volunteers, the Ice Cream Ladies and the Palliative Care team for being nominated this year. The 2016 Volunteer Team Award was presented to the Gift Shop Team. Over the past twenty years, this group has raised \$449,871.31 for the Perley Rideau Foundation. As their nominator said best, "perhaps far more impactful is the sense of normalcy and dignity they bring to everyday living for the residents and tenants who call the Perley Rideau home". These volunteers "always make it their business to create an atmosphere of welcome and customer-first service". Congratulations! Read a volunteer's perspective on the Gift Shop on page 9. Finally, the 2016 Advocacy Award

was given to Ray Bailey and Doreen Rocque. For more about these inspiring volunteer leaders of the Family & Friends Council, please see the feature article on page 6 of this newsletter. Congratulations are also extended to Joan Harding and Carol Stoss who were each nominated in this category.

The breadth and depth of volunteer contributions at the Perley Rideau is truly remarkable. We are fortunate to have so many talented and generous individuals contributing their time to enrich our Seniors' Village. Volunteers are truly "the roots of our strong community"!

- Congratulations to volunteers Anne Marie Matiz and Linda Roberston who each won a \$25 certificate for the Perley Rideau Gift Shop by participating in National Volunteer Week contests
- In a recent province-wide survey Perley Rideau ranked #3 amongst 36 participating health centres for volunteer satisfaction with recognition. We are so glad our volunteers feel appreciated for all they do to improve the quality of life for our residents. Watch for more results from the Standard Volunteer Opinion Survey in an upcoming newsletter.

SPOTLIGHT:

FFC Leaders Receive Advocacy Award

By Anna Rumin, Special to the Perley Rideau

(From left to right) Rachel Stoparczyk, Coordinator, Volunteer Services; Advocacy Winners Doreen Rocque and Ray Bailey, Akos Hoffer, CEO



Ray Bailey and Doreen Rocque met one another while visiting their spouses who were both living on the same unit at the Perley Rideau. At the time, Ray and Doreen were frequent visitors and met while getting to know the staff and the long-term care routines. While both of their spouses have since passed away, Ray and Doreen remain committed to developing the Family and Friends Council, an advocacy group that speaks out for the best interests and well-being of residents in long-term care. It took a number of years to move from what was initially a “complaint centre” to a council that is an integral part of the Perley Rideau. In fact, the management team seeks their input in decision making knowing that “we are not shy about standing up and speaking out”. Ray and Doreen describe the management team as “phenomenally supportive”.

One of the most significant suggestions the council made was a review of staff rotation. Because Ray and Doreen had been on the front lines, they understand staff needs. They know when staff need change and rest. And they know the needs of residents for whom frequent rotations were confusing. Relationship building between staff and residents is key for a healthy environment and the outcome was a positive change when it came to the rotation of staff. The call-bell system is another area of concern for the council who see it as an archaic system that can disturb the entire unit when an alarm is pushed. The project to replace the call-bell system is enormous but will result in a better quality of life for residents. Doreen recalls the resurfacing of the walkways after the council recognized the difficulties people were experiencing when pushing wheelchairs over bumpy surfaces. Another

member of the council has taken the lead on working with management to update the Welcome Book for long-term care to make life easier for families and residents. “It’s important for management to have our perspective” says Ray, citing the council’s input into everything from the family experience survey, to the resident experience priorities they submit each year for inclusion in the Quality Improvement Plan (QIP). For example, this year the council asked that there be enhanced behavioural support training for staff who work with residents who have dementia. “A unit can change dramatically based on the behaviour of one individual”, so expertise and training are essential to maintain quality standards.

The duo understands only too well how overwhelming it is for new families and residents in long-term care. Doreen reflects on what it is like to be a home care-giver responsible for washing, cleaning, feeding, and arranging for doctor’s visits, only to hand that care over to people she did not know. The guilt can be emotionally destructive for families whose loved ones may want to go home and, for some, can result in families stopping their visits. These are the kinds of issues that come up at the FFC’s monthly meetings that are open to all families who have loved ones in long-term care. The meetings are attended by the CEO, and attendees can expect to hear from a variety of speakers and learn about this key support system while connecting with others in the community. Perhaps the most important part of the meeting is when the doors are closed to management, and families are invited to voice their concerns.

Doreen is also chair of the Champlain Region Family Council Network and sits on the Board of Directors for Family Councils Ontario. She says, “I know what happens in long-term care here at the Perley Rideau is not unique but I also know that there are things that happen here that are fantastic”. She cites the Recreation and Arts Centre as a prime example of a unique therapeutic program within the Perley Rideau. Ray and Doreen are grateful to the Perley Rideau Foundation and the financial support for the council. Each year, the council budgets for a comfort fund which can be used for residents in need, helping to buy personal items like slippers for those who cannot afford them. From the complex to everyday issues, Ray, Doreen and the entire council focus their energy on making life for residents and their families as comfortable as possible.

Both Ray and Doreen want the council to be recognized for its hard work; while they are honoured at the recognition, their discussion is all about the council and not about themselves. The commitment and role of the Family and Friends Council is best reflected by a story David McGuire shared with the audience. Recently, at a meeting at the World Bank, he sat beside a woman senator from Nairobi who gave him insight into the outside world’s perception of Canadians. When he asked her what she thought of Canadians, she said, “That’s easy, we think of people who look out for each other”, the perfect description of the Friends and Family Council.



This hearty troupe each began volunteering at either The Perley Hospital or the Rideau Veterans’ Home and, thankfully, moved with the residents to the new location in ’96. All continue to volunteer, including (pictured here, left to right): Philip Herbst, Patricia Johnson, Deborah Bennett, Doreen Craig, Gary Gravelle, Dave Reeve, Jim McGuire, François Savard and Terry Reeve with CEO Akos Hoffer. Not included in the photo are Bob Cook, Ted Dale, Elsie Donaldson and Cheryl Ranacher.

Volunteering



National Volunteer Week Committee: (L to R) Lovdy Desjardins, Deborah Nicol, Bernie Arbutnot, Bonnie Lecompte. Thanks to this dedicated crew who began planning our celebrations in January. They decorated the postal wagon, created two volunteer-themed contests and decorated Lupton Hall for the main event.



Pearline Stewart receiving her 20-year pin from Rachel Stoparczyk, Coordinator Volunteer Services. Pearline's husband had packed his room at the Rideau Veterans' Home but, sadly, passed away the day before his planned move to 1750 Russell Road in April 1996. Pearline started visiting the new Perley Rideau immediately, to keep in touch with the veterans and wives she had befriended. Twenty years later, she remains a friendly presence in the Rideau building two days per week.



Frank Stacey, Royal Canadian Legion Deputy Zone G 5 Commander, receives the Ottawa South Volunteer Initiative award from David McGuinty, MP



Sisters Katherine Stewart and Heather Moxley enjoy well-deserved recognition for their volunteer contributions



Philip Herbst, pictured with Russ Tattersall - Director, Human Resources and Rachel Stoparczyk - Coordinator, Volunteer Services, receives his 20-year service pin



Ray and Ken Green, the dynamic husband and wife duo who manage the Pub and vending machines on behalf of the Veterans' Council, receive the Ottawa South Volunteer Initiative award from David McGuinty, MP



Treasurer Robin Sellar receives a 5-year pin from Perley Rideau Board Chair Ron Buck

The Giving Gift Shop:

The Perley Rideau Boutique Celebrates 20 years of Service

By Gail Lalonde, Gift Shop Volunteer



Celebrating the 20th anniversary of the Gift Shop began with a short presentation delivered by Akos Hoffer, CEO, and prepared by Gail Lalonde during the volunteer Recognition event held on April 14th in Lupton Hall. The presentation was a retrospective of the many years the gift shop has served our residents, their families and staff since its opening day, June 10th, 1996.

Back in 2001 the gift shop partnered with Tartan homes to build the gazebo and monies raised through the sale of giftware were matched by Tartan to fund the project.

One of our volunteers (Frances Boon) was instrumental in having the Independent Order of Foresters donate the furniture for the gazebo that has been enjoyed by many over the years.

The shop is open seven days a week and is staffed by 26 dedicated volunteers, four of whom have been there from the beginning.

From Engineers to teachers, retail managers, systems analysts, high ranking military officers, legal assistants and students, the volunteers cover many occupations and are a talented group of people with a wide range of experience. Our youngest volunteers are teenagers and our oldest... well let's just say a very young 90 something!!!

Over the years the gift shop has raised close to half a million dollars for the Foundation and continues to set new financial goals each year.

At the helm is Deborah Bennett who was instrumental in opening the gift shop after her five year tenure on the Board of Directors. Deborah continues to purchase the giftware and manage the shop and dedicates many hours to keep it running. (One of the best shops in Ottawa, so we've been told).

Our giftware is often described by our customers as being unique and very affordable. We have enjoyed getting to know so many of our residents over the years. Although many are no longer with us, they still have a special place in our hearts; hearing their compelling stories has always been an interesting experience filled with heartwarming anecdotes and humour. We miss them all.

The gift shop for us is considered to be the corner shop if you will and we love to assist by helping our residents choose and wrap that gift. At times, we even deliver to the resident's room, all part of the service!!

The Gift Shop was honored to receive the Volunteer Team Award for 2016 at this year's Volunteer Recognition event.

During National Volunteer Week, the Perley Rideau Recreation & Creative Arts team sang the praises of our volunteers.

April Showers (*Song of Praise*)

Though April showers
May come our way,
You bring the flowers
That bloom in May.

So if it's raining,
Have no regrets,
Because our volunteers you make it right
You always do, so let's

Sing you our praises
And tell you now
We're lost without you
To you we bow

So keep on doing what you're doing
We'll love you evermore
Our volunteers are lovely to the core



Staff prepare for the arrival of more than 100 volunteers attending the Perley Rideau celebration during National Volunteer Week.



Cha-ching: Volunteers Frances Boon (left) and Deborah Bennett (right) present a cheque to Dan Clapin, Executive Director of the Perley Rideau Foundation

Summer Youth Program

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

Help out with:

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

A great opportunity to:

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

Note that candidates must:

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

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

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

THANK YOU

**TO ALL STAFF AND VOLUNTEERS
FOR TAKING THE TIME TO ATTEND
THE APRIL 19TH CEO TOWN HALL.**

By The Numbers - CEO Town Hall:

Ensuring Sustainability: An Introduction to our Operational Review.

8

**Total number of Town
Hall over 15 hours**

146

**Number of people
who attended the
Town Halls**

77

**Number of surveys
completed**

90%

Kudos to the Night Shift staff, who had a survey completion rate of 90% after attending the Town Halls at 2315 hours and 0015 hours (April 20).

The surveys handed out after the Town Hall meeting included six questions.

Each person was asked to score their feedback between “poor” (1) and “excellent” (5).

“Good” (3): the average response to each of the six questions.

The highest ranked response was to question #1 *“Clarity and completeness of the presentation”* earning an average score of **3.75/5**, just ahead of the *“Overall rating for session”* earning an average score of **3.74/5**.

The question that earned the lowest score and will help direct us in future communications was question #5 *“Do you understand where you can help in supporting Phase 2”*, earning an average score of **3.3/5**.

Thank you for participating in the Town Hall and for completing the survey. Your responses will help guide us in our responses and as we plan for Town Hall meetings later this year.

Getting Flu-less this Spring

By Caroline Meguerditchian, Infection Control Coordinator

Seasonal influenza commonly referred to as the flu is a hot topic in the winter months. We are well into spring now so you must be wondering why I am talking to you about the flu.

Well, the fact is that in the past flu season used to be restricted to September to March, but in the most recent years this seasonality does not seem to apply. So flu season has become a more fluid term that can be anywhere from fall to late spring. What that means is we are not out of the woods yet. Influenza outbreaks continue to pop up in long term care homes across Ontario. What has the season looked like so far?

Initially, it was off to a slow start, then slowly but surely influenza activity peaked. To date since September 2015 there have been 10380 influenza cases in Ontario, 441 of which have been in our great city. Flu activity peaked mid-March and as of last week it seems to be slowing down again. There were 16 influenza outbreaks in long term care homes reported so far.

Flu vaccine effectiveness always seems to be a contentious topic. The fact is that it is not by any means a perfect vaccine, not because the vaccine itself is not well made but because the virus itself is very intelligently (can a flu bug be intelligently made? Perhaps resilient or adaptive) made. It shifts and morphs every year so it is always a few steps ahead of the vaccine manufacturers. It does take 6 months to make a vaccine and by then the smart little bug has grown a few more horns and the vaccine is not 100% effective. In reality though, this bug is quite deadly. This year in Ontario since September there have been 72 influenza related deaths. These numbers only reflect cases that have been confirmed by lab testing, but we all know that not everyone goes to get tested for the flu, so imagine how much larger the impact actually is. Any protection against it is better than none. Last year the bug outsmarted humans significantly and the vaccine was basically a dud but this year preliminary analysis shows that it is 65% effective against the predominantly circulating strain which is the same one that caused the pandemic in 2009, the infamous h1N1. Anyone who has actually suffered from the flu will tell you it is not a

pleasant bug. One of the biggest complaints that I hear sounds something like this “I could not believe how sore my body was; it’s as if I had been hit by a bus”!

Immunization remains the best defense against the flu followed closely by hand hygiene. That’s why every year, there is a global immunization campaign against influenza. The more of us that are immunized, the fewer are at risk for getting it. In other words, not only do we protect ourselves from the flu when we get immunized, but we also protect those around us that are not getting immunized. Think of it this way – I get my flu shot, therefore I don’t get the flu. When I don’t get the flu I protect my 3-month old baby who cannot get the flu shot. Large scale, this is called herd immunity. The immunity of the many protects the weak.

Here at Perley Rideau, we also offered immunization against influenza. We accomplished great rates amongst our residents but could only reach about 50% of our staff. At the end of the campaign we asked ourselves why? We did some brainstorming and involved many key people. The feedback from staff was “well you are doing everything you can so not sure why that would be”. So we dug a bit deeper and realized that our staff immunization rates have been around 50% for the past 5 years. This tells us we need to dig a little deeper (deeper repeated) to make sure we are not missing any opportunity for education, or timing of clinics etc. (what does etc. represent?)... as such, we will be launching a mandatory influenza survey for all of our staff the week of April 25th. This coincides with National Immunization Week and we think it is quite fitting for us to understand our underlying attitudes and knowledge when it comes to the influenza vaccine, a key immunization. The results of the survey will be used to help us plan our campaign for the next year. An update will follow at this forum.

“Flu season can be anywhere from fall to late spring”



Pain Kaizen

By Lacey Sheng, Performance Improvement Consultant



Ms. Doris Jenkins discusses the resident's experience at Perley Rideau

Improving the pain management process at Perley Rideau is one of our quality improvement priorities for this year. Knowing that we are under performing compared to other homes in the region, the team decided to hold a rapid improvement event (a Kaizen Event) to speed up some changes.

Building on the success of the previous Falls Kaizen, a two-day Pain Kaizen event took place on April 14th and 15th. An interdisciplinary team participated in this event, and contributed their expertise and hard work for the improvement of the process. Our Director of Nursing Operations, Doris Jenkins, welcomed the team and outlined the expectations of the two days; Our Chief Operating Officer, Mary Boutette, prepared an education session of quality improvement knowledge which the team put into practice right away. In the two days, we took an in-depth look of the problem through analyzing data and current state review, and identified several change ideas that we can focus on with the evidence of best practice guidelines.

One of the most important lessons from the Pain Kaizen is that, managing pain is a very personal matter. Special thanks to our resident, Ms. Doris Jenkins, for her powerful story with her own experience in the facility. The resident should always be put in the centre of care, and their preference and personal choices should always be heard. Communication between the team and the resident, family/friends can contribute to a better outcome

and better understating of the expectations.

At the end of the two days, an implementation plan was put forward by passionate team members who volunteered to take leads on different projects. The results of the event were presented to the operational management committee. Our Chief Nursing Officer, Linda Hunter, validated that the event was very successful as a quality improvement initiative.

Co-leads: Doris Jenkins (Director of Nursing Operation), Ursula Lamoureux (Manager of Resident Care, Ottawa), Lacey Sheng (Performance Improvement Consultant)

A big thank you to Team "Pain Killers": Annetta Brown, Barb Wilson, Bonnie Soucie, Carol Leach, Chrissie Anderson, Dr. Cuong Ngo-Minh, Debbie Mcclymont, Jen Plant, Kim Major, Leanne Lafrance, Melanie McCully, Melodie Rattray, Michelle Hansford, Monica Bourque, Permjit Sandhu, Praxides Otan, Samantha Hallgren, Stephanie Deschamps, Stephanie Farnham, Tanya Holmes, Tatiana Predovic, Teresa Roy, Tracy Lansbergen.



A Pain Kaizen Selfie

Nursing Gala

We are very pleased to announce the winners of the draw for 6 tickets (2 RNs, 2 RPNs and 2 other staff) to attend the 2016 Canadian Nurses Foundation (CNF) “Nightingale” Gala to be held on Thursday May 5th, 2016 at the Shaw Centre (formerly Ottawa Convention Centre), 55 Colonel By Drive, Ottawa.

The winners are!

- RPNs:** Sousan Jabbariazar
Bintu Totangi
- RNs:** Regina Dool
Mary Mueller
- Other staff:** Stephanie Deschamps - Recreation Programmer
Megan Stewart – Recreation Programmer

Thank you to everyone who entered the draw.

Please join me in congratulating the winners and wishing them a great time at the Gala!

Linda Hunter RN, MScN, PhD (C)
Chief Nursing Officer

Nursing Week

May 9 to 13, 2016, Perley Rideau will be celebrating its staff during National Nursing Week.

Thank you to everyone who purchased a 50/50 ticket! This assists the committee to ensure a great week for all staff. The nursing week committee has planned several events for the week.

Monday: Balloons & Candy, Scavenger hunt quiz, Dr. Victor presentation on Changing Pathogens in LTC at 1030 and 1530 in the boardroom, Daily prize

Tuesday: Dr. Kieran presentation on Violence in LTC at 1030 in the boardroom, Photo collection contest, Daily prize

Wednesday: Dr. Robert presentation on Palliative Care – time/location to be determined, Reception 14:30-1600 in Lupton Hall with games, massages, food and prizes

Thursday: Dr. Bishop presentation on Weight Management at 1030 in the classroom, Guess Who contest, Daily prize

Friday: Treasure Hunt, Relay race start at 14:00 in Lupton Hall, Daily Prize

All quizzes and ballots will be located on the Wagon in the hallway outside the Physiotherapy clinic. Every activity is open to all staff.

Reminder to get relay race teams registered to Neda Golfam at ext. 2875 no later than May 9th. Prizes for each winner on the team!

Family and Friends Council

At our April meeting, Doreen Rocque, Vice Chair, the Perley Rideau Family and Friends Council presented a session on The Caregivers Journey: a family caregiver's perspective on caring for a loved one at the Perley Rideau. She reviewed the Caregiver, a relationship map and facilitated a discussion on how families may obtain the best possible care for their loved ones. A retired Public Service Human Resources Senior Executive, Doreen became involved with family councils when her Mom and Aunt moved to long term care in 1999 and continued when her late husband was diagnosed with Parkinson's in 1995 and lived at Perley Rideau from 2007 until his death in 2013. She is Chair the Champlain Region Family Council Network [CRFCN] and was appointed to the Board of Directors of Family Councils Ontario at its inaugural meeting. We were delighted with the turnout for our April meeting. Over 25 family and friends attended and we are excited about our May and June sessions which will continue to focus on our theme of "caring for the caregiver".

Planning for the May 9th Family and Friends Council meeting and the June Education Day is well underway.

In the May session, we continue to explore the role of the caregiver and, in particular, providing information on support for the caregiver. We are delighted to have Neil Rozon, a family support and education staff member of Alzheimers Society of Ottawa, give a presentation on caregiver self-care. Neil will be sharing his wealth of experience in helping caregivers and will review information and resources that are available to help the caregiver with self-care.

Our June Education Day, being held on Wednesday, June 8th, 2:00pm to 4:00 pm. in Lupton Hall, will explore the role of caregivers from a collective perspective of family and friends, staff and volunteers — in care giving at the Perley Rideau's Long Term Care home. This session is a collaboration with Perley Rideau's Management and the format will be a moderated panel discussion consisting of a family member, a Perley staff representative, a volunteer and a resource expert. The anticipated takeaways from the session will hopefully be a better understanding of the role of the caregiver and interactions between family and staff on the dynamics of "caregiving" from the caregiver's perspective.

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. Current members of the Executive Committee have accumulated a total of over 65-1/2 person years' combined experience in the Long Term Care Health system. This rich experience extends beyond the Perley Rideau. It is our hope that this experience and wide range of perspectives will be looked on as a source of information and assistance to all members of our long term care home community.

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

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

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





OTTAWA MARATHON

Every Step Helps Build
Our Community

Register now and sign up for the
Scotiabank Charity Challenge

May 28-29, 2016

Join The Perley Rideau Running Team

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

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

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

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

BOOTS vs SUITS

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

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

Will you support the Boots or the Suits?



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

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



Peter Lambros of "Peter's Pantry" has been busy in the kitchen again! This time he's making homemade pizza for 11 Rideau Residents on Friday April 22nd! Thanks Peter!



Residents enjoy a night of big band music on Wednesday pub night, with a performance from Samantha DeBenedet.

99th Anniversary of Vimy Ridge

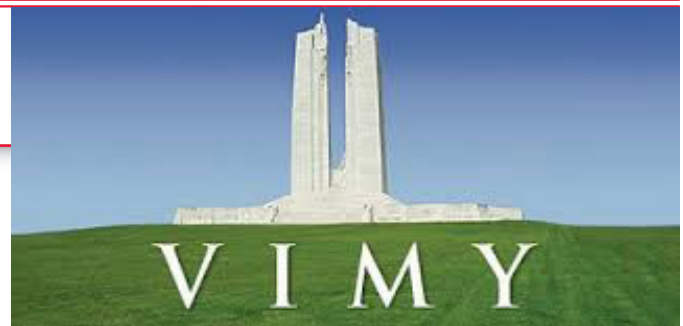
Submitted by Megan Stewart, Recreation Programmer

On Saturday, April 9th we took time to remember and honour the 99th Anniversary of Vimy Ridge at the Perley Rideau.

As part of a British offensive around Arras in April 1917, the Canadian Corps was to seize heavily-fortified Vimy Ridge in northern France. The Canadians carefully planned and rehearsed their attack. At 5:30 on the morning of 9 April, 1917 all four Canadian divisions, advancing together for the first time, stormed the seven-kilometre-long ridge and captured it, except for two German positions which fell three days later. The cost to Canada was high: 3598 killed and over 7000 wounded. But the Canadians' determination earned them a reputation as formidable, effective troops.

Many historians and writers consider the spectacular Canadian victory at Vimy as a defining moment for Canada, when the country emerged from under the shadow of Britain and felt capable of greatness. (http://www.veterans.gc.ca/eng/remembrance/history/first-world-war/fact_sheets/vimy)

We wanted to give a special thank you to our residents Peter Yarema, Gerald Bowen, and Georges Couillard, who helped in organizing the ceremony. It was our honour to have the Military Wives Choir for the first time at the Perley Rideau. Their concert truly made the ceremony special. We hope to have them back in the future. Also thank you to Recreation Creative Arts Service who organized and ran the event.



Ethics Week Summary

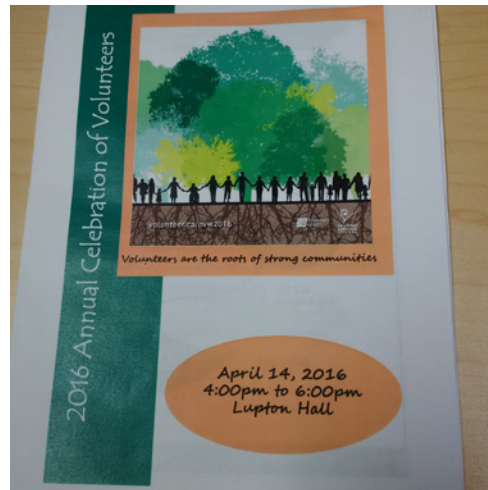
Thanks to everyone who attended the events during Ethics Week from April 4 to 8 and stopped in to chat with Ethicist, Josh Landry before picking up your free gift.

For completing the Ethics Trivia Game, the winners of a free coffee are:

- Linda Haley RN Clinical Instructor
- Neda Goldfam - RAI RPN
- Cheryl Kemp Employee Health Coordinator
- Jeannine Zacconi - RPN R2N
- Brintu Totangi – RPN O1E
- Leanne Lafrance – RAI RPN
- Bernie Becker- Resident
- Dr. Ngo-Minh – Physician
- Kremena Kichukora – Student RPN
- Eileen Labonte – RPN R1S
- Michelle Wilson – RPN R1S
- Lea Alam – RPN R1S
- Kerry Tubman – Manager of Resident Care Gatineau
- Dan Dalton – Pharmacist
- Praxides Otan – Unit Clerk
- Guitre Lochan – rehab Assistant
- Geoff Thompson – Payroll/Finance
- Vic Thompson – Linene
- George Leir - Tenant

Message to staff: If you did not stop in to pick up your Ethics Framework Cards, please see your manager.

A special thanks to our Clinical Ethicist Josh Landry for his continual support for the resident, families and staff at Perley Rideau.



Our eye-catching postal cart informs visitors that we respect and celebrate our volunteers

The 2016 souvenir program includes the words to a singing tribute

Russ Tattersall, Director, Human Resources, welcomes everyone to dinner in Lupton Hall

Door Access Changes

RESIDENT CARE AREAS ONLY

Effective May 1, 2016

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

After 2200 hours (10 pm), the Main Entrance doors (1750 Russell Road) will be the only available access point for returning residents, families and convalescent patients.

The entrances on the units – Ottawa, Rideau and Gatineau -- will remain locked until 0600 hours (6 am).

After hours, only staff will have access to the unit doors by using their swipe cards.

Thank you for your support as we work together to provide a safe and secure environment for our Perley Rideau Community.

Between 2200 hours (10 pm) and 0600 hours (6 am), the Main Entrance doors (1750 Russell Road) will be the only available access point for returning residents, families and convalescent patients.



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#NATIONALDENIMDAY | MAY 10

DYNAMITE



20th Anniversary News

Resident Meal

Announcing our 20th Anniversary Celebration for residents and guests:

To mark the 20 years since the creation of the Perley and Rideau Veterans' Health Centre and the move into our Russell Road location, we are hosting a dinner for residents and guests.

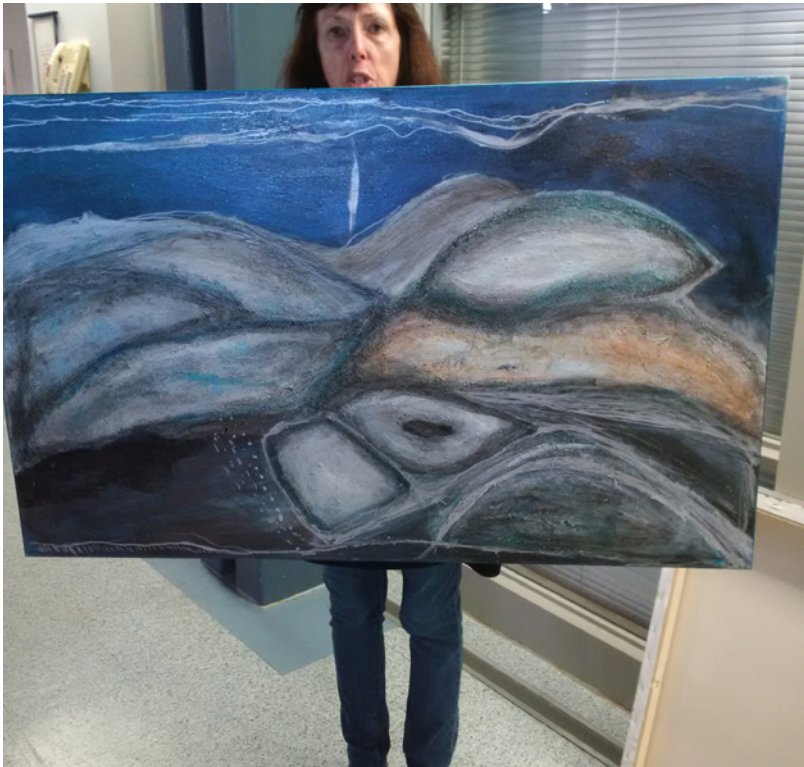
Dinner is May 31, at 1700 hours (5:00 pm) followed by a performance by the Main and Abbott Dance band at 1800 hours (6:00 pm).

Tickets are free for residents but they must sign-up in the Cafeteria to obtain a ticket.

For guests, tickets are \$19.99 (plus tax) and now on sale in the Cafeteria from 0800 and 1500 hours (8:00 am – 3:00 pm) until May 16.

Menu Details:

- Apple Butternut Squash Soup & Dinner Roll
- Roasted Chicken Leg With Roasted Potato & Garden Salad
- Homemade Carrot Cake
- Tea/Coffee And Cold Drinks



Created from memories of Newfoundland's rocks and the Atlantic's waves, the paint has just dried on this original from the Perley Rideau's talented residents. The painting now hangs in our boardroom. Sorry, but it won't be for sale.

SPRING SALE



Resident Craft Sale

Thursday May 5th

10am- 3:30pm

Cafeteria



The Walk for Alzheimer's – a Tangible Way to Help

Written by Susan Paul, Alzheimer Society of Ottawa and Renfrew County



For people in the community who are living with Alzheimer's disease or another dementia, the Walk for Alzheimer's fundraising event on May 7 represents a tangible way to help.

"Everyone somehow has a connection to dementia," says Alta Vista resident Margaret Morton. Margaret's husband, John Morton, was diagnosed with dementia seven years ago. That's why their son Paul and his colleagues at Ginsberg Gluzman Fage & Levitz (GGFL Chartered Professional Accountants) have a fundraising team that supports the Walk for Alzheimer's.

Margaret is her husband's main caregiver, as he still lives at home. "I have a great family, and great support from the Alzheimer Society," she says. "I've made good use of their education sessions and support groups and am very grateful for the help. So it feels good to give back."

John and Margaret met while working at the National Research Council, married 55 years ago, and had two sons. Paul and Margaret describe John as a lively, intellectual man, a scientist who loved the outdoors and loved to be active. But most of John's social and outdoor activities have ceased as his dementia has increased and he

has become more withdrawn.

"It's really quite sad," says Margaret. "We no longer do the things that we loved to do together. Our days are quiet now. We sit by the fire and enjoy quiet moments together, but there's no conversation."

The couple has enjoyed a new program run by the Alzheimer Society called Minds in Song, which brings people with dementia and their care partners together to sing for the joy of it. "John was always a good singer and he loves it," says Margaret "His favourite song is "Danny Boy". I'm sure he's a match for John McDermott when he sings it!"

The GGFL team is in its third year of fundraising for the Alzheimer Society through the Walk for Alzheimer's. Everyone gets involved. "I had an hour-long conversation with a client about Alzheimer's disease recently," Paul says "and he signed up for Team GGFL because he was so interested!"

Funds raised at the Walk for Alzheimer's stay in the community to help people who are living with dementia. It takes place at Tunney's Pasture on May 7, 2016. If you would like to participate as a walker or donor, go to www.walkforalzheimers.ca or call 613-360-5627.

To learn more about dementia and the support, education and resources offered by the Alzheimer Society to families living with dementia, visit www.alzheimer.ca/ottawa or call 613-523-4004.



Music Matters at the National Arts Centre

“Music Matters” is a community music program for adults living with dementia and their caregivers. Our first public performance will be at the National Arts Centre’s Fourth Stage. Over 8 weeks, 14 participants collaborated with two local musicians—Juno award-winning percussionist Jesse Stewart and jazz singer and songwriter Julia Churchill— to create an innovative performance that will include collaboratively-developed original music and some favourite melodies from the past. This show is a testament to the talent, creativity, and ingenuity of individuals living with various stages of dementia and their caregivers.

All proceeds from the performance will go towards continuing to offer the “Music Matters” program in the community at no charge to participants.

Tickets for the NAC performance are \$25 and can be purchased at
<http://nac-cna.ca/en/event/14204>

For more information about “Music Matters” contact Tracy Luciani at artswellottawa@gmail.com or phone 613-250-0642

May 1, 2016

from 2:00-3:00 p.m.

Come and experience the creativity of adults living with dementia

“Music Matters” is a community partnership led by Artswell in collaboration with:



Generously funded by



For good...forever Le bien...toujours

Come Join Us For Golf & Dinner

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

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

\$60.00

Golf, Cart & Dinner

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

Closing for ticket sales will be June 10th

Dinner will follow at the Golf Course

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



20th Anniversary Trivia Answers

1. Staff decided to use the money to “dedicate a courtyard and six patient rooms”.
2. The mascot chosen to “cheer us along we prepare for our move to the new facility was “Dijan”, a two-year-old Siberian Husky, owned by Diane Solman, Nursing Unit Manager at The Perley.
3. In the Question & Answer documentation prepared for leadership in the days leading up to the move, one question asked, “Will there be facilities for our rabbit?” The Answer provided: “Arrangements can be made for the rabbit in the new facility” ...someone will have to provide additional background information on this story!!!
4. “On May 17th, Princess Margriet presented a \$75,000 cheque to Lionel Lalonde for The Perley and Rideau Veterans’ Health Centre Foundation during her visit to RVH. A garden at the new facility was named in honour of the people of the Netherlands for their generosity.” Now the tulips make sense!
5. There is a collection of horse brasses hanging in the Pub that were donated by John Moolenbeek, Planning, in memory of his wife, Barbara.
6. The Perley Rideau Memory bench was sealed November 1996. With a time capsule inside, the bench is to be opened November 2020. Although there are long-standing staff members who know what is in the time capsule, like the bench, their lips are sealed.

Want to share a piece of trivia or a comments on the current questions? Please contact Jay Innes, Director of Communications at info@prvhc.com.

GPA in May

1. Education
 - a. The Perley Rideau will be hosting a GPA course on May 6th, 2016 from 0800 – 1600 in the boardroom
 - b. Snacks will be provided; however, lunch is the responsibility of the participant.
 - c. If you have not taken GPA, contact your manager to inquire about participating.
 - d. For all other inquiries, please contact Jen Plant ext. 2408

Paypool Winners: \$100 each

April 7, 2016

- Rachel Dobson - Recreation Rideau
- Martin Tetteh - Rideau 1 North

April 21, 2016

- Kirstie Allen - Ottawa 2 West
- Patricia St-Denis - Recreation- Gatineau Bldg

Next draw will be May 05/16

Vol. 19-04

Newsletter credits

Thanks to all who supported the newsletter with contributions and permission to share these stories and information with the general public.

Excerpts from the newsletter will be treated with the utmost respect and shared through our various social media channels.

For questions, concerns or to share story ideas, please contact Jay Innes at jinnes@prvhc.com.

Deadline to submit to the next newsletter is May 18, 2016.



Perley Rideau

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



Perley Rideau



PerleyRideauSeniors;
@prvhc_seniors



Perley and Rideau
Veterans’ Health Centre
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