

February 2020 Edition

# The Perley Rideau News

Vol. 23-01

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



## Happy Valentine's Day

from our home to yours.



### INSIDE

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- CEO Year-End Update: page 9
- BPSO News, Foundation Updates and more!

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



# Our Strategic Plan 2010-2025

Through a series of five-year business plans, the Perley Rideau 15-year Strategic Plan runs to 2025. In 2017, the plan was updated to address key challenges, such as demographic trends, and takes advantage of our facility, and staff expertise and experience.

**Our Vision: Leading innovation in frailty-informed care to enable seniors and Veterans to live life to the fullest.**

To realize this Vision, we will pursue four major strategies: Excellence in Care and Service; Ensure Sustainability; Maintain a Quality Workforce; and Lead and Advocate for Change. These four pillars support the Strategic Plan and guide our annual objectives.

Every initiative can be linked to one of the four pillars. As a way of organizing newsletter content, information and news is be linked to a dominant pillar, although many items can be linked to more than one pillar.

## Strategic Plan 2010–2025

Phase 1: 2010 >

*Broaden The Spectrum Of Care*

Phase 2: 2015 >

*Adapt To The Changing Veterans' Population*

Phase 3: 2020 >

*Be Recognized As A Centre Of Excellence in Frailty-Informed Care*

Four pillars support the Strategic Plan and guide the Perley Rideau's annual objectives



### Excellence in Resident Care and Services

Deliver high-quality care in a happy living environment



### Ensure Sustainability

A sustainable centre delivering best value for money



### Maintain a Quality Workforce

An effective, high-quality workforce operating in an exciting work environment



### Lead and Advocate for Change

A credible, nationally recognized leader in frailty-informed prevention and care. A valued partner to government, community and other healthcare providers.

The updated Strategic Plan is on our website: [www.PerleyRideau.ca](http://www.PerleyRideau.ca)



# Perley Rideau CEO Named to Expert Group Confronting Staffing Challenges



Akos Hoffer, CEO of The Perley and Rideau Veterans' Health Centre, has been named to an advisory group to explore staffing levels in long-term care. Announced by the Ontario government in February, the 10-person expert group includes academics, thought leaders and stakeholders. The group will engage with long-term care leaders including representatives from major stakeholder groups and care staff professionals.

The study will examine staffing issues in long-term care, identify the right staffing model and skill mix for present and future needs and address recruitment and retention of PSWs and registered staff.

A comprehensive staffing strategy will emerge from this work and be implemented by the end of 2020.

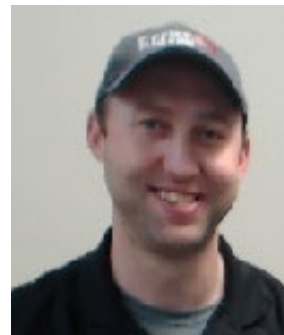
The creation of this advisory group forms part of the government's response to the Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System.

## Reminder: The Perley Rideau is Scent Free!



The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies and other medical conditions. To help keep the air healthy for everyone, we ask that the Perley Rideau community continue to respect our scent-free policy.

## Chris Smith



I am pleased to announce that Chris Smith has accepted the position of Housekeeping Supervisor. In his new role, Chris will provide supervisory support to the Housekeeping department, working under the direction of the Director, Support Services.

Chris' proven leadership, warm demeanour and operational knowledge make him a natural fit for this role. Chris' previous experience included working in the position of the Housekeeping Lead Hand. Chris has operational knowledge and has consistently been engaged in quality services throughout the facility, and is an active member of the Joint Occupational Health and Safety Committee. Chris recently completed the Environmental Leadership Program offered through The Ontario Healthcare Housekeepers' Association Inc.

Please join me in congratulating Chris on his appointment and wishing him continuing success in his new role.

Thanks,  
Lorie Stuckless NM  
Director, Support Services

# Stephanie Deschamps



Please join me in welcoming Stephanie Deschamps to the Seniors' Housing and Assisted Living Team. Stephanie has been a very active member of the Therapeutic Recreation & Creative Arts team here at the Perley Rideau since May of 2015. Stephanie has worked in long-term care as a Recreation

Programmer for the past 12+ years in Ottawa and Toronto as well as two years' experience as a Director of Recreation Department in a Retirement Residence.

She has a Developmental Services Worker diploma, a Recreation and Leisure Services diploma and just recently graduated from Georgian College with a post-graduate certificate in Therapeutic Recreation.

Steph has always had a passion for working with seniors. Her maternal grandfather was a resident in the Gatineau building at The Perley and Rideau Veterans' Health Centre from 2004-2006. Her paternal grandmother and great-grandmother both worked at the Perley Hospital way back when!

Steph is excited to start her new role as Assistant Co-ordinator, Assisted Living Services for High Risk Seniors and Tenant Relations and is looking forward to taking her Therapeutic Recreation background and incorporating it into her new role!

Carolyn Vollicks  
Director, Community Outreach & Programming

# March is Music Therapy Month!

A popular quote by literary author Hans Christian Andersen that is exemplified in music therapy programming at the Perley Rideau each and every day. Music therapy is a practice in which accredited professionals use music purposefully to support development, health, and well-being. For those with Dementia and Alzheimer's, music is one of the last memory centres of the brain to deteriorate. Music staff at the Perley Rideau use music activity to find moments of connection with residents. Through this connection, music therapy within the elderly population can be used to address and promote a person's needs within several domains including: socialization, cognition, physical abilities, emotions, communication, and spirituality. Music therapists at the Perley Rideau will provide resident assessments and create goals and objectives that are resident centred. While the symptoms of Dementia and Alzheimer's are not reversible, they can be better managed with the added use of music therapy.

During the month of March please join us in learning about, and celebrating music therapy and what it can offer you and your loved ones.

*"Where words fail,  
music speaks"*



Kelsea Harris, Music Therapist, engages with residents in a "Name our Tune" on the Active Seniors website: [www.ActivePerleyRideau.com/name-our-tune](http://www.ActivePerleyRideau.com/name-our-tune)

# COVID-19

With many questions circulating about COVID-19, I want to take this opportunity and provide you with the efforts the Infection Prevention and Control team has taken to protect our community.

## Screening Process for Detection of Respiratory Illness

- We continue to screen all residents and clients visiting the clinics within Perley Rideau for respiratory illness

## N95 Fit Testing

- Additional N95 fit testing clinics have been set up for all front-line staff

## Business Continuity Plan

- Our business continuity plan has currently been reviewed and updated. This plan outlines the measures that will be put in place in the event that a major event (such as a pandemic) jeopardizes our home preventing normal operations or interferes with resident care

## Standard IPAC Practices

To reduce the spread of germs including the flu we continue to promote Ottawa Public Health (OPH) recommendations:

- Wash your hands often with soap and water, or use hand sanitizer
- Avoid touching your eyes, nose, and mouth unless you have just washed your hands
- Cover your coughs and sneezes with a tissue or your arm, not your hand
- Stay home if you are sick
- Avoid visiting people in hospitals or long-term care centres if you are sick
- Get your flu shot

Kind Regards,

Tania Paolini, RN BScN CIC  
Manager, Infection Prevention and Control



Congratulations to staff and volunteers for achieving a new Perley Rideau vaccination benchmark.

## Person Centred Care Webinar

The Perley Rideau was invited by Accreditation Canada to share our Person Centred Care approach to all its Long-Term Care clients. During this webinar, we highlighted our journey to meet 100% of the Person Centred Care standards. We developed and implemented many leading practices such as the Resident and Family Advisory Program, centralized admissions process, adjustable tables, personalized physical environment, person-centred employee position description, and family transition volunteers. Thank you to all the resident and family advisors who worked with us over the years to achieve this milestone.

If you are interested in becoming an advisor, please email [advise@prvhc.com](mailto:advise@prvhc.com) or call 613-526-7170 ext. 2205.



# Perley Rideau in the News

Online viewers can click the thumbnails to view articles

The screenshot shows the top navigation bar of the Ottawa Citizen website. The 'OPINION' tab is selected. Below the navigation bar, the article title 'Hoffer and Roth: Ottawa tries a 'SAFE' way to address hallway health care' is displayed in large, bold black text. A sub-headline reads: 'Patients in this special program had shorter lengths of stay, were more likely to return home and not require additional supports, and were no more likely to visit a hospital emergency room than others.' The authors are listed as 'AKOS HOFFER & DR. VIRGINIA ROTH' with an update date of 'January 13, 2020'. Below the text is a large photograph of a modern, multi-story building with large windows.

Hoffer and Roth: Ottawa tries a 'SAFE' way to address hallway health care:

<http://bit.ly/2HQv5me>

The screenshot shows the top navigation bar of the Ottawa Citizen website. The article title 'Province to tackle severe shortage of personal support workers' is displayed in bold black text. The author is 'ELIZABETH PAYNE' and the update date is 'February 14, 2020'. Below the text is a photograph of a woman with blonde hair speaking at a podium. Below the photo, a small text box states: 'Two Ottawa residents with expertise in long-term care have been appointed to an advisory group tasked with helping the province find solutions to the worsening problem of staffing in long-term care homes.' Another text box below that mentions: 'Akos Hoffer, CEO of the Perley and Rideau Veteran's Health Centre, and Grace Welch, chair of the Champlain Region Family Council Network Advisory Committee, are among 10 people named to the long-term care staffing study advisory group.'

Province to tackle severe shortage of personal support workers:

<http://bit.ly/2wOTTsF>

The screenshot shows the header of the 'Aging Horizons Bulletin'. The title 'Study: Art Installation Inspires Long-term Care Residents' is in bold. Below it, a short paragraph reads: 'If you're the kind of person who likes to spruce up your home, you will know how a change of decor can breathe new life into a space.' A photograph shows a brightly lit hallway with colorful art installations on the walls. Below the photo, text identifies the anthropologist Megan Graham and artist Andréa Fabricius. At the bottom, it states: 'The study appeared in the Journal of Applied Gerontology (Vol. 38, No. 7, 2019)'. A search bar and navigation links are also visible.

Study: Art Installation Inspires Long-term Care Residents:

<http://bit.ly/3915kLR>



Hello Shevon,

I want to tell you how blown away I am by the care my Dad received at end of life in late December/ early January. The on-unit team (O2E) was very caring and professional (and of special note is Almaz, RPN.) My dad was not doing very well, was very restless and appeared to be fairly uncomfortable. Jessie from Spiritual care came in and spent some time with Dad. She left and the next thing I knew Samantha H. came in to assess Dad. (I knew Jessie spoke with Samantha because I work here and see how closely they work together). Samantha immediately took charge and spent time explaining to us what she was going to ask the Doctor for and was very reassuring. My sister and I were relieved to see the difference in Dad and know he had a very peaceful death. I believe the Perley Rideau team is second to none with exceptionally caring staff and this experience made me proud to be even a small part of this organization. I also want to thank Cynthia N. (CAS) for spending time with Dad (and sometimes my sister) making some very wonderful clay pieces. We felt truly blessed that Dad could spend his final days here.

Thank you!

Hi Akos,

My father-in-law John H. died at the Perley Rideau last Saturday. He died in his sleep. It was a good death that allowed him to avoid weeks of unnecessary suffering. The staff on Rideau floor 2 did a great job of providing palliative care.

We are holding his service in Lupton Hall tomorrow morning. The hall holds memories for us as I have presented there on several occasions and my wife has sung there with her choir many times.

My mother-in-law remains on Rideau Floor 1. She has Alzheimer's dementia with worsening behavior. I have to let you know how incredibly impressed I am by the staff's high level of skill and natural talent in dealing with these behaviors. It is far more than I could do. They have a tough job and do it exceedingly well.

So thank you once again to you and your staff for the care you have and are providing.

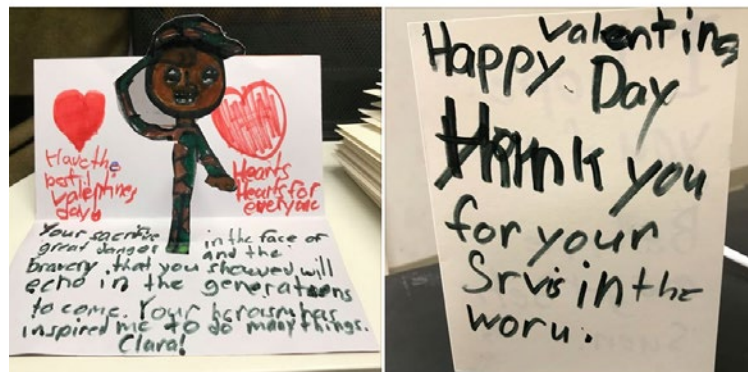
Sincerely,  
Frank



**Diefenbunker: Canada's Cold War Museum**

February 14 at 10:11 AM · 🌐

So much love for our Veterans! Over 400 Valentine's were created this year for the Perley Rideau. Thank you! Happy Valentine's Day everyone!



Hi Dave and Lauren,  
Happy New Decade

It just feels right to me to send my thoughts on. I was thinking that the Perley Rideau might like to know what we families hear and appreciate.

The spontaneity of the comments from Anamarija and Trudy were so genuine, that I wanted to let you hear their mottos. Perhaps it is standard for your employees, but here are two women who live and walk the values.

- 1) Walking in the hall nearly 4:30 p.m., I saw Anamarija, on the (Therapeutic Recreation and Creative Arts) staff team, putting Santa's image up on the wall on the Gatineau unit (G1S).

"Thank you for staying overtime decorating the halls for us," I greeted her.

"This is not overtime, I want to halls to look good for our Christmas turkey dinner tomorrow," she said.

- 2) After a fun-filled wonderful Christmas sing-a-long concert, I met Trudy, a musician (Therapeutic Recreation and Creative Arts team). Thanking her for her enthusiasm and great concert, I commented.

"I am always amazed, in a residence full of palliative care people, how you make everyone feel so happy."

"Well," she answered, "they didn't come here to die, they came here to live."

**Two conversations:** each tell the reason why my husband feels contented and at home in the Gatineau unit, why the staff have a positive attitude about their work, and why our family contributes to the Perley Rideau Foundation.

Shalom,  
Harley W



**Karen McCrimmon** @karenmccrimmon · Feb 14

All the #ValentinesForVets are dropped off to @prvhc\_seniors! My thanks to everyone who took time to show that #CanadaRemembers it's veterans and all they sacrificed for us! I hope you all have a wonderful #ValentinesDay as well!





# The Future of Caring

## 2019 Year-End Update



### Village Choir

We begin this wrap up for 2019 with a heart-warming story about the Perley Rideau Village Choir. More than 50 people sing regularly in the Choir: residents and tenants, supported by volunteers, family members and friends.

About two years ago, the choir welcomed two new members: Marsha and Butch Gilchrist. Married for more than 30 years, Marsha and Butch live in the Seniors' Village. They have long sung in choirs and are both visually impaired.

Gertrude (Trudy) Letourneau, the Choir's director, likes to expand the Choir's repertoire by introducing new songs. This can be a problem for the visually impaired,

though. But Marsha Gilchrist told Trudy that the Canadian National Institute for the Blind (CNIB) offers a translation service. Trudy now gets CNIB to translate new songs into Braille – a language Marsha learned as a little girl. Just before Christmas, CTV News Ottawa featured the choir on its evening newscast. (<http://bit.ly/2YWHXia>)

The Village Choir is further proof of the success of Perley Rideau's Seniors' Village: 139 independent apartments for seniors who enjoy ready access to a wealth of on-site amenities including a chapel, pharmacy, cafeteria, pub, games room, arts and crafts studios and a physiotherapy and massage clinic. Tenants can also take advantage of a variety of assisted-living services and day programs designed for seniors.



During the Remembrance Day ceremony, Marsha Gilchrist (left) sings her solo with support from Choir director Trudy Letourneau.

### SeeMe™: Understanding frailty together

SeeMe™ is a comprehensive program that assesses frailty as part of a person's overall health, and helps residents and their families to make informed decisions about treatment. Residents and family members collaborate with Perley Rideau staff to develop care plans that align with their values, preferences, and quality-of-life goals. SeeMe™ now operates on all of our long-term care units and staff continue to work on adapting the program for use on the convalescent care and SAFE units.

**SeeMe™**  
Understanding frailty together.

# CENTRE OF EXCELLENCE

IN FRAILTY-INFORMED CARE™

We have hired a Research Chair for the Centre of Excellence in Frailty-Informed Care™. Her name is Annie Robitaille, Ph.D., an Assistant Professor in the Interdisciplinary School of Health Sciences at the University of Ottawa. Working alongside Centre of Excellence Director Danielle Sinden, Dr. Robitaille will champion and lead crucial research in how best to care for Canada's growing population of frail seniors.



*"I'm so excited to be able to collaborate with everyone at the Perley Rideau to improve care for frail older adults through the applied research emerging from the Centre of Excellence."*

**Dr. Annie Robitaille, Chair, Centre of Excellence**

## Seniors' Village Expansion Outreach

While the design and planning work continues on the expansion of our Seniors' Village, we continue our public outreach to inform and engage the community. To help design the new building that will house about 200 seniors in a new multi-storey tower, students from nearby schools have been invited to help design the new accommodations. It's one of many ways that we're involving the public in the project. Research also continues on another important expansion project: in collaboration with partners including Algonquin College, we're exploring new options for seniors' housing and care.

The Perley Rideau Foundation has launched a special campaign to support the Centre of Excellence and Seniors' Village Expansion. For more information about the Caring for the Future Capital Campaign, visit the Foundation's website (<http://bit.ly/38xezCT>). We're grateful to the many generous donors who support the Perley Rideau.

## Ottawa Health Team

In December, The Perley and Rideau Veterans' Health Centre joined Ottawa Health Team (OHT), the partnership established by Ontario's Ministry of Health and Long-Term Care. Comprised of 53 organizations, OHT will plan and deliver healthcare in the region under the Ontario Health Team Model. The Perley Rideau will participate in OHT's Frail Older Adults action team, and plans to build on innovations such as SeeMe™: Understanding *frailty* together and the SAFE Unit, which provides unique sub-acute care to frail seniors.

## Vaccination Success

More than 87% of Perley Rideau staff received flu shots this season, a new record for our Village.

Last year, the average flu-immunization rate for staff of Ontario's long-term care homes was 73%. Vaccination benefits not only residents, tenants and staff, but also volunteers, friends and families.



## Interprofessional Clinic at Perley Rideau

Residents, tenants and members of the public of all ages come to the Clinic for a growing range of services, including audiology, occupational therapy, physiotherapy and speech-language pathology. While expanding its service offerings in both official languages, the Clinic excels in interprofessional collaboration and serves as a training centre for the University of Ottawa's Faculty of Health Sciences.

The Clinic now offers a range of assistive devices for sale, including reachers, long handled shoe horns, adapted cups, and non-slip socks. Other items can be ordered as needed. The Clinic has also expanded its offerings of hearing aid accessories for sale, including batteries, battery testers, hearing aid dehumidifiers, oil drops and otoclips. The Clinic is now offering Assistive Devices Program (ADP) mobility assessments for eligible clients who live in the community and are interested in mobility aids such as canes, walkers, wheelchairs and scooters.

For more information, drop in, contact the clinic or visit the Clinic's website: [www.InterprofessionalClinic.com](http://www.InterprofessionalClinic.com)



## Online Store

Within the Perley Rideau online store, we are now hosting auctions to promote and make available the original art created in the studios.

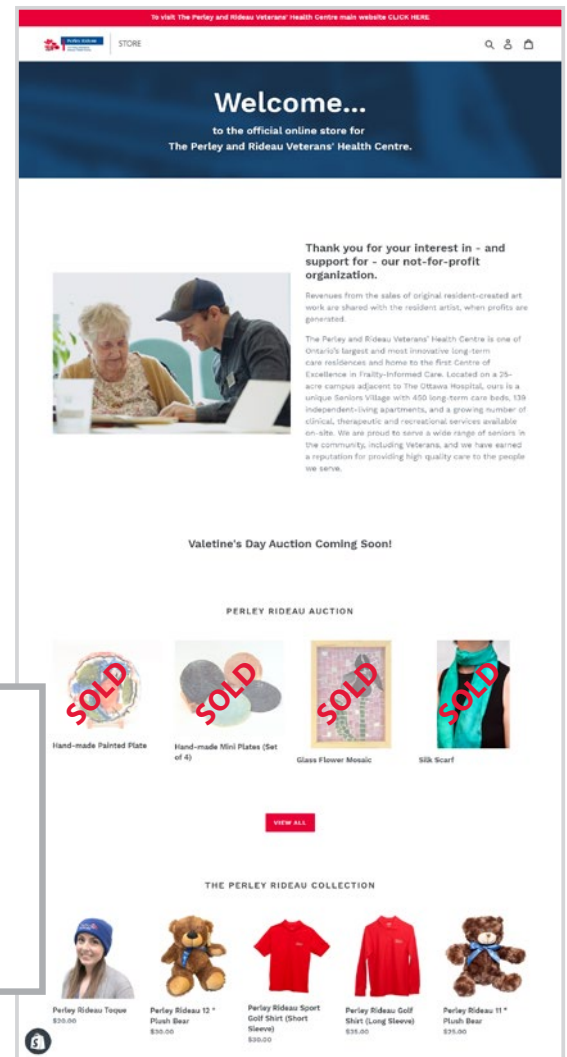
To date, a silk scarf, a painting of birch trees in winter, a glass flower mosaic, and more have all been purchased in the auction. The online store also sells Perley Rideau swag including a Perley Rideau toque, shirts, ball caps and 2 cute blue ribbon bears.

All items must be pick up. We cannot ship items

After costs are recovered, the proceeds from the auctions will be shared between the artist and The Perley and Rideau and Veterans' Health Centre. \$5 from each sale will be directed to the areas where needs are the highest so that the benefits are realized by the Perley Rideau community.

Charitable receipts are not issued for purchases.

This auction is open to the everyone, it just takes a few minutes to register, bid and win.



[PerleyRideauStore.ca](http://PerleyRideauStore.ca)



### Brand Renewal

We have begun work on renewing the Perley Rideau brand. Given the accelerated pace of change in recent years, we want to ensure that our all aspects of our brand continue to accurately communicate who we are, why we care and how we serve the community. The first stage of our brand-renewal process involved extensive research into how key stakeholders and members of the public perceive the Perley Rideau. We're now analyzing this research to determine next steps. Watch this space for frequent updates.



### Virtual Reality

Last year, we began to research the effects of Virtual Reality Relaxation therapy on residents with dementia. The goal is to decrease responsive behaviours during stressful events such as changing the dressing on a wound.

In December, staff found a different application for this innovative technology. A resident nearing the end of his life wanted to visit a pub back home one last time, but was not well enough to do so. To fulfill his wish, staff decorated the Perley Rideau pub and recorded the party in the Virtual Reality format so that the resident could enjoy the experience from his bed. Kudos to staff: this type of compassionate problem-solving is part of what defines Perley Rideau care.

### The Year of the Nurse and Midwife

The World Health Organization (WHO) designated 2020 as the first ever “Year of the Nurse and Midwife,” in honour of the 200th birth anniversary of Florence Nightingale, a pioneer of the nursing profession. In 2020, the Perley Rideau community will regularly gather to honour the many vital contributions of nurses in providing health services and care to the people we serve.

THE YEAR OF THE  
**NURSE  
& MIDWIFE**



# Check out our Winter Update Videos at [www.PerleyRideau.ca](http://www.PerleyRideau.ca)

Online viewers can click the thumbnails to view videos



CEO 2019 Year-End Update



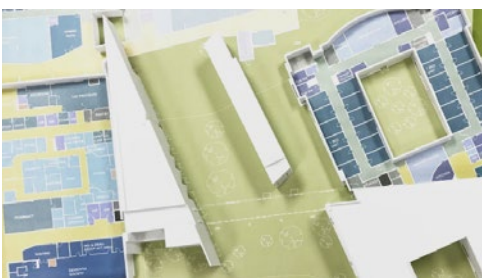
The Perley Rideau Choir



Centre of Excellence in Frailty-Informed Care



Vaccination Success Ad



The Perley Rideau 2020 and Beyond



2020 Perley Rideau Introduction



Waltzing Matilda

News Release  
For Immediate Release

CENTRE OF  
**EXCELLENCE**  
IN FRAILTY-INFORMED CARE™



uOttawa

Faculté des sciences de la santé  
Faculty of Health Sciences

## Research Chair Named to Lead the First Centre of Excellence in Frailty-Informed Care™.

*Annie Robitaille, Ph.D., named first Chair of the Centre of Excellence at The Perley and Rideau Veterans' Health Centre*

Tuesday, February 4, 2020 – Ottawa, Ontario

The Perley and Rideau Veterans' Health Centre, one of Ontario's largest and most progressive long-term care homes, has named Annie Robitaille, Ph.D., Research Chair of the first Centre of Excellence in Frailty-Informed Care™.

Dr. Robitaille, Assistant Professor in the Interdisciplinary School of Health Sciences at the University of Ottawa, has dedicated her career to researching a broad spectrum of issues related to the aging process. During the past decade, Dr. Robitaille's research initiatives ranged from the study of long-term care to responsive behaviours and social isolation of older adults living with frailty. Her breadth of experience supports the mission of the Centre of Excellence by fostering innovations in the provision of care and sharing practical research.

“With Dr. Robitaille's guidance, the Centre of Excellence in Frailty-Informed Care™ will help develop and implement effective solutions to current and emerging serious challenges facing the health care system and society in general,” says Akos Hoffer, CEO, The Perley and Rideau Veterans' Health Centre.

“By leveraging the size of the Perley Rideau, our unique expertise and history of innovating, the Centre of Excellence will advance relevant – and useful – knowledge to effectively care for the rapidly growing population of frail older adults while benefitting their families and caregivers.”

A graduate of the University of Ottawa's School of Psychology, Dr. Robitaille completed her postdoctoral research in the Department of Psychology and Centre on Aging at the University of Victoria and the Integrative Analysis of Longitudinal Studies on Aging and Dementia (IALSA) research network. She returned to the Capital Region to serve as a postdoctoral Research Associate with the Centre for Learning, Research and Innovation in Long-Term Care at the Bruyère Research Institute and the Interdisciplinary School of Health Sciences at the University of Ottawa.

“So many people living in homes like the Perley Rideau are frail. We need to change that,” says Dr. Robitaille.

“Building on well-established links to the University of Ottawa and reaching out to researchers and other partners and stakeholders, the Centre of Excellence will generate meaningful and actionable outcomes to improve the quality of life of older adults living with frailty.”

Currently, Dr. Robitaille’s research focuses on supporting caregivers while reducing social isolation of older adults living with frailty across the continuum of care.

### Research Interests

- Aging
- Frailty
- Dementia
- Caregivers of people with dementia
- Lifespan development
- Long-term care
- Research methods for longitudinal studies

### Quick facts

- The population of Canadians 85 years of age and older is growing approximately four times faster than the general population; by 2051, it will include approximately 2.7 million Canadians, or 5.7% of the national population.
- About 50% of those aged 85 and older are medically frail.
- According to the Canadian Frailty Network (CFN), “No care setting in Canada currently identifies and assesses frailty as standard clinical practice.”
- The Perley Rideau Foundation, supported by generous donors, funds the position of the Research Chair.

### Frailty Defined

Frailty reduces a person’s physical reserve and can result in loss of function. This affects a person’s ability to recover from illness. Frailty-informed care is healthcare that is based on a comprehensive and inclusive assessment of a person’s strengths, weaknesses, values and preferences. Frailty-informed care focuses on maximizing quality of life. The healthcare system primarily aims to extend life by curing diseases, treating conditions and fixing injuries. For frail individuals, however, healthcare interventions often risk significantly diminishing quality of life. Frailty-informed care takes into account an intervention’s impact on quality of life and helps frail individuals and their families make informed decisions about care and treatment. Frailty-informed care involves an effective, ongoing partnership between a person, and their family, healthcare professionals and care providers. Together, the partners consider the frail person’s wishes and strengths and determine how best to maximize their quality of life, and their ability to experience life’s pleasures.

# Seniors' Village Expansion News

Thank you to all the members of the Perley Rideau community who have submitted questions and comments related to the planned Seniors' Village Expansion in the suggestion box located in the Seniors' Village Expansion booth, across from the Day Program on the main floor of the Perley Rideau Health Centre.

The graphic shows the Village Expansion Project Timeline that is exhibited in the Seniors' Village Expansion booth. In the eight stage plan, the project has currently progressed to stage three. Although there are three specific times when formal public input will be assembled and gathered, your feedback is valuable and always welcome and the Perley Rideau community is encouraged to use the suggestion box. Responses will be provided in the Perley Rideau newsletter and key points will be addressed during upcoming Town Halls.

In the feedback emerging from the suggestion box, certain themes emerged from your questions and comments and our responses are intended to address all your feedback.

If you don't see an answer addressing your specific question or comment, there are two ways to provide feedback:

- 1) Submit your comment and question in the suggestion box in the booth across from the Day Program in the Perley Rideau Centre;
- 2) Email your question or comment to [info@prvhc.com](mailto:info@prvhc.com)

Thanks to everyone for your passion and interest in helping us to live our motto: Together, we improve the well-being of the people we serve.

## Comments on Services

- Provide a bus for apartment tenant outings
- Add additional clinics, including an eye care clinic
- Improve food options
- Introduce a daycare program

## Perley Rideau Response

Thank you for all these great suggestions. As has been stated, The Seniors' Village Expansion project will house additional people on the Perley Rideau campus, where older adults will enjoy ready access to the therapies, services and amenities needed to live as independently as their health allows. We commit to provide access the therapies, services and activities older adults need to live as independently as their health allows. Teams of professionals implement holistic, multidisciplinary and affordable models of care that align with each senior's personal goals.

Now that a design team has been selected, we are planning opportunities for members of the Perley Rideau Community to provide input in the design, programming and logistical planning.

Please know that your recommendations will be included when the team plans the specific services in the Perley Rideau Village. As the graphic shows, the project is currently in the schematic design phase. At the current

## Stages to Constructing a New Perley Rideau Home for Seniors



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



time, the team is gathering all the good suggestions and continues to explore the viability of various onsite services and campus improvements.

## Suggestions for Consideration \*To Be Addressed During the Design Development (Stage 5)

- Permit each resident to have their own personal Canada Post mailbox
- Retain beautiful courtyards
- Improve on the design of the current apartments (including adjusting cabinet height, increasing storage, improve flooring and balcony design)
- Construct additional accommodations for visiting friends and family
- Include an accessible exercise room
- Construct more family-friendly washrooms
- Add more meeting space
- Include a large event room with proper comfortable seating for those capable of using walkers and sufficient space.

## Comments about Onsite Parking

- Add more parking space for the increase in traffic.

### Perley Rideau Response

Parking is an understood concern, and is one of several site-wide “capacity” issues we have investigated. Management commissioned a parking study in early 2019 to better understand traffic flows and the timing of parking shortages. Strategies are being pursued by management to address the existing challenges. Our teams is working on implementing new strategies to alleviate parking pressures during peak times to find additional parking spaces on the property and better manage the pressures that peak during shift changes.

- Improve the signage at the egress from the parking lot. Provide written instructions to cover all the options for paying and exiting the property.

### Perley Rideau Response

Great idea! We will design and introduce an information sheet explaining the process for exiting the property. This information sheet will also be made available to residents, their families and this resource will be posted to the Perley Rideau website at [www.PerleyRideau.ca](http://www.PerleyRideau.ca).

## General Safety Question

- What measures will you put in place to protect sacred space in the event of a real emergency?

### Perley Rideau Response

We assume that this question relates to the chapel in Lupton Hall, although it may relate to the Sacred Space on the second floor. We have established safety protocols that guide all members of the Perley Rideau community in the event of an emergency. The Perley Rideau Welcome Book contains information for families, friends and the public guiding their actions during an emergency and the Welcome Book is available online (<http://www.perleyrideau.ca/upload/documents/perley-rideau-village-handbook-screen.pdf>). We always seek improvement and welcome your suggestions.

## General Comments

- Advertise that this is happening! Ottawa needs some “good news”! Congrats on your accomplishment.
- Wonderful staff!

**Perley Rideau Response:** Thank you for your feedback.

## Comments on the New Building Location

- Very bad place to place the expansion. Make that into winter green space. Put the expansion elsewhere.
- Not a good idea!!! Make that space into a winter garden by glassing in. expand elsewhere.
- Not a good place to put the addition. Crazy !
- The worst location possible. So disruptive to residents!

## Perley Rideau Response

Over the last two years, the Board, Senior Management and a team of expert development advisors have explored several development options across our campus. The analysis considered long-term opportunities and constraints, including the complex underground infrastructure that exists across our campus. The Lupton Hall location is one of a limited number of options that can accommodate a new building at this time, without needing to demolish and rebuild existing residential units. The decision to explore the Lupton Hall location for our next phase of on-campus growth was ultimately made based on the location's ideal proximity to existing Village services and amenities. New residents will have direct access to the Health Centre without having to journey outside. The Lupton Hall location also allows us to preserve other locations on the campus for future, longer-term development and growth. Please know that the scope of our work includes consideration of the outside property and we are guided by requests to ensure that natural light and green spaces are present in the new building.

## Partner up with local students to advance the Seniors' Village Expansion

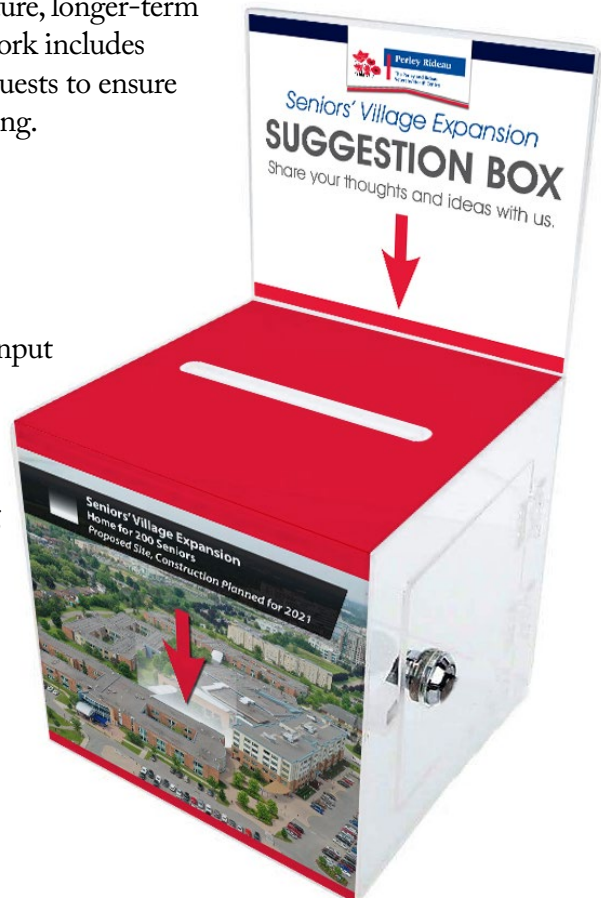
We want to hear from you

We are in the design phase (Phase #3) of the project and we seek input from a variety of groups of all ages.

As part of the Seniors' Village Expansion Project we are planning an interactive event with High School Students and Seniors from the Perley Rideau Campus. Are you interested to spend a morning with students to learn together and generate innovative new ideas for the Perley Rideau campus?

If this is an activity that you would like to be part of please contact Katrin Spencer- Manager, Seniors' Village Expansion at extension 2225 or Jay Innes- Director of Communication at extension 2207 or come and see us at our office on the second floor.

Please note that space is limited.



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



DESIGNATED AS A  
BEST PRACTICE  
SPOTLIGHT  
ORGANIZATION®

2019



As a RNAO Best Practice Spotlight Organization, we have a plenty to share about our journey, our successes and innovations and our future plans. Follow BPSO Perley Rideau @BPSOPerley



**We're faking falls!** To practice using best practices in fall prevention, we had our teams respond to fake falls around our home. They were safe, reflective, and fun educational simulations!



Integrating an evidenced based nursing skills day into orientation is not only fun, but a great way to support teamwork and confidence in new hires and students in Long Term Care!! Congrats to our new team members! Welcome to the Perley Rideau





A kick off to the Year of the Nurse and Midwife. A few photos from the recent BPSO Champions celebration recognizing outstanding achievements and awarding the cherished pins



Amber Rinfret, RPN, BPSO Liaison, is awarded the excellence in the care of older Ontarians award by Annette Weeres, Registered Practical Nurses Association of Ontario and Kris Birchard, Chair, The Perley and Rideau Veterans' Health Centre Board of Directors.



Love was in the air! Thanks for the Therapeutic Recreation and Creative Arts team for hosting the Valentine's Day lunch for residents



Kelly Donahue (left) and Colleen Summerton, our trainers in Mental Health First Aid for Seniors, sport their t-shirts "it's okay to not be okay". These shirts were designed and created to assist in reducing the stigma surrounding mental health challenges.



Residents continue work on their next interactive art exhibit in the MET Gallery. This will be the perfect escape for those wishing they could travel South to escape winter.



Days after the Second World War ended, a cipher clerk walked out of the Soviet Embassy in Ottawa and sparked the Cold War. Thanks to all who attended the free Perley Rideau Lifelong Learning one-day course Remembering Gouzenko, presented by author Andrew Kavchak



Embracing winter with pastry! Thanks to the team from Food & Nutrition, Therapeutic Recreation and Creative Arts and a keen volunteer for the Perley tails treat.



**Turkey Time:** Resident creations in the ceramics studio simulate a turkey and all the fixings. Yes, everything on the table is ceramic. We are not sure why residents, volunteers and staff seem to be downright hostile toward peas!



Wonderful Valentine's Day concert with Flora Love and Natasha. It was so great seeing everyone singing and dancing



Another beautiful piece of art proudly hanging in the Perley Rideau hallway. This painting was created in Andrea's painting class on G1S. The residents created layers with paint and gels then added paper and gold leaf.



It was a special visit from The Minister of Patriots and Veterans Affairs, Lieutenant-General (ret'd) Sam-Duck Park who visited from Korea recently. Two residents were awarded the Korean Ambassador for Peace medals.



A recent visit with residents: From left to right: Captain Senécal, Commander's Aide-de-Camp; Lieutenant-General (retired) Lloyd Campbell, former Commander of the RCAF, member of the Perley Rideau Board of Directors; Lieutenant-General Al Meinzing, Commander of the RCAF; Delphine Haslé, Executive Director of The Perley and Rideau Veterans' Health Centre Foundation; Chief Warrant Officer Gaudreault

To mark the 55th anniversary of the Maple Leaf Flag, residents were hosted by Royal Canadian Legion Orleans, Branch 632



Hosted by Katrin Spencer, Manager, Seniors' Village Expansion, and Katharine Harrison, RN, SAFE Unit, (pictured) we thank the more than 75 students from Hillcrest High School -- and teachers -- for providing valuable input that will help guide the design of our new home for frail seniors and expand our Seniors' Village.



# SeeMe™

**Understanding frailty together.**

## Update on SeeMe™: Understanding *frailty* together

By Andrea Liu, Coordinator- Centre of Excellence and Interprofessional Clinics

The full SeeMe™ Program has officially been rolled out on all 12 long-term care units! SeeMe™ mentors have helped train over 130 registered staff in using the Goals of Care Tool and Comprehensive Frailty-Informed Assessment. Frailty-informed care is now provided as standard practice in all long-term care units at Perley Rideau. Kudos to staff, physicians, families, and residents for your role in supporting the new SeeMe™ tools and processes!

In terms of next steps, we are currently working on adapting the SeeMe™ Program to the SAFE and Convalescent units. We are also in the process of analyzing program evaluation data from the first year of SeeMe™. The SeeMe™ Program will be presented as part of a workshop titled “Making Frailty Part of the Care Conversation with SeeMe™” at the AdvantAge Ontario AGM and Convention on April 23rd in Toronto.

### Summary of the SeeMe™ Rollout Schedule

Time Period	Unit Rollout
February-March 2019	O2E, R2S
April-May 2019	G1N, G1S
June-July 2019	O1W, R2N
August-September 2019	G2N, G2S
September-December 2019	O1E (6 LTC beds), O2W, R1N, R1S

# My Journey as an MHA Resident at the Perley Rideau

Rosilita Jean-Pierre, BScN, RN, MHA

My journey as a University of Ottawa Master of Health administration (MHA) resident at The Perley and Rideau Veterans' Health Centre (Perley Rideau) began on September 3, 2019 and culminated on Friday December 13; a day long considered a harbinger of bad luck. The first two weeks of the MHA residency I was privy to meet each member of the Executive and Administrative team and to better understand their role in the organization. During the first few weeks, not only did I get a hands-on grasp of what it takes to lead and manage a progressive Long-Term Care home, I also recognized the down-to-earth nature and the open-door policy of the leadership team at the Perley Rideau. This open-door policy would prove to be instrumental to my success during the final project presentation Friday December 13th, 2019.

Completion of the MHA residency entailed completing a field residency project. The title of my project was "An Exploratory Evaluation of the Therapeutic Recreation and Creative Arts Program at the Perley Rideau Veterans' Health Centre."

The results of the study confirm the program is success. Residents were very satisfied to extremely satisfied with the program activities. The results also confirmed that the program is benefiting the residents who need the service the most. i.e. those with lower level of cognition scores, and level of frailty. Residents with decreased mobility and ability to participate in the therapeutic recreation and creative arts activities perceived their quality of life to be lower. This underscores the need to keep the residents mobile. Areas identified for improvement were, service delivery in French, punctuality of residents to activities, and under-capacity of service delivery and staff. Some residents stated they would like to have more activities of a certain type like American Jazz, and Big Band Sound. Wildlife such as bird watching and a well-maintained flora and fauna were also mentioned. Residents believed there to be an under-capacity of trained staff and volunteers to adequately meet the care needs of residents during activities and outings. Some of the potential impacts identified by residents if the activities were to be stopped are "I would be sad", "there would be less enjoyment in life," and "I would lose my ability to walk, the little that I do now".

Oh, back to December 13, it was not a day of doom and gloom after all. At the project presentation at the University of Ottawa, I was awarded the MHA Leadership and Michel Lalonde awards. I could not have achieved this recognition without the support and guidance of the administrative team at the Perley Rideau. I would like to thank Dr. Mirou Jaana from the University of Ottawa and the entire administrative and support team of the Perley Rideau, especially Akos Hoffer, Jay Innes, Enrique Soto, Danielle Sinden, Carolyn Vollicks, Judy Woodstock and Gayla Desjardins for making my time here memorable.

An Exploratory Evaluation of the Therapeutic Recreation and Creative Arts Program at the Perley Rideau



Rosilita Jn-Pierre  
Supervisor: Mirou Jaana, PhD MPH  
University of Ottawa  
December 13, 2019



Together, we improve the well-being of the people we serve

Presentation prepared for: MHA 6990



Perley Rideau

The Perley and Rideau Veterans' Health Centre

**THANK YOU**

**The Greatest Generation to ever live!!!**



# CURRENT VOLUNTEER OPPORTUNITIES

FEBRUARY 2020

To sign up or for more information, please contact Volunteer Services at [volunteer@prvhc.com](mailto:volunteer@prvhc.com) (613) 526-7170 Ext. 2356 or 2305



### Family Transition

Welcome new long-term care residents and their families on admission day. Training provided.

### Perley Rideau Foundation

Thank you calls to donors. Schedule daytime calls at your convenience. A list of donors is provided bi-weekly.

### Resident Gardening Program (Creative Arts)

Monday morning or afternoon. Friday mornings.

### Deborah's Gift Boutique

Float for various days

9:30 - 1:00 or 1:00 - 4:30

Help in our retail shop while raising funds for resident needs.



### Friendly Visiting

Provide companionship for residents in Long-Term Care and Assisted Living. Flexible scheduling.

### Exercise Classes: Tues, Thurs or Fri mornings

Portering residents, assisting physiotherapy staff to model exercises and encouraging safe participation.

### Music with Ross & Trudy

R2S - Wednesdays 1:30 - 3:30

Porter and sing along with residents.

### Ecumenical Service

Tuesdays 1:30 - 3:00

Portering residents to service.

### Volunteer buddy/Navigation partner for volunteer with disability - Thursdays 1:30 - 3:30

Assist with safe navigation through home while visiting with veterans.



## GET READY - 2020 TAX CLINICS ARE COMING!

Tax clinics will be at Volunteer Services Office  
1<sup>st</sup> floor next to Reception at the 1750 Main Entrance.

**4 consecutive Saturdays 10:00am to 2:00pm**

**March 21<sup>st</sup>, 28<sup>th</sup>, April 4<sup>th</sup> and 11<sup>th</sup>**

Help is available for 2019 income tax returns. This free service, provided by the Canada Revenue Agency and Perley Rideau Volunteers, is available to residents and tenants.

To qualify:

- you must have 2018 income of \$35,000 or less
- no more than \$1,000 of interest income, capital gains, rental income, and business income
- are not involved in bankruptcy
- are not completing a tax form for someone who is deceased

The Community Volunteer Income Tax program does not process tax returns on behalf of a deceased person.

Appointments must be made in advance.

Perley Rideau long-term care residents or family members must book an appointment through Volunteer Services by contacting Volunteer Services at 613-526-7170 ext 2305 or [volunteer@prvhc.com](mailto:volunteer@prvhc.com)

Apartment tenants must book an appointment through Tenant Relations/Assistant Living staff.

The clinics will be located at Volunteer Services next to the reception desk at the main entrance.

Thanks very much to volunteer Brian McGill who will be providing E-File services again this year to tenants and long term care residents.

The Perley Rideau and volunteers must decline any offers of monetary reward or gifts for this service.

**VOLUNTEER RECOGNITION AWARDS  
2020 Nomination Form  
Due: Friday, March 27th**

All staff, residents, family members or volunteers are invited to submit a nomination by emailing the completed form below to [volunteer@prvhc.com](mailto:volunteer@prvhc.com) or dropping it off to Volunteer Services (located near Main Reception)

\*\*\*\*\*

**Name of Volunteer or Team being nominated:** \_\_\_\_\_

**Person(s) nominating:** \_\_\_\_\_

**Award category (please check one):**

**Volunteer of the Year**

Criteria: nomination must demonstrate how the volunteer exemplifies [Perley Rideau's Core Values](#) (Compassion, Respect, Integrity and Excellence) and is a model for the spirit of volunteerism at Perley Rideau; individual must have been actively volunteering during the preceding 6 months; and continue to be an active and exceptional registered Perley Rideau volunteer.

**Advocacy Award**

Criteria: a volunteer (or a group of volunteers) who goes above and beyond their regular volunteer duties to advocate for, or serve on behalf of, or speak on behalf of, our residents; have been actively volunteering during the preceding 6 months; and continue to be an active and exceptional registered Perley Rideau volunteer.

**Team Award**

Criteria: a team of volunteers who, as a group, provide service and assistance in an exceptional way that integrates volunteers with residents, staff and families.

\_\_\_\_\_

Please describe, in detail, why you are nominating this volunteer or team for special recognition. Note that the information provided here is all that the Award Selection Committee will have available to inform their decision. Attach additional pages, if needed.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

All nominations will go before a committee for consideration and final decision. Note that Nomination Committee members (representing staff and volunteers) are identified after all nominations are received, to ensure no bias.

**All nominees will be honoured, and award recipients announced, at our annual Volunteer Recognition Event on Thursday, April 23, 2020**

# TINNITUS

Presented by  
**Interprofessional Clinic  
at Perley Rideau**



By Myriam Grenier, audiologist & Sarah Lefebvre, student in Audiology

## What is Tinnitus?

A person with tinnitus reports hearing a sound, that is acoustically not there. Tinnitus is a perception of sound created by the brain. Tinnitus can appear gradually and be associated to a hearing loss, to continuous exposure to loud noises, or as a result to certain medications. Tinnitus can also appear spontaneously. At night, when there is no noise around, the brain searches for stimulation which can make tinnitus even more noticeable.

Tinnitus is a symptom that can be associated with lots of different health conditions. Therefore, if your tinnitus is concerning you, you should see a healthcare professional

## Managing Your Tinnitus

There is currently no cure for most tinnitus cases. The primary objective for all tinnitus treatment is to lower the perceived burden of tinnitus, allowing you to live a more comfortable life. The following is a list of the different tools that can be used: hearing aids, sound therapy, behavioral therapies, drug therapies, TMJ treatments, and in some cases, experimental therapies.

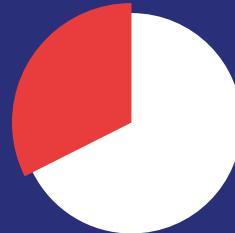
**If you have any questions or concerns, please contact an audiologist for more details.**

### IN THIS ISSUE

#### TINNITUS DEFINITION

Tinnitus is the perception of sound when no external source is present.  
- *Speech-Language and Audiology Canada*

#### 37% OF CANADIANS HAVE EXPERIENCED TINNITUS IN THE LAST YEAR\*



*\*Statistic provided by Statistics Canada*

#### DID YOU KNOW?

Caffeine, alcohol, tobacco and salt are known to negatively affect tinnitus. Stress and fatigue may also increase the perceived intensity of tinnitus.

Everyone is different so you should track your own experiences and adjust accordingly.



# Equipment for Sale

*at the*

**Interprofessional Clinic  
at Perley Rideau**

**Clinique Interprofessionnelle  
au Perley Rideau**



**Kennedy  
Cups**



**Theraputty**



**Two Handed  
Cups**



**Non-Slip  
Socks**



**Reachers**



**Long-Handled  
Shoehorns**

**Visit the Interprofessional Clinic for  
more details.**

 (613) 526-7125  (613) 526-7126  [icadmin@prvhc.com](mailto:icadmin@prvhc.com)

 [www.InterprofessionalClinic.com](http://www.InterprofessionalClinic.com)  1750 ch. Russell Rd., Ottawa, Ontario K1G 5Z6

# Perley Rideau Dental Clinic Update

Dental hygiene and denturist services are available at the Perley Rideau Dental Clinic for residents, tenants, short stay clients, staff, and members of the community. The Perley Rideau Dental Clinic has recently become an approved provider for the Ontario Seniors Dental Care Program. This program provides free, routine dental services for low-income seniors (65 years and older). Dental hygiene services are covered under this program.

### Eligibility Criteria:

- 65 years of age or older
- Resident of Ontario
- Meet income requirements
  - Annual net income of \$19,300 or less for a single senior
  - A combined annual net income of \$32,300 or less for a couple
- No other form of dental benefits

Applications can be made to this program online or by mail through the following website:

<https://www.ontario.ca/page/dental-care-low-income-seniors>

Pamphlets on the Ontario Seniors Dental Care Program can also be picked up from the Perley Rideau Dental Clinic. For more information on the services at the Dental Clinic, please call 613-526-7178 or email [dentalclinic@prvhc.com](mailto:dentalclinic@prvhc.com).

## Meet the Dental Hygiene Team



Amy Pitre, Dental Hygienist

Amy joined the Perley Rideau Dental Clinic in August 2013, and has had extensive experience working with clients of all ages with special needs. A graduate with honors of Algonquin College's Dental Assisting (1997) and Dental Hygiene (2000) programs, Amy is committed to ongoing learning. Amy is a member in good standing of The College of Dental Hygienists of Ontario, Canadian Dental Hygienist's Association, and Ottawa Dental Hygiene Society and sits on the board of the Canadian National Institute of Health Dental Hygiene Program Advisory Committee. On her days off, she enjoys spending time with her children.



Lori Stagg, Dental Assistant/Receptionist

Lori has over 20 years of experience as a Certified Dental Assistant. She joined the Perley Rideau Dental Clinic in September 2019 in the role of Dental Assistant and Receptionist. She enjoys helping and interacting with patients, and is quick to make them feel at ease by building confidence, trust, and rapport with each patient. Patients and colleagues enjoy her positive personality and sense of humour. Lori loves to travel and dine out with friends and is a proud mother of two teenage boys.



# Family and Friends Council

February 2020 is the 10th anniversary of the Family and Friends Council meetings! Over the decade there have been 179 speakers generously sharing their expertise and time with us at 95 meetings and sessions. The current FFC executive would like to thank those who established and built the Family and Friends Council and provided great support. Thank you also to the staff of the Perley Rideau and outside speakers who shared their knowledge and compassion with us.

The mission of the Family and Friends Council has remained virtually unchanged over the years.

**Mission** – *To improve the quality of life for all residents by promoting an atmosphere of compassionate care and support among staff, friends and family members of the long term care residents of The Perley and Rideau Veterans' Health Centre.*

In February, Recreation Therapy Month, Robyn Orazetti, Coordinator, Recreation Therapy and Creative Arts joined us to discuss the options for residents within the multitude of programs. There was a specific focus on those residents who are more comfortable in smaller scale or quieter activities.

AT 7:00 pm on March 26th 2020 we will welcome the Dementia Society to:

- Learn about dementia and its impact
- Recognize signs of dementia
- Learn tips to help make everyday interactions positive
- Support changing community perception
- Help people with dementia live well, be treated with dignity and respect and maximize autonomy

We welcome you to our monthly meetings to hear informative speakers and meet other family members and friends.

## ***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 of residents, former residents of The Perley and Rideau Veterans' Health Centre, and persons of importance to residents who are committed to acting as advocates. There is no membership fee. We hope this experience and broad range of perspectives may serve as sources of information, assistance and support to all members of our long-term care home community.

Council meets monthly except in July, August and December. Our meetings include updates by Senior Management, presentations on topics of relevance to residents and family members, budget reports, and opportunities to learn more about life at the Perley Rideau. We look forward to welcoming family and friends of our residents and to their participation in the activities of the Council.

*Please help us keep 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 Heather Moxley by e-mail at:*  
[familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com)





# February 2020 marks the 10<sup>th</sup> Anniversary of the Family and Friends Council.

*“Together, we improve the well-being of the people we serve.”*

## Upcoming FFC Meetings

<b>FFC Council</b>	Thu	Mar 26 2020	7:00 – 8:30	<i>Games Room</i>
<b>FFC Council</b>	Thu	Apr 16 2020	7:00 – 8:30	<i>Boardroom</i>
<b>FFC Council</b>	Thu	May 21 2020	7:00 – 8:30	<i>Boardroom</i>
<b>FFC Education</b>	Wed	June (TBD)	1:00 – 3:00	<i>Lupton Hall</i>
<b>FFC Council</b>	Thu	Sep 17 2020	7:00 – 8:30	<i>Boardroom</i>
<b>FFC Council</b>	Thu	Oct 15 2020	7:00 – 8:30	<i>Boardroom</i>
<b>FFC AGM</b>	Thu	Nov 19 2020	7:00 – 8:30	<i>Games Room</i>

# fseap SOLUTIONS

## Making the Most of a Bad Day at Work

Everyone experiences job-related setbacks and mistakes at work (“a bad day”). Our initial focus is usually how awful we feel or how unfair “it” all seemed. The challenge is moving past the negativity. Accomplish these strategies that add to your resilience. Here are six “T’s” to recapture a positive you: Temporary: Remind yourself that feeling bad is temporary; it will soon dissipate. Teach: What can the day teach you? What part of it will add to your skills and abilities? Talk: Talk and vent your experience with a friend to experience emotional release. Twirl: Move, exercise, or play—engage in physical activity to influence a positive mood. Transcribe: Write down your feelings. Thanks: Focus on two to three things you are grateful for despite the setback, to help reenergize positivity.



## Avoid Financial Health Denial

Are your money management habits leading to a financial crisis in the future? If you’re thinking, “maybe, but it will all work out later,” then you may be using financial health denial to avoid critical changes you need to make right now. See the EAP or get financial counseling if 1) credit card debt is growing, 2) you’re unable to save up a small emergency fund, or 3) money worries are zapping your energy, interfering with sleep, or undermining happiness.



## Is Past Trauma Still Affecting you?

Can past traumatic events affect your health today, even if you hardly ever think about them anymore? You may have “moved past” those memories of abuse or assault you experienced years ago, but if perceived as fearful enough—and you may not recall just how much—a type of invisible assault on the brain may have occurred involving stress responses of the amygdala, hippocampus, and prefrontal cortex. Effects can persist for years, contribute to nightmares, help explain your jumpiness, or perhaps why you’re easily startled, or struggle with vulnerability in relationships. Seven to eight percent of people will experience post-traumatic stress disorder at some point in their lives. The EAP can discuss symptoms, help you decide if PTSD affects you, and locate the right help.

Learn more: [www.ptsd.va.gov](http://www.ptsd.va.gov)

## Keeping Work Stress from Coming Home

Is work stress coming home with you, along with tension, irritability, and anxiety? Experiment with these environmental controls and behavioral tactics to see if they don't steer your thoughts and reflexes away from work and worries. 1) Before leaving work, participate in a ritual that "completes your day." For example, put things away, stack paper neatly, roll your chair under your desk, dust a couple of shelves, and empty the wastebasket. Take a good look at your office or work space, "feel the completion" of your day—and leave. These behaviors, practiced daily for just a week, will begin to compartmentalize work and home. 2) If bringing work home is unavoidable, don't place it on the kitchen counter, dinette, or with house clutter as you walk through the door. Instead, create a special location in your home physically removed from areas where you engage with loved ones. 3) Create digital communication habits that reinforce boundaries. For example, on your voice mail, say that you are gladly available, but only if it is urgent, along with instructions for the caller for what to do next. Note that you can experience a 99% reduction in unnecessary phone calls if you simply allow the caller to decide if the concern is so urgent that it can't wait. Most of the time, it really can. Compartmentalization, boundaries, and smartphone management—these are instruments of work-life balance. Make them work for you.

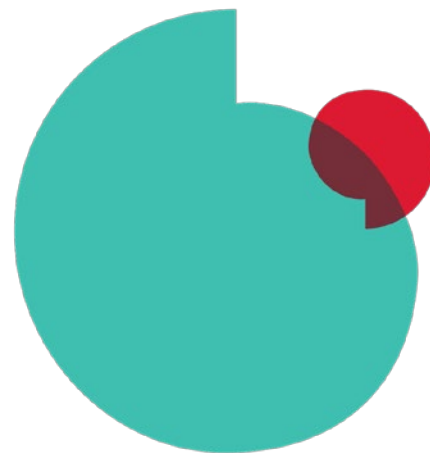


## Couples Counselling: Finding Motivation to Go

More couples have discussed couples counseling than will ever go. Many checklists online will help you decide whether your relationship could use help, but only a strong enough reason will empower you to make the call. If you're hesitating, you may have misconceptions about couples counseling. One common fear is the therapist will align with your partner and together confront all your imperfections. That won't happen with an experienced professional. Instead, you will be put at ease, and what you envision as the stereotype will be quickly dismissed. Each of you will discover what you're doing healthfully, along with what you can consider doing differently in your relationship to make it what you want. The good news is the likelihood of feeling more empowered while you work toward changes you and your partner agree on. With commitment, most couples enjoy a reduction in tension they have grown weary of experiencing each day, along with hope that the changes sought will last.

## First Responders, Relationships, and Stress

If you are a firefighter or other first responder, you know that work relationships are critical for feeling support, buffering stress, and experiencing overall job satisfaction. Recent research shows, however, that you may be protecting and shielding your spouse or partner from the stress and horrible knowledge you are exposed to at work. You might behave at home as if work is not affecting you. This desire to protect but also pretend that all is well can create additional stress that leads to conflicts at home and ultimately in relationships you value. Sound familiar? If so, and you're concerned, talk to the EAP. Read the study: [bit.ly/firefighter22](http://bit.ly/firefighter22)



Important notice: Information in FSEAP Solutions is for general informational purposes only and is not intended to replace the counsel or advice of a qualified health or legal professional. Contact FSEAP for further help, questions, or referral to community resources for specific problems or personal concerns. Source URLs may have been abbreviated for convenience and are case sensitive.





**The Royal Canadian Legion clearly demonstrates that they have not forgotten, every day. In 2019 Legion giving totalled \$212,367! This amazing generosity makes so much possible. Every year, local Legion branches are invited to attend the annual Royal Canadian Legion seminar, to review what donations over the past year have done and look ahead to the needs of the coming year.**

**If your Legion branch is interested in attending the 2020 seminar, please reach out to Courtney Rock, Development Manager, at 613-526-7180 x7177.**



**The 2019 Fall Benefit Fashion Show and Shop Event was a great success! Vendors specializing in women's clothing and accessories sold their wares, and a fashion show displaying Nygard's 2019 fall line awed the crowd. All proceeds from the event will support music therapy in the Therapeutic Recreation and Creative Arts Program. Thanks to everyone who came out and supported the event! L to R: Delphine Haslé, Foundation Executive Director; Kathy Watson-Leblanc, Fashion Show Organizer; Sara Francis, Foundation Development Coordinator.**

**Giving Tuesday – the international day of giving back! Falling after Black Friday and Cyber Monday every year, we are grateful to all who made a special donation on this day. We'll see you again on December 1, 2020! L to R: Delphine Haslé, Foundation Executive Director; Sara Francis, Foundation Development Coordinator; Carla Morden, Foundation Administrative Assistant; Courtney Rock, Foundation Development Manager.**



## Foundation



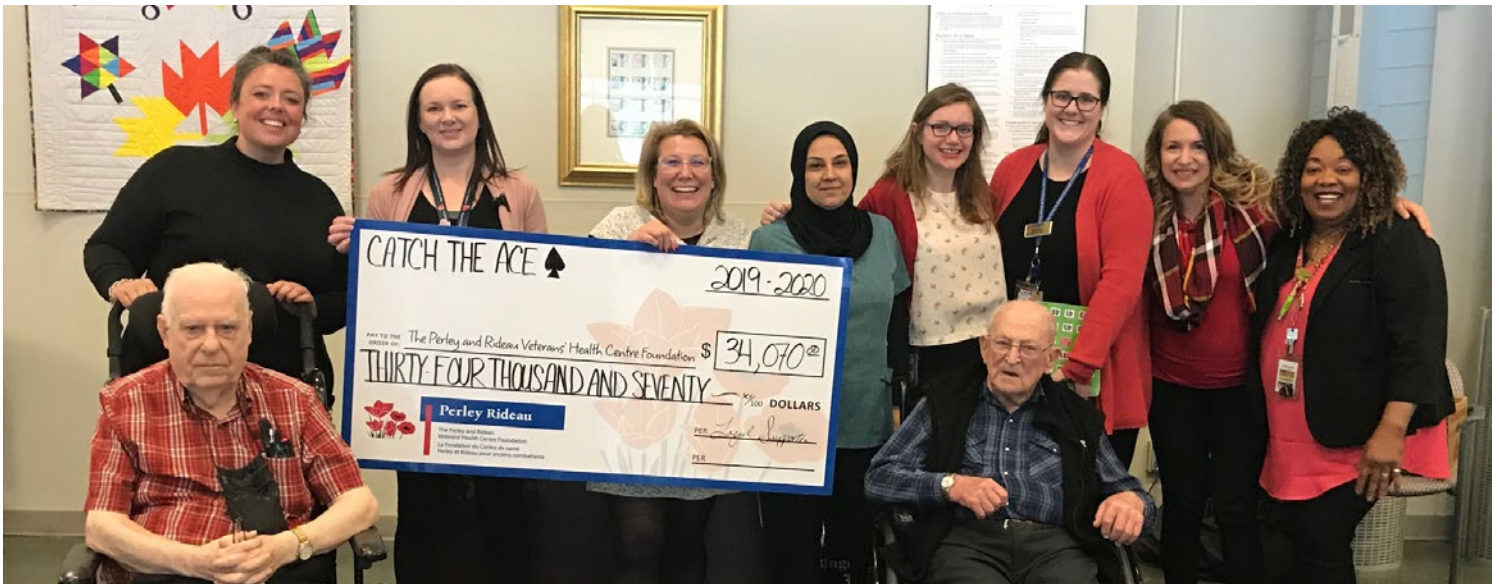
**The Veterans' Society Motorcycle Club came to visit the Perley Rideau in early January, starting the year off with a generous donation of \$2,000! Members engaged in various fundraising activities to support the men and women who call the Perley Rideau home. Thank you all for your hard work and kindness.**

**The Perley Rideau Foundation was proud to be the recipient charity of the American Hellenic Educational Progressive Association – Ottawa Chapter's annual charity entertainment evening. Attendees enjoyed good food and the comedic stylings of Basile the Comedian. Opa! L to R: Delphine Haslé, Foundation Executive Director; Bill Sioulas, AHEPA Ottawa Vice-President; Peter Mavridis, AHEPA Ottawa President.**

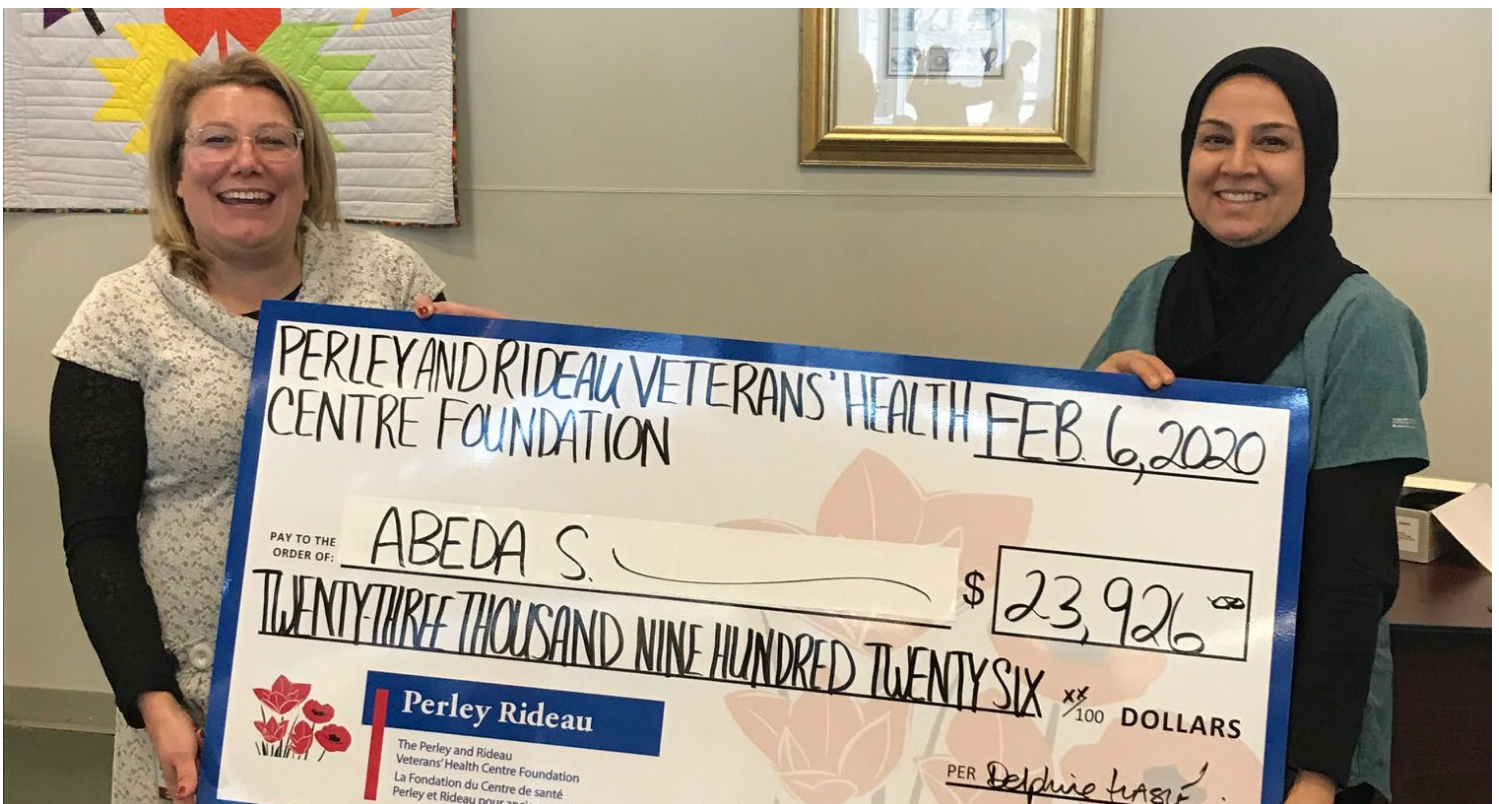


**The Royal Canadian Legion Br. 108 Winchester made a generous donation of \$4,000, which has been used to purchase 2 new Hi-Lo beds for Veteran residents! Thank you to all members of the Winchester branch who helped to make these invaluable pieces of equipment a reality. L to R: Shawn Doolan, RCL Br 108 Winchester Poppy Chair; Courtney Rock, Development Manager; Harvey Blais, RCL Br 108 Winchester member.**





**The Foundation team would like to express their sincere thanks to everyone who supported the Catch the Ace lottery over the past 11 months. Over \$34K net was raised to support the Priority Needs of the Health Centre, including \$15K exclusively supporting the Staff Education Bursary! This was only possible because of the support from Perley Rideau staff members and the community. Pictured here are just a few of the staff members who bought tickets over the 43-week period in which the lottery took place. Thank you, and stay tuned to see what the Foundation will come up with next!**



**A huge congratulations to Abeda, the winner of the Catch the Ace lottery! After 43 long weeks Abeda found the Ace of Spades hiding in envelope 11, and won \$23,926. Enjoy, and thank you Abeda for your support! L to R: Delphine Haslé, Foundation Executive Director; Abeda S., Perley Rideau Foundation Catch the Ace winner.**

JOIN

# TEAM PERLEY RIDEAU

To register visit [www.perleyrideaufoundation.ca](http://www.perleyrideaufoundation.ca)  
or email [foundation@prvhc.com](mailto:foundation@prvhc.com)

**RUN OR WALK IN OTTAWA RACE  
WEEKEND**

**2K, 5K, 10K, 1/2 OR FULL MARATHON  
MAY 23-24, 2020**

**TAMARACK**  
OTTAWA RACE WEEKEND







# FIRESIDE YOGA WITH REBECCA WILSON

In support of Team Perley Rideau  
\$10 per class or \$40 for the full series  
All proceeds to the Perley Rideau Foundation  
CR#12194 8038 RR0001

Tuesday's 7-8pm - 5 class series from Mar 3 - Mar 31  
826 Indica Street, Stittsville (Rebecca's home studio)

Limited spaces available. Please pre-register by emailing  
[Rebecca.Wilson1116@gmail.com](mailto:Rebecca.Wilson1116@gmail.com)  
or by calling 613-986-8141

Rebecca is an experienced yoga teacher whose classes focus on cultivating mindfulness, building strength and improving balance and mobility.

FASHIONABLE

7 DAYS A WEEK



Join Nygard Style Direct for a

# Benefit Spring Fashion Show and Shop Event

in support of the Perley and Rideau Veterans' Health Centre Foundation

*Sunday April 19, 2020*

*Main Cafeteria*

*Perley Rideau at 1750 Russell Rd, Ottawa*

*Shopping: 1pm to 4pm*

*Fashion Show at 2:30pm*

*ALL WELCOME · FREE ADMISSION*

*Over 30 vendors with specialization in clothing, women's accessories, food, and senior services will be on site · Raffle and Silent Auction*

**[www.perleyrideaufoundation.ca](http://www.perleyrideaufoundation.ca) | 613-526-7173 | #honourandcare**



**Perley Rideau**

The Perley and Rideau Veterans' Health Centre Foundation





The Dementia Society  
Ottawa and Renfrew County



# WALK FOR DEMENTIA

Together, we can ensure no one faces dementia alone.

## SATURDAY MAY 9 2020

TUNNEY'S PASTURE

Check-in opens at 9:00 AM.  
Walk begins at 10:15 AM.



In support of caregivers and the more than 20,000 people living with dementia in Ottawa and Renfrew County.

### WALKFORDEMENTIA.CA TO REGISTER

or call 613-523-4004



Tony Graham Automotive Group



bakertilly



# Design Grandma's Apartment and Grandpa's Village



## **The Perley Rideau Village is expanding.**

We are constructing a new home for 200 seniors.

We need your input on the  
apartment designs and Village services.

In 2020, plan to join seniors, family, staff and our architects in  
an engaging workshop to create the home of the future.

**Interested?**

**Please contact [info@prvhc.com](mailto:info@prvhc.com)**

# Important News from Veterans Affairs Canada



Anciens Combattants  
Canada

Veterans Affairs  
Canada

## 1 Consultation

Veterans Affairs Canada (VAC) has launched an online consultation to learn how we can better communicate with and reach out to former Canadian Armed Forces members and their families. The Veteran Community Consultation is geared toward Veterans who do not currently receive benefits and services from VAC.

We are requesting your help in spreading the word to your members and networks so that we can hear from as many Veterans as possible in this consultation.

It is important that all former military members are aware of the benefits and services that VAC offers, and how to access those supports, even years after release. The findings of this consultation will help us improve the way we communicate with Veterans to better meet your needs.

Please encourage Veterans in your networks to participate, by sharing the link with your membership list or including it in your next newsletter. A poster is also available that we can send you by email to post in your gathering space. If your organization is active on social media, please consider sharing our Facebook and Twitter posts about this consultation with your own networks.

The online consultation will run until the end of March. In-person discussion groups will be organized in communities across Canada this spring.

Visit [www.veteranconsultation.ca](http://www.veteranconsultation.ca) to participate in the consultation.

If you have any questions, please contact [vac.consultation-consultation.acc@canada.ca](mailto:vac.consultation-consultation.acc@canada.ca)

## 2 Website Redesign

Following the successful redesign of the services content on our website, [Veterans.gc.ca](http://Veterans.gc.ca), I am pleased to inform you that we have done the same for our commemorative content.

The redesigned website follows a human-centered design approach built from user-testing, research, and analysis. It provides Veterans, their families and the general public with clear, user-friendly access to our content.

There are a couple of key differences about the redesigned website. The first is the language we use. Information is now easier to read and understand for users of all ages. We have also changed the format and layout to reflect the Department's new look and feel. This means it's more visually appealing with consistent flow from one page to the next and has a stronger focus on what the user is looking for. One of the key things we heard during testing is that visitors wanted to read more about those who served. We will make sure these stories are told.

I encourage you to explore the new website and to promote and share it within your organization and/or networks. Check out the Department's social media channels for more information and posts to share.

### 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](mailto:jinnes@prvhc.com). Please note that the newsletter is available online at [www.PerleyRideau.ca](http://www.PerleyRideau.ca).

All submissions are welcome.

## Want to stay in touch with the Perley Rideau?

Follow us on these social media sites and watch for frequent updates:



Perley  
Rideau



Perley  
Rideau



PerleyRideauSeniors;  
@prvhc\_seniors



Perley and Rideau  
Veterans' Health Centre  
/ Foundation



Perley  
Rideau



BPSO Perley Rideau;  
@BpsPerley



# INFO SESSION

## PERSONAL SUPPORT WORKER

Find out more about our living classroom at The Perley and Rideau Veterans' Health Centre where you're learning in a real working environment. Building relationships to provide quality care.

### In this session, you'll learn more about:

- Successful graduates
- A bursary you can apply for
- Guaranteed job interviews upon completion
- Career opportunities in the field

### INFO SESSION DATES

- March 5, 10am-12pm
- March 19, 5pm-7pm
- April 2, 10am-12pm
- April 16, 5pm-7pm
- April 30, 10am-12pm

### LOCATION

The Perley and Rideau Veterans' Health Centre  
@ 1750 Russell Road

"I really enjoyed my experience in the living classroom. You are learning new skills where the residents live one day and with the guidance of our PSW mentors practice the next day on the unit with them. You have the opportunity to build relationships with the residents, families and staff. I realized early on that I enjoyed working with the seniors and felt that this was very important work." - **Valerie, Grad**

Register at  
[algonquincollege.com/psw-perley-rideau](http://algonquincollege.com/psw-perley-rideau)

Tours of the facilities will be available.  
Parking vouchers will be provided for the info session.

